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Factors Influencing The Preference of Private Hospitals In Riyadh

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Abstract

As a first study from its kind in Saudi Arabia, This study will assist the practitioners and health community to improve the awareness regarding patient care and why patients tend to the private hospitals over the governmental hospitals.

The significance of this study might guide decision makers of the governmental sectors to reevaluate and enhance the patient experience and to acknowledge the strength points that private health sectors have over the governmental hospitals.

To conclude, the majority of our sample prefer private hospitals over public government hospitals, as there are many reasons for the preference such as the reputation of the doctors, good buildings in private hospitals, the way of caring for the patient, less waiting time in private hospitals, less waiting time in private hospitals and easy access to services in private hospitals.

Therefore, decision makers will improve the quality of the health care services provided in the governmental hospitals and maximize the health care services provided in the private hospitals.

Keywords: Private Hospitals; Riyadh; Factors; The Preference



Chapter One: The Problem

1. **Introduction:**

Health care in Saudi Arabia is a national health care system in which the government provides free health care services through a number of government agencies. There is also a growing role and increased participation from the private sector in the provision of health care service with a total of 32.93% of private hospitals (MOH, 2019). Both the Governmental and the private sectors are providing both basic and advanced healthcare. In the governmental sector the services will be free of charge, such as primary care, outpatient care, and emergency care which includes but not limited to mental health care, dental care, laboratory and diagnostic care, preventative care, physical and occupational therapy, nutritional support, pharmaceutical care, transportation, and parental care. While on the other hand the private sector is providing the previously mentioned services but not for free, it is either by out-of-pocket payment or by the private health insurance that is used to pay for such services.

The study investigates why patients are reluctant to go to governmental hospitals and what impedes them.

This study will bring up to the health providers better understanding and benefiting them to improve the efficiency of the health sector and satisfy, attract with convenient service.

The quality and safety healthcare system will have much progress to address in this study that helps public hospital administrators and owners of private hospitals. And to help the public health administrators to benefit from the private sectors experience with the patients.

2. **Statement of the Problem:**

Quality and efficiency of healthcare are major factors in the health system in all kind of medical services. In this study the researcher will investigate the reasons behind the preference of Saudi adult patients, the private healthcare sectors over the free governmental sector.



3. **Study Goals:**

The Goal for this study is to determine the reasons influencing the preference of private hospital in Riyadh, Saudi Arabia.

Objective 1: Evaluate the satisfaction about Medical Services and Facilities provided.

Objective 2: Evaluate the satisfaction about Medical Efficiency provided.

Objective 3: Evaluate the satisfaction about the Cost of treatment provided.

Objective 4: Evaluate the factors of Hospital selection.

4. **Significance of the Study:**

For a study has not done before based on the researches so far, This study might help the practitioners and health community to increase the awareness regarding patient care and why patients prefer the private sector over the governmental sector.

the significance of this study is to help decision makers of the governmental sectors to reevaluate and enhance the patient experience and to acknowledge the strength points that private health sectors have over the governmental hospitals.

5. **Delimitation:**

- Subjective delimitation: Adult saudi patients in Riyadh.
- Time delimitation: One month starting from (March, 12 to April, 12)
- Spatial delimitation : This study will be done on a random sample of adult Saudi patients in Riyadh

6. **Definitions and Operational Terms:**



- **Out of pocket payment:**

refer to the portion of the bill that the insurance company does not cover and that the individual must pay on their own.

- **Private health insurance:**

health insurance coverage that is offered by a private entity.

- **Governmental sector:**

Sectors that provide healthcare services for the patients free of charge such as Ministry of health And Quasi-Government as detailed below.

Ministry of Health (MoH): MoH contributed about 57.42% of the total hospitals. Quasi-Government: Contributed in about 9.6% of the total hospitals, Some of the Quasi-Government Facilities include National Guard, Ministry of Defence and Aviation, Ministry of Interior, Royal Commission, ARAMCO, etc.

- **Private sector:**

Sectors that provide healthcare services for the patients by either out of pocket payment or by private health insurance

7. **Summary:**

In general, both the Public and private sectors provide the same services, Such as primary care, emergency care, and Outpatient care which includes but not limited to dental care, laboratory and diagnostic care, mental health care, preventative care, Occupational and Physical therapy, nutritional support, pharmaceutical care, parental care, and transportation. despite the fact that the difference which private hospitals have over the governmental is the quality of the



mentioned services, capability, short waiting lists and the most important thing is the competency.

