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## Perception and Satisfaction of Patients: Insights into the Indian Healthcare System During the COVID-19 Pandemic

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### Abstract

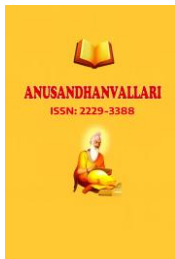
The pandemic time of covid 19 has had an impact on the whole healthcare system around the world. In India, the COVID-19 pandemic spread randomly. The healthcare system has experienced various challenges during the pandemic time of covid 19. In this research paper, a detailed discussion about the perception and satisfaction of the patient towards the Indian healthcare system during the COVID-19 crisis is elaborated. The literature that is deeply related to the pandemic is reviewed thoroughly in this paper to analyze the perception of satisfaction of the patients towards the healthcare system during the pandemic situation. The methodological part and data analysis part of the research paper conducted a comprehensive review of the relevant literature and studies that are influencing patient perception and satisfaction. The findings of the analysis represent an inclusive understanding of the hurdles and scopes that are arising in the healthcare system of India during the uncertain time. In the end, the research paper addressed the strategies to improve the Indian healthcare system for fighting against the crisis periods in the future.

**Keywords:** Perception, Satisfaction, Patients, Indian Healthcare System, COVID-19, Pandemic time.

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### Introduction

The covid 19 was a serious disease that consistently spread over the world. The consequences of the pandemic affected the whole scenario of the healthcare system around the world. The crucial impacts of covid 19 also hamper the healthcare system of India. The pandemic situation brought several ups and downs in the healthcare system of India as well and the situation changed the perception of the patients towards the healthcare system. The primary focus of the research paper is analyzing the perception and satisfaction levels of patients in the context of the services that are given by the Indian healthcare system during the covid 19 pandemic. The healthcare system of India is a broader healthcare system but apart from the advancements also it has some improvement areas in the infrastructure of the system. This research paper will discuss the improvement areas of the Indian healthcare system and strategies for mitigating the issue of lack of resources and limited accessibility during the COVID-19 time. The detailed execution of the perception and satisfaction level of the patient during the crisis time helps to catch the insights of the Indian healthcare system easily. The perception and satisfaction level of the patient define the area of the Indian healthcare system that needs improvement and ensure that the patients receive the quality treatment and support they require especially at a crisis time like COVID-19.



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## **Aim and Objectives of the study**

### **Aim**

The focus of the research paper is evaluating the Indian healthcare system with the help of analyzing the perceptions and satisfaction levels of the patients towards the Indian healthcare system at the time of the COVID-19 pandemic. The main motive of the research is to examine the experiences that the patients receive from the healthcare system in India and after that recognize and execute the strong and weak areas of the healthcare system. Understanding the factors that influence the satisfaction level of the patients and taking innovative decisions to improve the health care service in India, especially at the crisis time is very important for providing the best quality of service to the patients.

### **Objectives of the study**

- Assess the responsibilities of the Indian health care system towards the patient at the time of COVID-19.
- Providing the insights of satisfaction levels with the quality and accessibility services of the Indian healthcare system.
- Understanding the factors mostly affecting patient perceptions and satisfaction.
- Give suitable suggestions in the matter of enhancing the effectiveness of the Indian healthcare systems during a time of serious crisis.

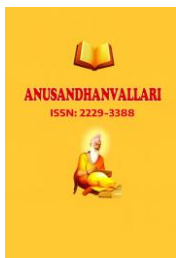
## **Literature Review**

### **Previous studies on patient perception and satisfaction in healthcare**

There are several studies that have detailed discussions about the concept of realizing the patient perceptions and satisfaction levels towards the healthcare services in the healthcare system all around the world. The numerous studies which discussed the feedback of the patient towards the health care system tried to shed light on the importance of giving quality treatment to patients, underline the diverse factors related to giving a good quality of health care service such as communication between the health care providers and the patient, presenting sympathy towards the needed, and deeply engaged in decision-making processes. As per Baker et al. (2021) the patients are given more preference to the healthcare providers who listen to their problems with so much attention, maintain a good balance of communication with the patients, and eagerly involve them in treatment decisions. These types of qualities in a health care provider help to lead the satisfaction of the patient to higher levels. According to Drossman et al. (2020) patients are most probably giving priority to the matter of clear communication with the health care providers and informational support from the healthcare professionals that helps to develop the health care system. The strategy of giving informational support and solving problems through clear communication has a deep influence on the overall perception of the patient about the quality of care that is given by the health care system.

