Perceptions of Staff members towards the work environment of select corporate hospitals in Hyderabad city of Telangana state

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ABSTRACT

Retaining and acquiring new customers to the corporate hospitals depends on the many aspects like patient-doctor relationship, commitment of the staff members and management of the hospital plays key role in providing the quality of services in the healthcare sector. The article aimed to analyze the different variables on the demographic, work and family, work environment and work feelings of the staff members which affect their work life. A total of 100 staff members, 20 from each select corporate hospital were selected by following simple random sampling to conduct research study. Statistical tools like percentages and Chi-square tests were used to analyze and interpret the primary data. In providing the qualitative services to the patients who approach to the corporate hospitals mainly depends on the abilities and commitment of the staff members towards the duties which they need to provide of that particular corporate hospital. Whenever the work environment and working conditions of the corporate hospital are flexible and employee friendly, then the staff will show the much interest to attend their duties and render their services at most commitment. The management of the corporate hospital needs to provide the above said conditions to their staff members. It is concluded that there is significant difference between the opinions of staff members on the patients feel towards the services of staff among different select sample corporate hospitals in Hyderabad city of Telangana state

KEY WORDS:, Corporate Hospitals, Staff members, Work Environment, Patient-Doctor Relationship

INTRODUCTION:

Retaining and acquiring new customers to the corporate hospitals depends on the many aspects like patient-doctor relationship, commitment of the staff members and management of the hospital plays key role in providing the quality of services in the healthcare sector. The cordial relationship and the bonding between the patient and doctor or with some other staff members of the hospital may help to provide the better services. In providing the qualitative services to the patients who approach to the corporate hospitals mainly depends on the abilities and commitment of the staff members towards the duties which they need to provide of that particular corporate hospital. While providing the services to the patients the staff members need to feel the hospital like their own organization, should not be like an employee or hired service provider. Whenever the work environment and working conditions of the corporate hospital are flexible and employee friendly, then the staff will show the much interest to attend their duties and render their services at most commitment. Hence, the management of the corporate hospital needs to provide the above said conditions to their staff members. It is aimed to analyze the different variables on the work environment of the staff members which affect their work life. For this purpose five corporate hospitals namely Sunshine hospital, Yashoda hospitals, KIMS hospital, Care hospital and Aware Gleneagles Global hospitals in Hyderabad city of Telangana state were selected to conduct the research to estimate and draw out the perceptions of the respondent staff members.

REVIEW OF LITERATURE:

Fatima, T., Malik, S. and Shabbir, A. (2018), in their study they have delineated that private human services specialist co-ops are endeavoring to convey all around improved social insurance administrations to their clients. Results affirmed that better nature of medicinal services administrations grades to construct fulfillment and unwaveringness among patients. The social insurance administration quality viewpoints (for example physical condition, client well disposed condition, responsiveness, correspondence, security and wellbeing) are decidedly related with persistent dependability which is intervened through patient fulfillment.

Anupama Rajbhandari, Apichart Intravisit (2017), in their research they have found and suggested that the Medicinal services supplier and clinic the executives ought to allot the exertion towards personalization to expand quiet

fulfillment and to improve the apparent nature of human services administrations. Subsequently this measurement can be compelling in improving apparent assistance quality by improving tending to the patient by name, regarding patients as a person's nor similarly as a patient in particular and giving the customized consideration. The customary input from patient's social insurance framework and nature of human services administrations can bring a room of progress. Emergency clinics need to give customized consideration regarding know about their patients while in order to fulfill them. Overseeing clinic picture around there requires how human services suppliers can deal with patient's necessity by right treatment and conveying guaranteed administration are basic issues to expand unwavering quality in medicinal services setting. In social insurance benefits, the emergency clinic's notoriety must be considered as a help quality component and in like manner, this measurement incorporates great specialists, trustworthiness and morals. Patients' picture of the medicinal services suppliers is the most basic segments of desires, suppliers must give close consideration to the picture patients have of their training.