Therefore, this study will summarize the experience and expectations of the medical services provided from the patients' perspective of view.

Chapter Two: Review of the Literature

1. Background:

Patient's satisfaction is the main goal in the health process. Any factors effects directly or indirectly to this process must be investigated carefully to reach the maximum of health quality. The technology and costs are among the reasons influencing the choosing a hospital, the providing of these mentioned services will significantly influence the patients' choice. Suggests that the choice of technology adopted in various hospitals compels the choices of patients in seeking treatment. Private hospitals incorporate the best infrastructure since they have quality machines. The management is entitled to always consult seniors before making any purchase of operating machinery in the hospital. The essential of these sound machines makes the reception process, consultation, or admission process much faster (Basu et al. 2012). Public hospitals subject their patients to longer waiting processes in all the proceeding stages. The cost and quality factors systematically relate to the high charges of hospitality (Basu et al. 2012). Though private hospitals charge higher fees, they offer the best services to their patients. The availability of qualified staff gives the patients satisfaction, thus choosing to seek attention in such promising premises, The reluctant in choosing the public hospital could be greatly influenced by the personalized service system in private hospitals, when they offer an excellent and praised doctor-to-patient ratio. Additionally, they offer attentive nursing staff per patient. Considering a person's treatment, choosing the best hospital and physician act as significant factors in the health care system. Private hospitals, in this case, mandate their patients to select their preferred doctors or surgeons (Hole, 2008). This is because literally, no one would wish to risk their life on the



slightest negligence in treatment. Unlike the public hospitals where a patient could be attended even by an intern as per the schedule, private hospitals assign qualified personal staff to almost each of their patients. According to health care researchers, the preferred choice by many patients is private care. Home Medical Care is the most preferred for several reasons: (Hole, 2008)

In general, understanding the aspects and criteria from the patients' view are the keys to level up the public hospital and distribute the flow to all hospitals in the region. Consequently, these contributions will have a great deal of impact toward health quality service and reach to convenient satisfaction of customer's experience.

2. **Theory:**

The services provided by the private hospitals differ to some extent from those in the public hospitals across the health care system globally. The studies about health care originated in USA in the 1950s. (Linder-Pelz, 1982) defines patient satisfaction as an evaluation of distinct health care dimensions. Though they are similar in much of their services, the slight difference makes many medical tourists adapt to their various uncertainties. Public hospitals are naturally much larger, unlike private hospitals, and thus accommodate a larger population of patients. They have a wider range of facilities since the municipality and other federal agencies fund them. The essence that they are government-funded makes it hard for them to turn down patients. The funding in different countries such, USA, China, and Oman vary. (Aurora et al., 2013) many public hospitals in extreme cases purchase volumes of care from private hospitals on an ad-hoc basis to counter short-term constraints. (Kessler & McClellan, 2000) talking about hospital competition in England suggested that, the size of the hospital in the market determines the choices of patients. Private hospitals are smaller, and because of this, they offer personalized care and treatment to their patients. The law, however, compels that both hospitals should treat emergencies; the private hospitals could turn down patients by sending them to public hospitals. The influx of patients may slow down the treatment process. The reason makes private hospitals



turn down patients who may flock in large numbers. In such extreme cases, they forego the ones with greater benefits: those that afford the private health care fees and insurance. As for example in cases in Oman where private hospitals are said to be preferable to rich people (Al-Balushi & Khan, 2017). the fact offer of fast-track consultation with a doctor and personalized treatment, and the freedom to choose your doctor. Private hospitals guarantee senior experts. According to (Kim et al., 2006), trust, brand royalty, and satisfaction are key factors in private hospitals which influence patient choices. Unlike the public hospitals, private hospitals hire the best and who they want to, thus rewarding a no concern on intern managing cases. In the treatment parole, the private hospital patients have more privacy since they are offered VIP services. They are exposed to best improved in terms of cleanliness, thus exempting doubt of acquiring hospital-associated infections. The incredibly convenient service of assigning a Case Manager to patient's serves an important role as far as treatment is concerned (Kessler & McClellan, 2000). These managers offer coordination of the diagnostics, physician consultation, or any other comfort and hospitalization services of the patient. (Basu et al. 2012). Identified in these private hospitals in the adoption of current trends of communication and technology. The private institutions incorporate safe and reliable fast communication and information transfer. An example is the Electronic Medical Record (EMR) which helps the physicians in departmental coordination and quality care of the patients (Abernethy et al. 2008). They also incorporate marketing advertisement should clinical emailing, which renders reliable services to the patients and the public. According to a cross-sectional study in Shanghai, China, the operating areas of treatment determined the choice different patients had. The Public hospitals in China are characterized with high technology levels and high medical costs (Wei & Xiao, 2014). A work environment should motivate all the workers. Private hospitals provide a conducive working environment, unlike public hospitals. Due to the influx of major patient in public hospitals, the conditions are always hard to maintain their standards. Workers in such a setting may be hindered to deliver to their level best. The fear of hospital-related infections is always high since the control and equipment are always not aspired. Considering such a working environment, most nurses in the public hospital lose the essence of belonging (Alrashdi & Al Qasmi, 2012). Private hospitals