### **Relevant literature on healthcare systems during pandemics**

There are numerous literatures that delve into the terrible consequences of the pandemic situations. There are also several studies which are written during the previous pandemic situation. Before the covid 19 pandemic happened, the world was also facing the situation of the H1N1 influenza outbreak and the SARS epidemic and the crucial consequences of these pandemics (Abdelrahman et al. 2020). These consequences of the previous pandemics



gradually shed light on the basic requirements for robust healthcare infrastructures, effective communication channels, and consistence efforts in the coordinated response. As per Lal et al. (2022) preparedness measures, starting from stockpiling medical supplies to applying infection control protocols, in the context of optimizing or executing healthcare services during crisis situations pandemics is very crucial. Underscoring the significance of information dissemination at an accrued time and public health interventions, that help to mitigate the transmission of the disease and optimizing healthcare resource execution during the time of some serious crisis is very important to draw attention from the patient and give a satisfied service to them.

### Specific studies related to the Indian healthcare system during COVID-19

There are very a smaller number of studies are actually existed that specifically discuss the perception and satisfaction level of the patients within the Indian healthcare system at the terrible time of the COVID-19 pandemic. However, there are still some studies that are primarily focused on the consequences of the COVID-19 pandemic on the surface of the Indian healthcare system. As per George et al. (2020) the Indian system of healthcare, initiatives are facing various challenges during the pandemic time. The challenges include the incapability of the Indian healthcare infrastructure, lack of required resources, and potential barriers to accessibility of the healthcare service. These pivotal challenges are crucially impacting the patient experiences. As mentioned by Qureshi (2021) it is important to give attention to the limitations or inequality in healthcare access and quality across different regions of India at the time of the pandemic. The future studies of this paper should discuss the gaps and provide inclusive insights into the feedback levels of the patient in the matter of taking service from Indian healthcare in a crisis situation like COVID-19.

### Methodology

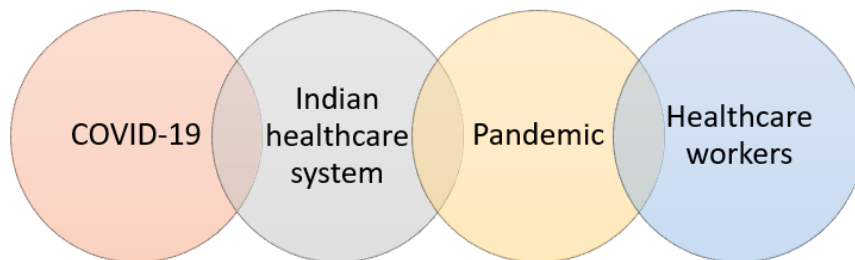
In this specific research paper, a mixed-methods approach is applied to discover patient perceptions and satisfaction towards the Indian healthcare system at the exact time of the COVID-19 pandemic. In the first step, it is very important to review all the relevant literature that thoroughly discusses the impacts of covid 19 on the healthcare system of India (Dodds et al. 2020). Then at the second stage of the research, a comprehensive survey should be conducted and the survey forms should be distributed all over India to collect feedback from the patients on the concept of their perception level and satisfaction level towards the Indian healthcare system. The process of quantitative data analysis will help to execute a huge number of data to reveal the underlying patterns and relationships. on the other side, the qualitative data is collected from the open-ended questions and the analysis of the qualitative dataset helps to gain a deep insight into the actual factor. Qualitative and quantitative method are strategically applied in this research paper to provide a fulfill understanding of the perception and satisfaction level of the patients towards the Indian healthcare system (Nguyen et al. 2021). Both of the analysis process helps to enhance the infrastructure of the Indian health care system to effectively handle the further crisis.

Literature Review	Review relevant literature on the impacts of COVID-19 on the Indian healthcare system to understand existing knowledge and identify gaps for further investigation.
Survey	Conduct a comprehensive survey distributed across India to collect feedback from patients regarding their perceptions and satisfaction levels with the healthcare system.
Quantitative Analysis	Analyze survey data quantitatively to identify patterns and relationships, providing insights into overall patient perceptions and satisfaction levels.

