

# E-governance in Hospital Administration of Meerut city

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**Abstract - Study of This paper focuses on the comparative analyses of e-governance in government and private hospitals in Meerut district. The study covers 6 hospital in meerut city in which 3 are Government hospitals and other 3 are private hospital. The study analyses the 3-governance in hospitals.in present scenario e-governance is spacial role in india**

**Key words: E-governance, Facilities, Performing Administrative activities, Delivery services, functions**

## I. INTRODUCTION

E-Governance is the use of a range of modern information and communication technologies such as internet, local area networks, mobiles etc. to improve effectiveness, efficiency & service delivery. In Hospitals, E-Governance innovate in management quality in patient/customer oriented service deliver at lower cost with the best effective and efficient way by using E=MC<sup>3</sup> in decentralized democratic governance system where all citizen/ patient get same benefit at lower Cost in satisfactory manner.

## II. OBJECTIVES AND HYPOTHESES

This research was carried out with the aim to:

- 1) Identify the e-governance facilities in both types of hospitals.
- 2) Compare the e-services in the government and private hospitals.
- 3) Identify the weakness of e-services in the hospitals.

The following hypotheses were prepared:

Ho1: E-Governance services in government hospitals is better as compared to the private hospitals.

Ho2: Patient satisfaction does not differ in both types of hospital facilities.

Ho3: Privatization has no role in the efficiency of services in the hospital.

## III. RESEARCH METHODOLOGY

The study made an attempt to analyze the performance of e-services in the hospitals. The case study units were selected on the basis of types of ownership of hospitals. Thus the following three government hospitals and three private hospitals were selected.

- Government Hospitals: (1) P.L Hospital (2) L.L.R.M. Hospital and (3) Mahila Chikitasalya Meerut.
- Private Hospital: (1) Anand Hospital (2) sushila jaswant ray Hospital and (3) Sarswati mol chand Hospital.

The survey was held in all the 6 hospitals and 50 persons including the patient and their relatives from each government and private hospital were examined. The primary data was collected through the observation method and by the means of questionnaires and interviews and secondary data was collected from records, reports, websites etc.

IV. RESULTS

The quality of e-governance services in the hospitals are given in the Table 1.

Table 1: Quality of services

Quality Scale	Quality of service	Government hospitals			Private hospitals		
		1	2	3	1	2	3
1	Poor	10	8	10	-	-	-
2	Fair	20	15	20	1	2	2
3	Satisfactory	10	17	15	9	13	10
4	Good	10	10	5	30	25	18
5	Excellent	-	-	-	10	10	20
	Total	50	50	50	50	50	50

It can be seen that the patients are more satisfied with the facilities and quality of service provided by the private hospitals (Table-2)

Table 2: Quality of services (value in %)

Quality Scale	Quality of Services	Government Hospitals	Private Hospitals
1	Poor	18.66	0
2	Fair	36.66	3.33
3	Satisfactory	28	21.33
4	Good	16.67	48.66
5	Excellent	0	26.66

In Hospitals a good communication system reducing the gap between the patient and doctor and also help in reducing the number of casualties. All these facilities also help development of e-governance in the hospitals. In private hospitals high tech facilities are available while on the other side we observe the poor prevailing facilities in the government hospitals (Table 3).

Table 3: Facilities

Facilities	Government Hospitals			Private Hospitals		
	1	2	3	1	2	3
Phone	AV	AV	AV	AV	AV	AV
Cellular	AV	NV	NV	AV	AV	AV
Fax	AV	NV	NV	AV	AV	AV
E-Mail	AV	NV	NV	AV	AV	AV
Internet	AV	NV	NV	AV	AV	AV
Mobile	AV	NV	NV	AV	AV	AV

*Findings*

E-Governance is new approach of online interaction with the hospitals staff at lower cost as well as higher level of services. It makes all the services accessible to the common man at affordable cost. The chi-square and Spearman's Rank Difference method showed that the E-Governance in private hospitals in better as compared to the government hospitals. For testing the first null hypotheses Ho1 i.e. E-Governance in government hospitals is better as compared to the private hospitals. We developed an alternative hypothesis i.e. E-Governance is not better in government hospitals as compared to the private hospitals.

Table 4: Services

Service Scale	Government Hospitals	Private Hospital
Poor	28	0
Fair	55	5
Satisfactory	55	32
Good	42	73
Excellent	25	40
Total	150	150

Spearman's Rank Difference method helps in investigating and understanding the correlation among the quality of e-governance in hospitals and ownership of hospitals and it may observe that there is positive correlation (0.6) between them i.e. quality depends on the ownership of hospitals (Table 4).

The result ( $\chi^2=134.5212$ ) which is more than 100% level of significance reject the first null hypothesis Ho1 and select the alternative hypothesis. The percentage method also shown quality of private hospitals is good as compared to the government hospitals as majority of people like the services of the private hospitals which reject the second hypothesis and select the alternative hypothesis i.e. patient satisfaction was different in two types of hospitals. The tools of e-governance like phone, internet, e-mail, sms etc. are available in the private hospitals but not in the government hospitals. All these facilities are poor in government hospitals as compared to the private hospitals as result of which e-governance hospitals as compared to the private hospitals as a result of which e-governance does not follow properly. Therefore it is proved that the privatization helps in increasing the efficiency, transparency and reliability of services at affordable cost. The private hospitals provide high tech and improved services to the patients which is not available in the government hospitals which also reject the third null hypothesis and select the alternative hypothesis that is the privatization has an important role in the efficiency of management of hospitals.

#### V. CONCLUSION

E-Governance facilitates a speedy, transparent, accountable, efficient and effective process for performing administrative activities in hospitals. It helps in providing all the services like patient centric services, administrative services and all the back office services. It simplifies the administrative operations which helps in the speedier and efficient delivery of services but there is need of some changes in the system which helps in increasing efficiency specially in government hospitals.

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