additionally provide suitable medicine, unlike the public, which is only mandated to prescribe the medicine only available in the pharmacies. For example, an allergic patient would be offered to take antibiotics instead of allergic medicine in a public hospital. The pharmacist won't be allowed to write a medicine that isn't available in the pharmacy (Bing et al., 2010). According to government hospital laws, the act could be deemed an accusation of being a pharma-companies agent. Such cases are not heard of in private hospitals. Considering such points, it's safe to ascertain why most individuals would prefer a private treatment and care set up.

Chapter Three: Methods

1. Research Design:

The research design is a descriptive cross-sectional survey with a well structured questionnaire which carried standardized scale used in different international studies to measure the satisfaction of patients for the provided services in private health sectors. the survey is anchored on 5 points Likert scale where 1 is strongly disagree and 2 is disagree, 3 is neutral, 4 is strongly agree and finally 5 with the strongly agree.

Pilot study has been conducted and questionnaire has been tested on the data of 12 respondents. After the pilot study few suggestions were received from the respondents like the distribution of the regions instead of cities and the phrases in one of the questions was not clear in the translation from English to Arabic which we paraphrased and improved the questionnaire.

2. Participants:

Participants of the study are adult Saudi patients, males and females above the age of 18 who lives or visited Riyadh hospitals seeking for treatment and able to compare both the public and private sectors in the given survey criteria which are satisfaction about Medical Services, Medical Efficiency, Cost and factors of hospital selection



3. **Sampling Procedures:**

The method incorporated here is probability sampling, narrowed down to a simple random sample. The method provided unbiased information since the research included a larger population. The population, in this case, is individuals in the capital of Saudi Arabia, Riyadh. Their opinions were collected and included in a sample. The method gave each individual a chance to participate; thus, the samples were not from the target selected group but a diverse population. The region's population was approximately 10,615,757 (MOH, 2018); thus, it was practically impossible to send a survey to each participant. We organized to visit different private and public clinics in Riyadh to distribute the questionnaire, and Google form was made to be distributed online as well. We were able to have around 384 random samples and only 220 were chosen.

4. **Instruments:**

The research will use questionnaires as a tool for collecting data. The questionnaire has adopted different groups, organizations, institutions, and departments to collect viable information regarding the preferability of public and private hospitals' choices. The questionnaire's cover page contains the research center, subject, participant's name (my name), and the date. The subject is the title, "determine and analyze the reasons that influence patients to go to private hospitals instead of public hospitals in Riyadh." The research was conducted in different centers in Riyadh. The question dimensions would include: Why do people choose private hospitals? Do patients easily approach the reception staff in private hospitals? What are the limits in public/private hospitals? Why do public hospitals get crowded? The population demographic characteristics include age, family size, health, disability status, income levels, and psychiatric diagnosis.

The research questions observe individuals' principles such as justice, respect to a person's autonomy, beneficence, voluntary participation, and sound moral concept. The process involves an initial stage where we discussed our idea with our supervisor and completed the ethics form.



We then revised the materials incorporated in the research and informed the supervisor Dr. Sami Al Habib, who gave a go-way to move forward.

5. **Data Collection:**

The questionnaires were distributed to different people using different platforms. The senior workers in organizations and other institutions filled their questionnaires online on personal emails. Those who were in a reachable position, such as local facilities such as hospitals and recreation centers, received the questionnaires in person. On the 21th of March the questionnaire was distributed. The questionnaire applied included two parts: the first part, respondents were asked about a set of demographic and socioeconomic questions based on primary social care in the city. The second part was conducted with a different set of choices to ascertain the minimum choice requirements. The survey questionnaires were first issued two weeks before the collection due period. The turnover was assessed after two weeks. Out of 384 estimated respondents, at least 220 individuals availed their questionnaires. This number mathematically translates $(220/384) * 100$ to 57%. Out of the questionnaires returned, only about 220 were filled, thus regarded as the actual number of valid questionnaires in a set of each sample of selected 384 individuals.