Aradhana Srivastava, Bilal I Avan, Preety Rajbangshi & Sanghita Bhattacharyya (2015) concluded that the Quality improvement endeavors in creating nations could concentrate on fortifying the procedure of care. Exceptional consideration is expected to improve relational conduct, as proofs from the audit focuses to the significance ladies join to being dealt with deferentially, regardless of socio-social or financial setting. Further research on maternal fulfillment is required on home conveyances and relative quality of different determinants in impacting maternal fulfillment.

Augustine and Atarah (2014) in their study which was conducted at Sunyani Regional Hospital in Ghana to evaluate the patients' contentment using SERVQUAL model revealed that, Simple random technique was adopted and a total of three hundred and forty-five patients were interviewed for the research. The study clearly states that one of the service quality dimensions "Reliability" has played a vital role considering the different aspects of service quality. Thus, it was suggested that management should consider various ways to render prompt and timely services to the patients who approached them for the health services.

Irene Aikins, Kumasi Mariam and Ahmed Bechem (2014) scrutinize the cause for patron choice for a healthcare in Bechem Government Hospital and Green Hill Hospitals in Ghana. They were found out that, the private hospital was rated superior in terms of the reliability, responsiveness, empathy and tangibility when it compared to Bechem Government Hospital. It means the management of Bechem Government Hospital need to improve more on the factors which were used to compare and based on the factors that influence eminence healthcare deliverance the private hospital was ranked superior than the public hospital that is Bechem Government Hospital.

Phung Tan Le (2014) in his study, which he performed a survey on patient contentment and staff contentment at the unsophisticated hospital. In his study he used a organized random sample of 1,000 patients and the total staffs at the unsophisticated hospital were elected for the main investigations. A supplementary investigation on the hospital indicators was conducted among 291 hospital managers from nine public hospitals in the region. Reliability, assurance, responsiveness and empathy dimensions of service quality emerged as an important dimensions.

Hina Mukhtar, Aamir Saeed and Ghalib Ata (2013) were conducted a study in Punjab Hospital, Lahore with a sample size of 105 patients. The results showed that, the overall performance of the hospital was average and there was a little gap in patients' expectations with the hospital services and their perceptions. However, negative gaps were found in areas of responsiveness.

Sharmila and Jayasree Krishnan (2013) indicated that the service quality in the private hospitals is meeting patients satisfactions and private hospitals are delivering enhanced healthcare services. The consequence can be used by the hospitals to reengineer and redecorate imaginatively their quality management processes and the future direction of their more effective healthcare quality strategy.

Vashist and Jain (2013) have concluded in their study that the Private sector delivers consciousness about quality of medical care, superior diffusion of insurance, augmented purchasing power, altering demographic structure and the like. The private sector also changes day to day. As healthcare was viewed as a profitable endeavor, corporate ethnicity takes part in healthcare delivery. Intrinsic factors like enhanced

competence, enhanced quality, superior reliability and intelligibility has also aided in the enlargement of private sector in healthcare.

Nassir UlHaq Wani, Kanchan Taneja, Nidhi Adlakha (2013) in their study they have shown that, India lags at the back in stare of health enhancement as compared to Unite States of America, China, Canada and Brazil but differing to other increasing countries like Pakistan, Bangladesh the circumstances is improved with life anticipation, Mortality ratios, health care spending speak volumes about the healthcare status. When analyzed through the prism eye, within India there are huge disparities in the midst of states in achieving health outcomes as well. Before liberalization the enhancement was at a low pace, but after the liberalization the whole picture distorted because the key initiatives to progress the current healthcare customary a two prong strategy focusing on the infrastructure requirements and the technology elucidation were implemented, which resulted in the healthy circumstances of the healthcare industry.