Qualitative Analysis	Analyze qualitative data from open-ended survey questions to gain deeper insights into specific factors influencing patient perceptions and satisfaction.
Mixed-Methods Approach	Integrate quantitative and qualitative analyses to provide a comprehensive understanding of patient perceptions and satisfaction, informing strategies for healthcare improvement.

**The Indian Healthcare System During COVID-19**

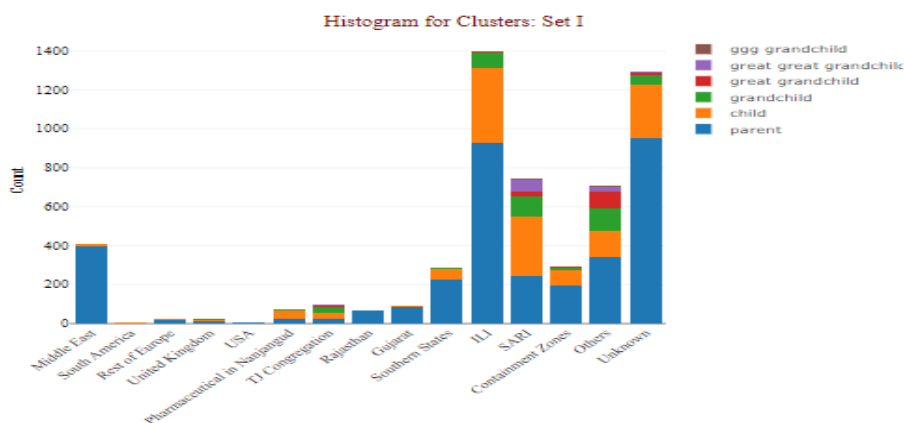
**Figure 1: Findings of the research paper**



**Source: Researcher self developed**

The COVID-19 pandemic creates significant problems in the daily lifestyle of Indians not only Indians, the impacts of covid 19 bring hazards to the global lifestyle (Narayan et al. 2020). In the matter of impacting healthcare systems, the Indian healthcare system is addressing the both qualities of strengths and weaknesses in its infrastructure and capacity. The primary challenge that is faced by the healthcare system during the pandemic is integrating a lot of pressure on hospitals and healthcare workers. The Indian government took several crucial steps to effectively resist the harmful consequences of the virus and to stop the consistent spread of the virus at the time of COVID-19 (Sharma 2022).