6. **Statistical Treatment:**

In recording the data collected from the survey, statistical tools (in my case, descriptive analysis) were used. The descriptive statistics provide summaries about the samples and measures together with simple graphics analysis. They form the basis of virtually every quantitative analysis of data from the questionnaires. The lots of measures described are then recorded under a statistical package known as SPSS Ver. 23. The package provides data entry options that enable one to record data in different variables. The package offered me handily in merging categories. According to (Lawless & Heymann, 2010), the descriptive analysis tool was incorporated since it presents data in a meaningful and understandable way, allowing simplified interpretation of a set of data in my questionnaires.



The feedback from the result as major figures, we found most of the respondents are male with 88% , 100% of Saudi respondents, 65% has a bachelor degree. 77% with more than 10.000 Riyal income.

7. **Limitations:**

The data is collected through convenience sampling, where the sample is not representative of population. Thus the findings of study are not generalized to the entire population.

Some of the patients did not finish the survey despite the number of giving questions in the questionnaire.

The patient's age group consists of different age groups, some of them were the elderly (above the age of 60) who were not familiar with using modern questionnaire methods, such as (Google forms) which we used alongside with the paper based questionnaire, leading to incomplete survey or conflicted answers.

The researchers also struggled to obtain participants as many of the recipients did not fill the survey, especially for the paper based surveys due to Covid-19 pandemic on the other hand the time constraint is strongly related to the precaution as per MOH instructions.

8. **Summary:**

According to empirical studies and knowledge vested from the research findings and data, the extent of public and private hospitals' usage is briefed on some factors. The survey established that a certain hospital choice could be influenced by dimensions such as income, family size, and health and disability status. The high-income individuals in the city preferred private hospitals. Out of the sample size surveyed, most individuals could only afford public hospitals. The research methodologies have applied discrete choice experiments of high health care disposition values in the background of the Riyadh city.

This study is a descriptive cross-sectional survey, with Likert scale used to measure the fourth satisfaction measurements. Adult Saudi patients are the targeted participants of the study

males and females above the age of 18 who lives or visited Riyadh hospitals. Simple random sample among public and private hospitals. Well-structured questionnaire has been distributed paper based and online forms and 220 respondents were chosen for the study which means around 57% from the sample population. The data has been analyzed by SPSS Ver. 23. While we exclude the incomplete responses which we have limit our study; such as the handing the survey incomplete.

Chapter Four: Results

The study sample consisted of 220 individuals, **195 males and 25 females (Figure1)**.

Respondents were asked to answer several personal questions before starting the study questions, and these were the results:

- Most of the participants are **less than 30 years old (105 individuals)**, then followed by individuals between **30 and 39 years of age, with 85 individuals (Figure2)**.

Figure1

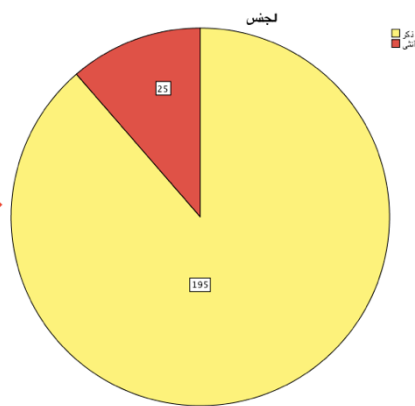
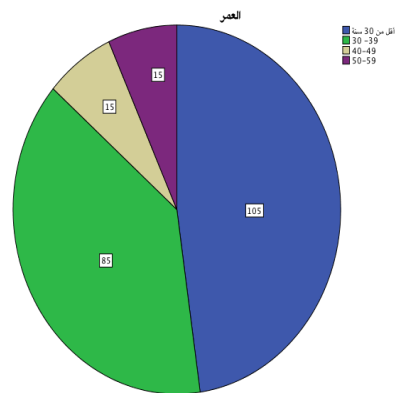
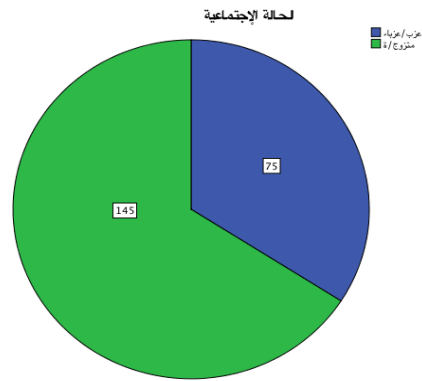