There are numerous studies on the research topic called Service Quality dimensions in healthcare industry to measure the services provided by the corporate hospitals. But, the present research study is a unique one and which had been aimed to, because of the main reason that, the service quality mainly depends on the satisfaction levels of the patients and it is to be depended on the services provided by the staff members of the particular corporate hospital.

OBJECTIVE OF THE STUDY:

The main objective of the study is

➤ To elicit and bring forth the opinions of respondent staff members of select corporate hospitals in Hyderabad city of Telangana state towards the work environment.

HYPOTHESIS:

To draw the better results for objective discussed above the following null hypothesis were used to test the data collected by the researcher.

H0: There is no significant divergence between the opinions of the respondent staff members towards the work environment of select corporate hospitals in Hyderabad city of Telangana state.

RESEARCH DESIGN:

Purely primary data has been used to conduct the present research to get the best results. To conduct the present study on the topic entitled "Opinions of Staff Members towards the Work Environment in select corporate hospitals in Hyderabad city of Telangana state". A total of 100 respondent staff members, 20 from each select corporate hospital were selected by following simple random sampling to conduct the present research. To collect the primary data 100 interview schedules were duly administered to the respondent staff member and asked them to rate their general expectation from a hospital..Statistical tools like percentages and Chi-square tests were used to analyze and interpret the primary data.

Analysis of Data and Inferences:

The data which was collected was tabulated and used the suitable statistical tools to analyze and arranged in a meaningful manner and interpreted. The results and the inferences were presented as below.

The personal feelings of the staff members on their work environment of select corporate hospitals in Hyderabad city of Telangana state are tested here. The results of the different variables are as follows;

Table 1
Distribution of respondent staff members and their opinions of select corporate hospitals in Hyderabad city of Telangana State

Name of the Hospital	Patients respect towards Staff members					Total
	Very Respectful	**Partly Respectful**	**Moderately**	**Partly Disrespectful**	**Very Disrespectful**	
Sunshine	13 (65)	4 (20)	2 (10)	1 (5)	0 (0)	**20 (20)**
Yashoda	12 (60)	4 (20)	2 (10)	1 (5)	1 (5)	**20 (20)**
KIMS	15 (75)	2 (10)	2 (10)	1 (5)	0 (0)	**20 (20)**
Care	14 (70)	3 (15)	2 (10)	1 (5)	0 (0)	**20 (20)**
AGG	11 (55)	3 (15)	3 (15)	2 (10)	1 (5)	**20 (20)**
Total	**65 (65)**	**16 (16)**	**11 (11)**	**6 (6)**	**2 (2)**	**100**

Source: Field Survey

Table 1 describes the distribution of respondent staff members and their opinions on patients respect towards them of select sample corporate hospitals in Hyderabad city of Telangana state. It is understood from the table above that, majority of the staff members (65 out of 100) of select sample corporate hospitals have

responded that the patients very respectful towards them, followed by 16 staff members have responded that the patients partly respectful towards them, 11 staff members have responded that the patients respect them moderately, six staff members have responded that the patients partly disrespectful towards them and the least number of staff members two are responded that the patients could be very disrespectful towards them.

Form the above table one can surmise that, greater part of the staff members among the select sample corporate hospitals in Hyderabad city of Telangana state of those who said that the patients could be very respectful towards them are found with KIMS hospital and the least are found with Aware Gleneagles Global hospitals.

Ho: There is no noteworthy distinction between the opinions of staff members on the patients respect towards them among different select sample corporate hospitals

Table 1A - Chi-Square Tests Results for the staff gender details

	Value	Degree of freedom	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.675ª	16	.991
Likelihood Ratio	6.274	16	.985
N of Valid Cases	100		

Source: SPSS generated

It is evident from the Table 1A that the P-Value of Chi-Square 0.991 is more than the 0.05 percent significance level. Thus, the null hypothesis acknowledged and it is presumed that there is no noteworthy difference between the opinions of staff members on the patients respect towards them among different select sample corporate hospitals in Hyderabad city of Telangana state.

