Impact of Selecting Health Services via Star Rating in Sangli District

Prof. Mrs. Anjali S. Gaikwad

Bharati Vidyapeeth (Deemed to be) University,
Institute of Management,
Kolhapur (Maharashtra, India)
E-mail: anjali.gaikwad@bharatividyapeeth.edu

Prof. Dr. Pallavi P. Jamsandekar

Bharati Vidyapeeth (deemed to be University),
Institute of Management and Rural Development
Administration, Sangli (Maharashtra, India)
E-mail: pallavi.jamsandekar@bharatividyapeeth.edu

Abstract:

Hospital services for patient are a key factor when the crucial condition is front of the person. Hospital information and searching a better hospital for providing better health services are taken an important role in patient life. Can the patient knows that, is the Health Services are available online. The authors of this paper are focusing on star rating in Sangli District where the person can select health services. The authors collecting the data via online questionnaire which is focusing on selecting health services via Star rating, before that is the person know for giving a feedback of health services which can be analyzed by recommender system and strongly suggesting the better health services to person. Authors are analyzing the impact of selecting Health Services via Star Rating in Sangli District via chi square test and collection of 50 person data.

Keywords: Health Services, Recommender System

Introduction:

Hospital's Health Services information is available online is an internet-based communication which allows the user for selecting the hospital which provides good services of hospital. The online services taken a vital role in the conservations, share information and received the correct information regarding the health services. The internet has created a platform for millions of computers at numerous sites in various countries, belonging to thousands of businesses, governments, research institution, educational institutions and other organizations to link up with one another for receiving the better services. Hospital management system is a computerized system that

helps to manage the information related to health care and aids in the hospitals can providers effectively.

People from whole Maharashtra and Karnataka State are visiting the Sangli District hospitals have the primary healthcare facilities, with a large number of intensive care beds, Laboratory facility, X-ray facility; Medical Services and also psychiatric care are also available in specialized hospitals and several other disease categories. The main idea behind the study is related to provide the information of availability of Medical services in online mode.

Below mentioned are some of the health services:-

- Emergency room services
- Short-term hospitalization
- X-ray/radiology services
- General and specialty surgical services
- Pathology
- Neurology and Oncology Treatment and Services

In this research paper authors are trying to Selecting Health Services via Star Rating in Sangli District and asking the questions for 50 population and

METHODOLOGY:

Data was collected using primary data set through the distribution of Questionnaire through Google Forms is used and convenient sample is being used. In this study, patient from Sangli were being selected. The reason for choosing the sample is that as the topic is related with health services selection via patient, so the patient are taken as they mostly use phones and laptops. 12 questions from questionnaire are distributed to 60 patient but only 50 responses could be received

Designation of the Respondent:

On line Appointment of Doctor	Offline Appointment of Doctor	Direct Visit to Doctor	Total
2	45	3	50

Out of 50 respondents, it is seen that many of the respondents i.e. 45 belongs to **Offline Appointment of Doctor**, whereas only 2 responses are from **On line Appointment of Doctor** and 3 from Direct Visit to Doctor. Following is the table showing gender wise, Agewise and mode of taking doctor's appointment.

Selecting Health Services Details(n=50)		
Gender	Male	48%
	Female	52%
Age	16-19	31.7%
	20-60	68.3%
Health Services	On line Appointment of Doctor	4.2%
	Offline Appointment of Doctor	90.6%
	Direct Visit to Doctor	5.2%

Table 1: Selecting Health Services Distribution of respondents

We received 50 responses in total. The demographics a show is has 52% females and 48% males. The majority of the respondents were between 20-23 years old and they contribute 68.3% of the respondents. The rest of the 31.7% were 16-19 years old. Most of the respondent are using offline mode for Doctor's appointment.

DATA ANALYSIS:

The purpose of this study is to investigate the Selection of Health Services Centre via Online star rating by patients. A descriptive approach for data analysis was considered.