Figure2



- **All** participants in this study are Saudis.
- The marital status of the **majority of the participants was married**, as their number reached 145 individuals.(**Figure3**)

Figure3



- The educational level of the **majority of the participants is a bachelor's degree with an average of 145 individuals**. It is followed by 60 individuals with postgraduate studies. (Figure4)

(Figure4)

- As for the employment status of the participants, the total number of study participants who work in the **government sector reached 145 individuals**, while 45 work in the private sector. The remaining number was unemployed. (Figure5)

Figure4

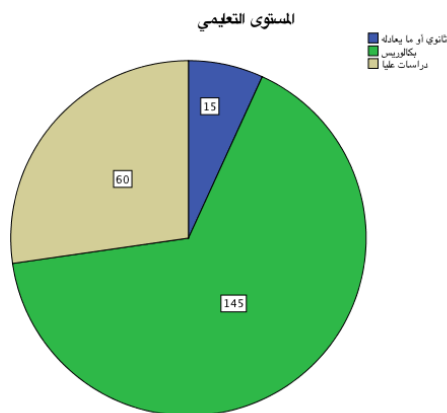
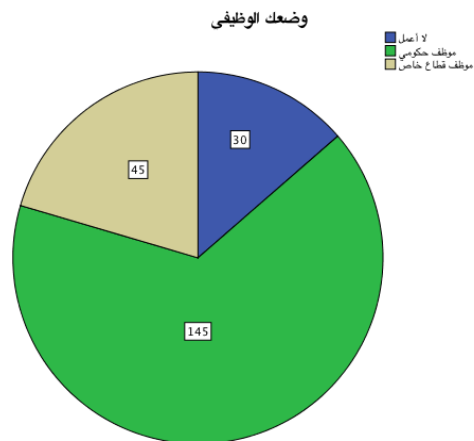
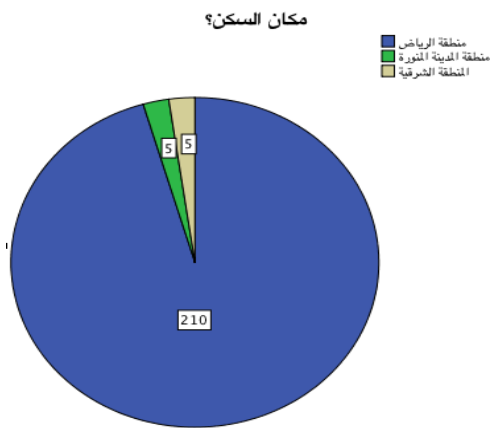


Figure5



- The **majority of the participants were from Riyadh region**, while a small number were distributed between Medina and the Eastern Province. (Figure6)

Figure6



- 170 of the study participants had a monthly income of more than 10,000 Saudi riyals. (Figure7)

- When the participants were asked about the number of family members, the majority of the answers were from 4-7 members. (Figure8)

Figure7

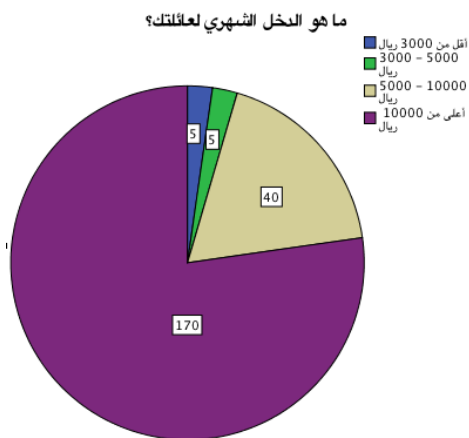
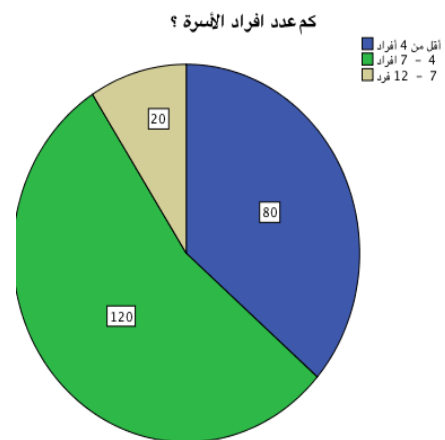


Figure8



Study participants were asked 41 questions to find out the reasons affecting adult patients' preference for private hospitals rather than government hospitals in Riyadh.