Table 2
Distribution of respondent staff members and their opinions of select corporate hospitals in Hyderabad city of Telangana State

Name of the Hospital	Society's respect towards vocation of hospital staff					Total
	Very Respectful	**Partly Respectful**	**Moderately**	**Partly Disrespectful**	**Very Disrespectful**	
Sunshine	13 (65)	3 (15)	2 (10)	1 (5)	1 (5)	20 (20)
Yashoda	12 (60)	4 (20)	2 (10)	1 (5)	1 (5)	20 (20)
KIMS	15 (75)	2 (10)	2 (10)	1 (10)	0 (0)	20 (20)
Care	14 (70)	3 (15)	2 (10)	1 (10)	0 (0)	20 (20)
AGG	12 (60)	2 (10)	3 (15)	2 (10)	1 (5)	20 (20)
Total	**66 (66)**	**14 (14)**	**11 (11)**	**6 (6)**	**3 (3)**	**100**

Source: Field Survey

Table 2 reveals the distribution of respondent staff members and their opinions on society's respect towards the vocation of hospital staff of select sample corporate hospitals in Hyderabad city of Telangana state. It is understood from the table above that, majority of the staff members (66 out of 100) of select sample corporate hospitals have opined that the society's respect towards vocation of hospital staff could very respectful, followed by 14 staff members have opined that the society's respect could partly respectful, 11 staff members have opined that the society's respect towards them could moderate, six staff members have opined that the society's respect could partly disrespectful and the least number of staff members only three have opined that the society's respect towards them could be very disrespectful.

Form the above table one can surmise that, greater part of the staff members among the select sample corporate hospitals in Hyderabad city of Telangana state of those who have opined that the society's respect towards their vocation are found with KIMS hospital and the least are found with Yashoda and Aware Gleneagles Global hospitals together.

Ho: There is no noteworthy distinction between the opinions of staff members on the society's respect towards their vocation among different select sample corporate hospitals

Table 2A - Chi-Square Tests Results for the staff members opinions

	Value	Degree of freedom	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.545[a]	16	.998
Likelihood Ratio	5.486	16	.993
N of Valid Cases	100		

Source: SPSS generated

It is evident from the Table 2A that the P-Value of Chi-Square 0.998 is more than the 0.05 percent significance level. Thus, the null hypothesis acknowledged and it is presumed that there is no noteworthy difference between the opinions of staff members on the society's respect towards the vocation of hospital staff among different select sample corporate hospitals in Hyderabad city of Telangana state.

Table 3
Distribution of respondent staff members and their opinions of select corporate hospitals in Hyderabad city of Telangana State

Name of the Hospital	Current societal status of medical staff (in Percentage)				Total
	Below 25	26 – 50	51 – 75	76 - 100	
Sunshine	3 (15)	4 (20)	4 (20)	9 (45)	**20 (20)**

Yashoda	2 (10)	4 (20)	6 (30)	8 (40)	**20 (20)**
KIMS	4 (20)	2 (10)	3 (15)	11 (55)	**20 (20)**
Care	2 (10)	3 (15)	5 (30)	10 (50)	**20 (20)**
AGG	3 (15)	2 (10)	4 (20)	11 (55)	**20 (20)**
Total	**14 (14)**	**15 (15)**	**22 (22)**	**49 (49)**	**100**

Source: Field Survey

Table 3 depicts the distribution of respondent staff members and their opinions on the current societal status of medical staff of select sample corporate hospitals in Hyderabad city of Telangana state. It is understood from the table above that, majority of the staff members (49 out of 100) of select sample corporate hospitals have opined that the 76 – 100 percent current societal status of medical staff, followed by 22 staff members have responded that the ranging from 51 – 75 percent, 15 staff members have opined that ranging from 26 – 50 percent and the least number of staff members only 14 have opined that below 25 percent.