Response questions are coded, and categorized within each question to determine similar answer. Repetitive content of responses was identified. Finally, frequency counts of frequently occurring responseswere tabulated and converted to percentages for reporting purposes. The section below describes the detailed findings of the survey.

RESULT:

The survey was done to get an understanding of the experience and perception of Selecting Health Services via Star Rating in Sangli District. The survey Results are described below.
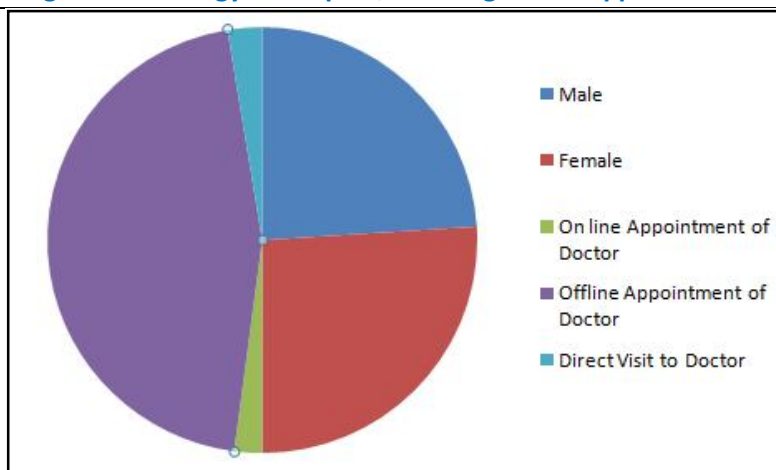
Fig. 1. Percentage of Patient Selecting Health Services via Star Rating in Sangli District

Each and every respondent i.e. 50 Patient may be Selecting Health Services via Star Rating in Sangli District.

Survey Questions	Options	Response (%)
Do you Use Phone or Laptop?	Yes	98%
	No	2%
Do You know the Online Appointment System of Hospital?	Yes	36%
	No	64%
Are you taken an Appointment of Doctor Online?	Yes	23%
	No	77%
Do you think that using the Online Appointment is easy as compare to Offline Appointment of Doctor?	Yes	34.8%
	No	65.2%
Is the online appointment of the Doctor System is Flexible?	Yes	29%
	No	71%
What type of Health Services have you selected through Online mode?	• Appointment	55.1%
	• X-ray/radiology services	6.1%?
	• General and specialty surgical services	30.6%
	• Laboratory services	8.2%
Is the Doctor available as per the Online Appointment?	Yes	79%
	No	21%
Doyou had given Selecting Health	Yes	24.5%

Services via Star Rating in Sangli District?	No	75.5%
Are you given Star Rating to Health Services of Selected Hospital?	Yes	26.5%
	No	73.5%
Which Health Services do you mostly Like?	• Online Appointment	75.5%
	• X-ray/radiology services	6.2%
	• General and specialty surgical services	6.4%
	• Pathology	5.4%
	• Laboratory services	6.5%
Do you like Suggest others to apply Online Health Services System?	Yes	45.6%
	No	54.4%

Table 1. : - Health Services via Star Rating in Sangli District.

The study is about determining the impact of most popular factor of modern age uses a online system for their Health Care. Selecting the proper Health Services is a challenging task in front of person. The health Services are selecting via following assumptions

Sr.No.	Health Services Factors	Reasons
1	Location	Geographic area — a town or neighborhood where their existing or potential patients to receiving Health Services.
2	Size Factor	Facility will need to accommodate the building's square footage, parking, drainage and other considerations, such as potential future growth.
3	Cost	Region able cost for Health Services provided by Hospital
4	Speed of Opening	Health Services will be providing 24X7 for patients.