The first question asked to participants was whether access to reception staff in private hospitals was easy? The vast majority agreed, with 74% of the total respondents (Table1). Participants were asked whether they felt more comfortable telling the doctor about their problems in private hospitals than a doctor in government hospitals, and the largest percentage in favor of the choice (agree) was 47%, and the rest of the participants were divided between neutral (16%) and equal proportions (strongly agree) and (disagree) and the lowest percentage (9%) was our share (strongly disagree) (Table2).

Table1

هل الوصول اونظفي الاستقبال في المستشفيات لخاصة سهل؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid محايد	10	4.5	4.5	4.5
أوافق بشدة	46	20.9	20.9	25.5
أوافق	164	74.5	74.5	100.0
Total	220	100.0	100.0	

Table2

هل تشعر بالارتياح عند إخبار الطبيب في المستشفى لخاصة بمشاكل أكثر من إخبار الطبيب في المستشفى العادي؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	20	9.1	9.1	9.1
لا أوافق	30	13.6	13.6	22.7
محايد	36	16.4	16.4	39.1
أوافق بشدة	30	13.6	13.6	52.7
أوافق	104	47.3	47.3	100.0
Total	220	100.0	100.0	

Among the questions asked to the participants was whether there was an ease in booking appointments online in private hospitals. More than half of the participants agreed on its ease, as it represented 46% with the option (agree), while 30% agreed on the option (strongly agree), 13% saw its lack of ease, and the rest was the neutral team (Table3).

When asking participants about whether the waiting time in private hospitals is less compared to public hospitals, and whether private hospital buildings are clean and tidy more than they are in public hospitals? Most of the answers were in agreement with nearly half of the participants, “meaning that they agree that the buildings are tidier and cleaner in private hospitals and that the waiting time is also shorter than in government hospitals” (Table4,5).

Table3

هل يحصل المرضى على خدمات حجز سهلة عبر الإنترنت في المستشفيات لخاصة؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	29	13.2	13.2	13.2
محايد	25	11.4	11.4	24.5
أوافق بشدة	65	29.5	29.5	54.1
أوافق	101	45.9	45.9	100.0
Total	220	100.0	100.0	

Table4

هل وقت الانتظار أقل في المستشفيات لخاصة؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	5	2.3	2.3	2.3
محايد	25	11.4	11.4	13.6
أوافق بشدة	110	50.0	50.0	63.6
أوافق	80	36.4	36.4	100.0
Total	220	100.0	100.0	

Table5

هل مبانى المستشفيات الخاصة تظيفة ومرتبطة مقارنة بالمستشفيات العامة؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا اوافق	20	9.1	9.1	9.1
محايد	33	15.0	15.0	24.1
اوافق بشدة	96	43.6	43.6	67.7
اوافق	71	32.3	32.3	100.0
Total	220	100.0	100.0	

Two questions were raised to the participants regarding whether doctors in private hospitals treat patients with respect and give them more time to explain the difficulties they face than in government hospitals? The vast majority of the answers agreed to this, as the largest percentages were divided between (agree) and (strongly agree) (Table6,7).

Table6

هل يعالج الاطباء المرضى باحترام كبير في المستشفيات لخاصة؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا اوافق	15	6.8	6.8	6.8
محايد	30	13.6	13.6	20.5
اوافق بشدة	50	22.7	22.7	43.2
اوافق	125	56.8	56.8	100.0
Total	220	100.0	100.0	

Table7

هل يعطي الطبيب الوقت الكافي للمرضى لشرح الصعوبات التي يواجهونها في المستشفيات لخاصة؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا اوافق	15	6.8	6.8	6.8
محايد	35	15.9	15.9	22.7
اوافق بشدة	60	27.3	27.3	50.0
اوافق	110	50.0	50.0	100.0
Total	220	100.0	100.0	

Participants in this study were asked whether they were able to obtain all necessary medicines from pharmacies in private hospitals? Their answers varied in close proportions, as 38% agreed (agree) and 34% were neutral in this question (Table8).

The ninth question for the participants in this study was whether their opinion is that the food provided in private hospitals is better than that provided in public hospitals. We could not get a convincing answer as more than half of the participants were neutral in this question (54%) (Table9).