Form the above table one can surmise that, greater part of the staff members among the select sample corporate hospitals in Hyderabad city of Telangana state of those who have opined that the 76 – 100 percent current societal status towards medical staff are found with KIMS hospital and Aware Gleneagles Global hospitals together and the least are found with the Yashoda hospital.

Ho: There is no noteworthy distinction between the opinions of staff members on the current societal status towards the medical staff among different select sample corporate hospitals

Table 3 - Chi-Square Tests Results for the staff gender details

	Value	Degree of freedom	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.209[a]	12	.979
Likelihood Ratio	4.233	12	.979
N of Valid Cases	100		

Source: SPSS generated

It is evident from the Table 3A that the P-Value of Chi-Square 0.979 is more than the 0.05 percent significance level. Thus, the null hypothesis acknowledged and it is presumed that there is no noteworthy difference between the opinions of staff members towards the current societal status of medical staff among different select sample corporate hospitals in Hyderabad city of Telangana state.

Table 4
Distribution of respondent staff members and their opinions of select corporate hospitals in Hyderabad city of Telangana State

Name of the Hospital	Degree of patient's trust towards hospital staff					Total
	Very High	A bit high	Moderate	A bit bad	Very bad	
Sunshine	13 (65)	4 (20)	2 (10)	1 (5)	0 (0)	**20 (20)**
Yashoda	13 (65)	4 (20)	2 (10)	1 (5)	0 (0)	**20 (20)**
KIMS	15 (75)	2 (10)	2 (10)	1 (5)	0 (0)	**20 (20)**
Care	14 (70)	3 (15)	2 (10)	1 (5)	0 (0)	**20 (20)**
AGG	14 (70)	2 (10)	3 (15)	1 (5)	0 (0)	**20 (20)**
Total	**69 (69)**	**15 (15)**	**11 (11)**	**5 (5)**	**0 (0)**	**100**

Source: Field Survey

Table 4 explains the distribution of respondent staff members and their opinions on degree of patient's trust towards hospital staff of select sample corporate hospitals in Hyderabad city of Telangana state. It is understood from the table above that, majority of the staff members (69 out of 100) of select sample corporate hospitals have opined that the degree of patient's trust towards the hospitals staff could be very high, followed by 15 staff members have opined that the degree of patient's trust towards the hospital staff could be a bit high, 11 staff members have opined that the degree of patient's trust towards the hospital staff could be moderate, five staff members have responded that the degree of patient's trust towards the hospital staff could be a bit bad and none of the staff members have opined that the degree of patient's trust towards the hospital staff could be a very bad.

Form the above table one can surmise that, greater part of the staff members among the select sample corporate hospitals in Hyderabad city of Telangana state of those who have responded that the degree of patient's trust towards the hospital staff could be very high are found with KIMS hospital and the least are found with the Sunshine and Yashoda hospitals together.

Ho: There is no noteworthy distinction between the opinions of the staff members on degree of patient's trust towards the hospital staff among different select sample corporate hospitals

Table 4A - Chi-Square Tests Results for the opinions of staff members

	Value	Degree of freedom	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.900[a]	12	1.000
Likelihood Ratio	1.897	12	1.000
N of Valid Cases	100		

Source: SPSS generated

It is evident from the Table 4A that the P-Value of Chi-Square 1.000 is more than the 0.05 percent significance level. Thus, the null hypothesis acknowledged and it is presumed that there is no noteworthy difference between the opinions of staff members on the degree of patient's trust towards the hospital staff among different select sample corporate hospitals in Hyderabad city of Telangana state.