**Figure 2: The rate of infected patients**

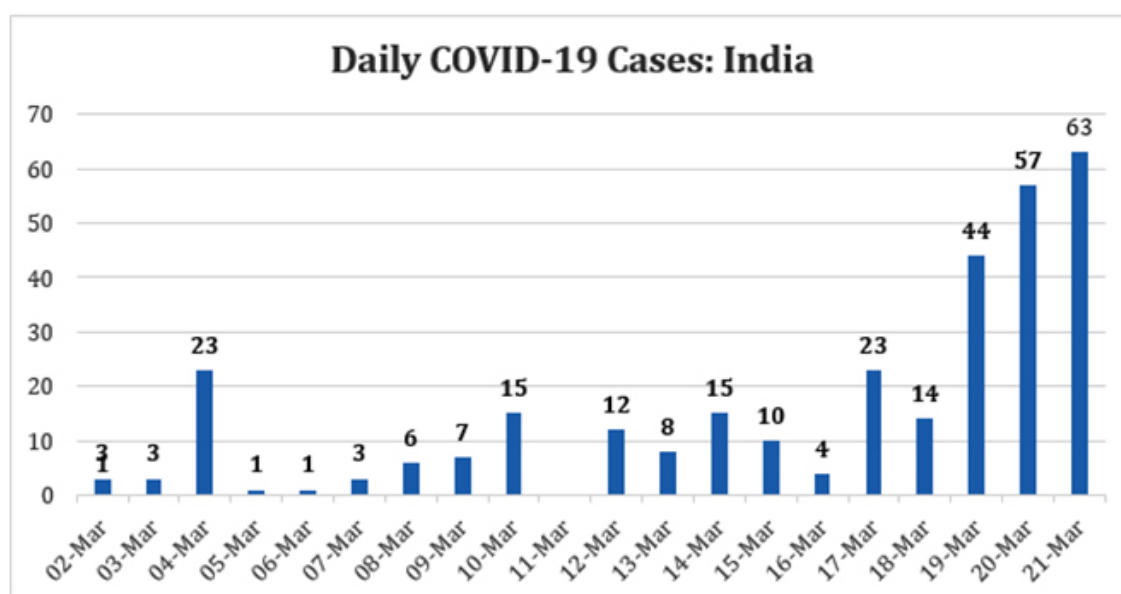


**Source: Narayan et al. 2020**

The initiatives of the Indian government encompass various operations such as establishing some covid 19 hospitals for treating only the individuals who are affecting by the virus and the government also arranges some shelters for the family members of the affected person that is called quarantine centers. The Indian government also takes the step of lockdown to stop the rapid spread of the virus (Wankhede 2020). Additionally, several public health campaigns were launched to bring awareness of preventive measures such as wearing masks, maintaining social distancing, and getting vaccinated to effectively fight against the virus and bring back the normal lifestyle of people.

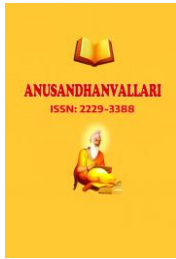
Apart from the advanced efforts, there were a lot of issues that are located in the medical field that put impeccable problems in the treatment of the patients during the COVID time. The primary problem that arises during this time is the shortage of enough medicines in the rural areas. Some of the rural areas are facing the terrible problem of lack of enough oxygen cylinders, lack of enough ventilators, and hospital beds are almost not available. People who belong to a marginalized group have a harder time getting the needed treatment (Godinic and Obrenovic 2020).

Figure 3: Daily COVID\_19 cases (INDIA)



Source: Godinic and Obrenovic 2020

Some people were unsure about vaccination; they don't want to take the vaccine just because they are thinking about the negative impact of the vaccines. In every hard situation there were a lot of challenges and handling the challenges effectively is called strategy. It is true that the healthcare workers worked hard to give quality treatment to the covid 19 patients. Investment in better facilities, training more healthcare workers, and making sure everyone can get the care they need, no matter where they live can change the whole scenario of the Indian healthcare system.



### Patient Perception Towards Healthcare Services

Perception of the patient is all about how the health care system is treating them, and what type of quality they receive in the treatment. Understanding the perception of a patient is very important for the health care system as because the perception level of a patient sometimes decides the enhancement of the health care system. Perception of patients is making better the treatment quality of the health care system and as well as it emphasizes the satisfaction level of patients at the time of COVID19 (Kludacz et al. 2021). The experiences that the patients gathered during the pandemic encompass various crucial factors starting from access to service, conversation with the healthcare care providers, and all over satisfaction with the treatment that they received during the pandemic. The perceptions of patients may be shaped by their conversation with healthcare professionals, the quality of the treatment and the effectiveness of it, wait times, and the cleanliness of the organization of the healthcare facilities. Positive perceptions of a patient can lead to the reliability of the healthcare system (Zaid et al. 2020). On the opposite side, negative perceptions may lead the patients towards dissatisfaction, and potential delays in treatment.

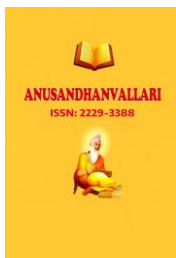
### Factors Influencing Patient Satisfaction

There are several factors that gradually play a vital role in the concept of influencing the satisfaction level of the patient with healthcare services, especially during the COVID-19 pandemic. The factor that influences the satisfaction level of the patient is the quality of interaction between patients and healthcare providers. It is very obvious that the patients always preferred to have clear, respectful conversations with their respective doctors and nurses. Communication is the only way in which the patients are able to convey their problems to the doctors and understand the required treatment process (Noble 2020). There is another important factor that impeccably influences the satisfaction level of patients who are providing unlimited access to healthcare services. Easily access to medical care, through physical clinics or telemedicine options makes the patients feel more satisfied with the health care service.

Figure 4: Factors Influencing Patient Satisfaction



Source: Researcher self developed



The effectiveness of treatment and the outcomes that are achieved in a great way always have a positive impact on the context of patient satisfaction level. The patients are receiving treatment timely and effectively which means it improves their health, so they are more satisfied with the quality of care they received. Some other factors influence patient satisfaction sometimes including the cleanliness and managing quality of healthcare facilities, the attitudes and behavior of healthcare staff, and the overall experience of receiving care. Healthcare providers can easily embrace the satisfaction level of the patient levels and secure the fact of giving better healthcare experiences, even during challenging times like the COVID-19 pandemic by addressing these respective factors and taking initiatives to improve communication, accessibility, and the quality of care (Volcy et al. 2021).