هل يمكن للمرضى الحصول على جميع أنواع الأدوية من الصيدلية في المستشفيات لخاصة؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	29	13.2	13.2	13.2
محايد	76	34.5	34.5	47.7
أوافق بشدة	31	14.1	14.1	61.8
أوافق	84	38.2	38.2	100.0
Total	220	100.0	100.0	

هل الطعام للقدم في المستشفى لخاص افضل من الطعام للقدم في المستشفى العادي؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	5	2.3	2.3	2.3
محايد	119	54.1	54.1	56.4
أوافق بشدة	25	11.4	11.4	67.7
أوافق	71	32.3	32.3	100.0
Total	220	100.0	100.0	

Table8

Table9

The opinion of the participants in the question (Do doctors in private hospitals require patients to perform the necessary tests only?) (40%) did not agree with that (14%) strongly disagreed with this, while (25%) were neutral and the rest were divided between agree and strongly agree (Table10).

The following question was asked to the participants: Do public hospitals provide only essential medicines for all diseases? (50%) agreed and (13%) strongly agreed. The percentage of neutrals was 18%, and the rest were divided between disagree and strongly disagree (Table11).

Table10

هل يطلب الأطباء من المرضى إجراء الفحوصات اللازمة في المستشفيات لخاصة فقط؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	30	13.6	13.6	13.6
لا أوافق	90	40.9	40.9	54.5
محايد	55	25.0	25.0	79.5
أوافق بشدة	25	11.4	11.4	90.9
أوافق	20	9.1	9.1	100.0
Total	220	100.0	100.0	

Table11

هل للمستشفيات العامة توفر الأدوية الأساسية فقط لجميع المرضى؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	15	6.8	6.8	6.8
لا أوافق	25	11.4	11.4	18.2
محايد	41	18.6	18.6	36.8
أوافق بشدة	29	13.2	13.2	50.0
أوافق	110	50.0	50.0	100.0
Total	220	100.0	100.0	

They also answered the following question: Do doctors only conduct regular basic examinations and do not conduct the necessary examinations in public hospitals? (50%) answered neutral, (32%) agreed and (15%) did not agree (Table12).

Table12

هل يجري الأطباء الفحوصات الأساسية المنتظمة فقط ولا يجريون الفحوصات اللازمة في المستشفيات العامة؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	35	15.9	15.9	15.9
محايد	109	49.5	49.5	65.5
أوافق بشدة	5	2.3	2.3	67.7
أوافق	71	32.3	32.3	100.0
Total	220	100.0	100.0	

Participants were asked two questions about whether you can see a doctor to clarify your concern about treatment in private hospitals? And if doctors in private hospitals treat patients in a friendly way? Most of the answers were in agreement that they can explain their concerns about treatment in private hospitals and that they are treated in a friendly manner by doctors in private hospitals. (Table13,14).

Table13,14

هل يمكنك مراجعة الطبيب لتوضيح تلك بشأن العلاج في المستشفيات الخاصة؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	25	11.4	11.4	11.4
محايد	54	24.5	24.5	35.9
أوافق بشدة	35	15.9	15.9	51.8
أوافق	106	48.2	48.2	100.0
Total	220	100.0	100.0	

هل يعلج الأطباء المرضى بطريقة ودية في المستشفيات الخاصة؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	10	4.5	4.5	4.5
لا أوافق	35	15.9	15.9	20.5
محايد	30	13.6	13.6	34.1
أوافق بشدة	30	13.6	13.6	47.7
أوافق	115	52.3	52.3	100.0
Total	220	100.0	100.0	

Participants were asked whether the doctor leaves patients with many unanswered questions about their health condition in public hospitals? (45%) were neutral while (38%) agreed (Table15)

Table15

هل يترك الطبيب للمرضى العديد من الأسئلة دون إجابة حول حالتهم الصحية في المستشفيات العامة؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	20	9.1	9.1	9.1
لا أوافق	15	6.8	6.8	15.9
محايد	100	45.5	45.5	61.4
أوافق	85	38.6	38.6	100.0
Total	220	100.0	100.0	

The participants were asked the following question: Do doctors use words that patients in public hospitals do not understand, while in private hospitals they explain them completely? (45%) were neutral while (27%) disagreed and (18%) agreed (Table16).

Table16

هل يستخدم الأطباء كلمات لا يفهمها المرضى في الاستشفيات العامة ، بينما في المستشفيات الخاصة يتزوجونها بشكل كامل؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	10	4.5	4.5	4.5
لا أوافق	60	27.3	27.3	31.8
محايد	101	45.9	45.9	77.7
أوافق بشدة	10	4.5	4.5	82.3
أوافق	39	17.7	17.7	100.0
Total	220	100.0	100.0	

Question 17: Do patients feel more comfortable asking doctors in private hospitals any questions? 45% agree - 25% strongly agree - 10% disagree / or strongly disagree.