Table 5
Distribution of respondent staff members and their opinions of select corporate hospitals in Hyderabad city of Telangana State

Name of the Hospital	Current Doctor-Patient relationship					Total
	Very Good	**A bit high**	**Moderate**	**A bit bad**	**Very bad**	
Sunshine	10 (50)	4 (20)	3 (15)	1 (5)	2 (10)	**20 (20)**
Yashoda	11 (55)	4 (20)	2 (10)	2 (10)	1 (5)	**20 (20)**
KIMS	13 (65)	2 (10)	2 (10)	2 (10)	1 (5)	**20 (20)**
Care	13 (65)	3 (15)	2 (10)	1 (5)	1 (5)	**20 (20)**
AGG	11 (55)	2 (10)	3 (15)	2 (10)	2 (10)	**20 (20)**
Total	**58 (58)**	**15 (15)**	**12 (12)**	**8 (8)**	**7 (7)**	**100**

Source: Field Survey

Table 5 depicts the distribution of respondent staff members and their opinions on current doctor-patient relationship of select sample corporate hospitals in Hyderabad city of Telangana state. It is understood from the table above that, majority of the staff members (58 out of 100) of select sample corporate hospitals have responded that the present doctor-patient understanding relationship is very good, followed by 15 staff members have responded that the present doctor-patient understanding relationship is a bit high, 12 staff members have opined that the present doctor-patient understanding relationship is moderate, eight staff members have opined that the present doctor-patient understanding relationship is a bit bad and seven staff members have opined that the present doctor-patient understanding relationship is very bad.

Form the above table one can surmise that, greater part of the staff members among the select sample corporate hospitals in Hyderabad city of Telangana state of those who have opined that the present doctor-patient understanding relationship is very high are found with KIMS and Care hospitals together and the least are found with the Sunshine hospital.

Ho: There is no noteworthy distinction between the opinions of staff the members on the current doctor-patient relationship among different select sample corporate hospitals

Table 5A - Chi-Square Tests Results for the opinions of staff members

	Value	Degree of freedom	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.061ᵃ	16	.999
Likelihood Ratio	4.101	16	.999
N of Valid Cases	100		

Source: SPSS generated

It is evident from the table 5A that the P-Value of Chi-Square 0.999 is more than the 0.05 percent significance level. Thus, the null hypothesis acknowledged and it is presumed that there is no noteworthy difference between the opinions of staff members on the current doctor-patient relationship among different select sample corporate hospitals in Hyderabad city of Telangana state.

Table 6

Distribution of respondent staff members and their opinions of select corporate hospitals in Hyderabad city of Telangana State.

Name of the Hospital	Any violence from patients				Total
	Insult	**Physical Violence**	**Both**	**Never**	
Sunshine	1 (5)	0 (0)	0 (0)	19 (95)	**20 (20)**
Yashoda	0 (0)	0 (0)	0 (0)	20 (100)	**20 (20)**
KIMS	0 (0)	0 (0)	0 (0)	20 (100)	**20 (20)**
Care	0 (0)	0 (0)	0 (0)	20 (100)	**20 (20)**
AGG	1 (5)	1 (5)	1 (5)	17 (85)	**20 (20)**
Total	**2 (2)**	**1 (1)**	**1 (1)**	**96 (96)**	**100**

Source: Field Survey

Table 6 depicts the distribution of respondent staff members and their opinions on the violence from patients of select sample corporate hospitals in Hyderabad city of Telangana state. It is understood from the table above that, majority of the staff members (96 out of 100) of select sample corporate hospitals have opined that they never experienced any violence from patients, followed by two staff members have opined that they have experienced the insult from patients, and an equal number of staff members one from each that they got insulted and physical violence from patients.

It can surmise that, greater part of the staff members among the select sample corporate hospitals in Hyderabad city of Telangana state of those who have opined that they never experienced any violence from the patients are found with Yashoda, KIMS and Care hospitals together and the least are found with the Aware Gleneagles Global hospital.