Table 2. : - Health Services Selection Factors

Only 23% of the patients are used online appointment of Doctor which is shown that most of the patients are receiving the Health services offline. The patient knowing the Online Appointment System of Hospital is 36% and where only 23% are taken as an online appointment of doctor.65.2% patients are likely for offline appointment of Doctor.29% of patient view that there is flexibility in Online appointment of Doctor's. The health Services like Appointment, X-ray/radiology services, General and specialty surgical services, Laboratory services are 55.1%, 6.1%, 30.6%, 8.2%. Doctor available as per the Online Appointment is 79%. Patients are given Selecting Health Services via Star Rating in Sangli District is only 24.5%. Health Services like online appointment, x-ray, General and specialty surgical services, Pathology, Laboratory services are 75.5%, 6.2%, 6.4%, 5.4%, 6.5% respectively. Patients which are selecting are health services as per the factors like location, size of factor, cost and speed of opening.

Conclusion:

In this research article the questionnaire, data analysis shown that most of the persons are unaware of online Doctor's appointment and those is application of Online Booking Doctor's they are selecting Health Services via Star Rating in Sangli District. Research scholar in this article can not mention any online application for booking of Doctor's appointment in online mode. The feedback of Doctor's Services which as the Recommender the Doctor's Services given by patients. With the help of Recommender System the rating of Doctor's for various services in Sangli District are applicable and easy for selecting the Doctor's Services. Recommender System is useful for Selecting Health Services of Doctors via Star rating.

References:

[1]Boyd, D. M. (2008). Taken out of context: American teen sociality in networked publics. Universityof California, Berkeley.

[2]Choney, S. (2010). Facebook use can lower grades by 20 percent, study says. Retrieved, 11(7), 2014.

[3]Hasnain, H., Nasreen, A., & Ijaz, H. (2015). Impact of social media usage on academic performance of university students. In 2nd International Research Management & Innovation Conference (IRMIC).

[4]Khan, S. (2012). Impact of social networking websites on students. Abasyn Journal of Social Sciences,5(2), 56-77.

[5]Kist, W. (2008). Digital literacies:"I gave up MySpace for Lent": New teachers and social networkingsites. Journal of Adolescent & Adult Literacy, 52(3), 245-247.

[6] Thuseethan, S., & Kuhanesan, S. (2014). Influence of facebook in academic performance of

Sri Lankanuniversity students.

[7]Zahid, A., Ahmad, M., Syed, R. H. & Faisal, H. (2016) Impact of Social Media of Student's AcademicPerformance International Journal of Business and Management Invention Vol 5 Issue 4 PP—22-29.

[8] Ahmad, A. (2011, Feburary). Rising of Social Network Websites in India Overview. IJCSNSInternational Journal of Computer Science and Network Security, 11, 155-158.

[9]Das, D. B., & Sahoo, J. S. (2010). Social Networking Sites – A Critical Analysis of Its Impact onPersonal and Social Life. International Journal of Business and Social Science.

[10]   Beel, J. ; Gipp, B. ; Aizawa, A. : Mr. DLib: Recommendations-as-a-Service (RaaS) for Academia. In: Proceedings of the ACM/IEEE-CS Joint Conference on Digital Libraries (JCDL), 2017 \

[11]   Beel, J. ; Gipp, B. ; Langer, S. ; Breitinger, C. : Research Paper Recommender Systems: A Literature Survey. In: International Journal on Digital Libraries (2015), S. 1–34. http://dx.doi.org/10.1007/s00799-015-0156-0. – DOI 10.1007/s00799–015–0156–0. – ISSN 1432–5012

[12]   Beel, J. ; Gipp, B. ; Langer, S. ; Genzmehr, M. ; Wilde, E. ; Nrnberger, A. ; Pitman, J. : Introducing Mr. DLib, a Machine-readable Digital Library. In: Proceedings of the 11th ACM/IEEE Joint Conference on Digital Libraries (JCDL'11), ACM, 2011, S. 463–464. – Available at http://docear.org

[13]   Behnert, C.; Lewandowski, D.: Ranking search results in library information systems-considering ranking approaches adapted from web search engines. In: The Journal of Academic Librarianship 41 (2015), Nr. 6, S. 725–735