### Analysis and Findings

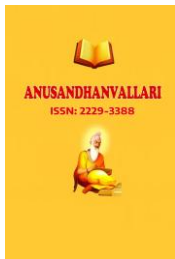
Key Findings	Implications
Efforts needed for better accessibility and communication	Addressing limited healthcare infrastructure
Shortage of essential medical supplies hindering effective treatment delivery	Requirement for better resource management and distribution strategies
Vaccine inequity and negative rumors leading to hesitancy	Need for targeted public health interventions and education campaigns
Resilience and adaptability of Indian healthcare system during pandemic	Room for improvement in addressing systemic challenges and ensuring equitable access to quality care

The analysis of patient perceptions and satisfaction with the Indian healthcare system during COVID-19 uncover several significant key findings. First, conduct potential efforts to make better accessibility and communication, particularly in the areas where healthcare infrastructure remains limited. Secondly, at a time when patients appreciate the dedication of healthcare workers, the lack of essential medical supplies continues to hamper in the way of effective treatment delivery (Letta et al. 2021). The findings of the research paper shed light on the requirements that are needed for better management the resource and distribution strategies.

The crucial factors, such as the inequity of vaccines and negative rumors of the effects of vacancies lead the people towards hesitancy and skepticism. Certain population groups underscore the significance of targeted public health interventions and education campaigns. The Indian healthcare system has represented resilience and adaptability during the pandemic; at the same time there is room for improvement in the concept of addressing systemic challenges and securing equitable access to quality care for all patients (Gupta et al. 2023).

### Discussion

The discussion section of the research paper shed light on the factors that are deeply influenced by the patient perception and satisfaction level towards the health care system during the time of COVID 19. The research paper discussed about the patient perception and satisfaction towards the Indian health care system with the help of recognizing the key challenges and opportunities that are addressed to improving healthcare delivery. The challenges and opportunities are also helps in enhancing patient experiences into the healthcare system. The



inclusive strategies like treatment procedure through mobile for maintain social distance, telemedicine initiatives for providing all kind of medicines through online procedure without any kind of physical attach, and community outreach programs can easily make up the gaps in healthcare provision and improve overall access to care in the healthcare system during the pandemic time (Chauhan et al. 2024).

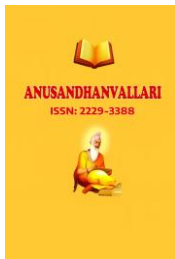
The research paper is all about the evaluating the perception and satisfaction level of the patient towards the healthcare system it exactly means how much contribution the Indian healthcare system gives to the patients and what kind of obstacles the patients are facing in that time from the health care service. The discussion part of this research paper analyzing the key findings which are bringing up the significance of improving the overall framework of Indian healthcare and resource management for efficiently resist the future pandemics like the COVID 19. It is very important to invest in critical medical supplies, facility upgrades, and workforce training which are helps to conduct a more resilient healthcare system that is effectively capable of meeting the needs of all patients, especially during emergencies (Omaghomi et al. 2024). The discussion section of the research paper points out the significant role of public health messaging and education campaigns in the context of addressing the issues that are arising through vaccine hesitancy and misinformation. The discussion part of the research paper also tries to bring up the importance of an inclusive and collaborative approach that helps in healthcare improvement initiatives and effectively engaged the stakeholders at all levels to overcome the challenges that are related to the system of an health care sector and secure the matter that access to quality care is equal for all patients across India.

## Conclusion

The research paper points out the diverse experiences and perceptions of patients towards the Indian healthcare system during the COVID-19 pandemic. In the time of COVID 19 the patients are going through with some significant challenges that are started from the lack of resource, inequality in access to care services, to hesitancy in vaccination program due to some misinformation. The healthcare system of India has demonstrated resilience and adaptability in the concept of providing care to patients. There is a clear need in the health care system for more efforts to address systemic issues and improve healthcare delivery. The findings of the research paper encompass the significance in the matter of giving priority to invest in healthcare infrastructure, workforce training, and equitable distribution of resources. The investment in the infrastructure helps improve the framework of health care services which means the health care system is fully ready to resist serious crisis the in future like COVID 19. Hence, the advance initiatives like telemedicine, community health outreach, and public education campaigns can help to make a better healthcare system in India and improve overall healthcare outcomes in future.

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