Ho: There is no noteworthy distinction between the opinions of staff members on the violence from patients among different select sample corporate hospitals

Table 6A - Chi-Square Tests Results for the opinions of the staff members

	Value	Degree of freedom	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.354[a]	12	.499
Likelihood Ratio	10.466	12	.575
N of Valid Cases	100		

Source: SPSS generated

It is evident from the Table 6A that the P-Value of Chi-Square 0.499 is more than the 0.05 percent significance level. Thus, the null hypothesis acknowledged and it is presumed that there is no noteworthy difference between the opinions of staff members on the violence from patients among different select sample corporate hospitals in Hyderabad city of Telangana state.

Table 7

Distribution of respondent staff members and their opinions of select corporate hospitals in Hyderabad city of Telangana State.

Name of the Hospital	Patients feel on the services of staff					Total
	Very Satisfied	Partly Satisfied	Moderately	Partly Dissatisfied	Very Dissatisfied	
Sunshine	13 (65)	4 (20)	2 (10)	1 (5)	0 (0)	20 (20)
Yashoda	12 (60)	5 (25)	2 (10)	1 (5)	0 (0)	20 (20)
KIMS	15 (75)	2 (10)	2 (10)	1 (5)	0 (0)	20 (20)
Care	14 (70)	3 (15)	2 (10)	1 (5)	0 (0)	20 (20)
AGG	15 (75)	2 (10)	2 (10)	1 (5)	0 (0)	20 (20)
Total	69 (69)	16 (16)	10 (10)	5 (5)	0 (0)	100

Source: Field Survey

Table 7 describes the distribution of respondent staff members and their opinions on patients feel towards the services of staff of select sample corporate hospitals in Hyderabad city of Telangana state. It is understood from the table above that, majority of the staff members (69 out of 100) of select sample corporate hospitals have opined that the patients feel towards the services of staff is very satisfied, followed by 16 staff members have opined that the patients feel towards the services of staff was partly satisfied, 10 staff members have opined that the patients feel towards the services of staff was partly satisfied, five staff members have opined that the patients feel towards the services of staff was partly dissatisfied and the none of the patient was very dissatisfied towards the services of staff.

Form the table it can be summarised that, greater part of the staff members among the select sample corporate hospitals in Hyderabad city of Telangana state of

those who opined that the patients feel towards the services of staff was very satisfied are found with KIMS hospital and Aware Gleneagles Global hospitals together and the least are found with the Yashoda hospital.

Ho: There is no noteworthy distinction between the opinions of the staff members on the patients feel towards the services of staff among different select sample corporate hospitals

Table 7A - Chi-Square Tests Results for the opinions of the staff members

	Value	Degree of freedom	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.618[a]	12	.998
Likelihood Ratio	2.600	12	.998
N of Valid Cases	100		

 Source: SPSS generated

It is evident from the table 7A that the P-Value of Chi-Square 0.998 is more than the 0.05 percent significance level. Thus, the null hypothesis acknowledged and it is concluded that there is significant difference between the opinions of staff members on the patients feel towards the services of staff among different select sample corporate hospitals in Hyderabad city of Telangana state.

CONCLUSION:

Majority of the staff members among the select corporate hospitals in Hyderabad city of Telangana state those who opined that the patients could be very respectful towards them which is found with the KIMS Hospital. The least are found with Aware Gleneagles Global hospitals. More than 80 percent of medical staff are found with KIMS hospital positively. In Aware Gleneagles Global hospitals and Yashoda hospitals the degree of patient's trust towards hospital staff could be very high .The Doctor patient understanding relation is also found very high in KIMS Hospital and Care hospitals. The same is less with the other hospitals. The staff members of the Sunshine hospitals opined that they never experienced any violence from the patients. Overall the staff members of the hospitals who opined that the patients felt towards the services of staff are very satisfied , By and large the degree of percentage of opinions are differ from the hospital to hospital.

SCOPE FOR FURTHER RESEARCH:

There is a scope to undertake the research on the areas mentioned below

1. Impact of satisfaction levels of the staff members of corporate hospitals in providing services towards the service quality dimensions

2. Patient – Staff members relationship impact on the service quality dimensions in healthcare industry

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