Question 18: Do you feel that the nurses are qualified, skilled and trained to deal with emergencies in a private hospital? 43% agreed - 31% were neutral - 18% disagreed or strongly disagreed.

Question 19: Do doctors feel that you are not anxious in private hospitals? 43% of the participants were neutral, 43% agreed or strongly agreed, and the rest were divided between disagree and strongly disagree. (Table17,18,19).

Table17

هل يشعر المرضى بأهمية أكبر عند طرح أي سؤال على الأطباء في المستشفيات الخاصة؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	10	4.5	4.5	4.5
لا أوافق	15	6.8	6.8	11.4
محايد	40	18.2	18.2	29.5
أوافق بشدة	55	25.0	25.0	54.5
أوافق	100	45.5	45.5	100.0
Total	220	100.0	100.0	

Table18

هل تتشعر أن المرضى/ات مؤهلون، ومهرة ومدربون على التعامل مع حالات الطوارئ في مستشفى خاص؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	20	9.1	9.1	9.1
لا أوافق	20	9.1	9.1	18.2
محايد	70	31.8	31.8	50.0
أوافق بشدة	15	6.8	6.8	56.8
أوافق	95	43.2	43.2	100.0
Total	220	100.0	100.0	

Table19

هل يشعرك الأطباء بعدم اللقب في المستشفيات الخاصة؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	15	6.8	6.8	6.8
لا أوافق	15	6.8	6.8	13.6
محايد	95	43.2	43.2	56.8
أوافق بشدة	24	10.9	10.9	67.7
أوافق	71	32.3	32.3	100.0
Total	220	100.0	100.0	

Table20

هل يقوم الأطباء في المستشفيات الخاصة بفحص بعناية فائقة مقارنة بالأطباء في المستشفيات العامة؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	10	4.5	4.5	4.5
لا أوافق	21	9.5	9.5	14.1
محايد	55	25.0	25.0	39.1
أوافق بشدة	44	20.0	20.0	59.1
أوافق	90	40.9	40.9	100.0
Total	220	100.0	100.0	

While the question 20 asked to the participants was as follows: Do doctors in private hospitals examine you very carefully compared to doctors in public hospitals? 40% of the participants agreed to this while 14% strongly disagreed or disagreed (Table20).

The next two questions were about whether doctors in private hospitals showed real interest to patients compared to government hospitals? And whether the patient feels very confident in the doctors in private hospitals? (54%) of the participants agreed to the first question, while (19%) did not agree or strongly disagree. While their answers about trusting doctors, 38% were neutral, while 36% said they agreed or strongly agreed (Table21,22).

Table21,22

هل يبدي الأطباء في المستشفيات لخاصة اهتمام حقيقي بك؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	36	16.4	16.4	18.6
محايد	25	11.4	11.4	30.0
أوافق بشدة	35	15.9	15.9	45.9
أوافق	119	54.1	54.1	100.0
Total	220	100.0	100.0	

هل تشعر ب ثقة كبيرة في الأطباء في المستشفيات لخاصة؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	50	22.7	22.7	25.0
محايد	85	38.6	38.6	63.6
أوافق بشدة	15	6.8	6.8	70.5
أوافق	65	29.5	29.5	100.0
Total	220	100.0	100.0	

The next question asked to the participants was about do the doctors in private hospitals look qualified and trained? (40%) are neutral and (55%) agree or strongly agree (Table23)

Table23

هل يبدو الأطباء في المستشفيات لخاصة مؤهلين ومدربين؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	15	6.8	6.8	6.8
محايد	86	39.1	39.1	45.9
أوافق بشدة	20	9.1	9.1	55.0
أوافق	99	45.0	45.0	100.0
Total	220	100.0	100.0	

The participants were asked the following two questions: Is the transportation cost to a general hospital in Riyadh greater than the cost of treatment at a private hospital in your area? Does the cost of your stay for treatment purposes in Riyadh exceed the fees in a private hospital in your area? Unfortunately, the majority of the answers were within (neutral), followed by 24% agreeing to the first question, and 27% agreeing to the second question (Table24,25).

هل تكلفة اللواصلات إلى المستشفى العام في الرياض أكبر من تكلفة العلاج في مستشفى خاص في منطقتك؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	25	11.4	11.4	11.4
لا أوافق	40	18.2	18.2	29.5
محايد	86	39.1	39.1	68.6
أوافق بشدة	15	6.8	6.8	75.5
أوافق	54	24.5	24.5	100.0
Total	220	100.0	100.0	

هل تكلفة إقامتك لأغراض العلاج في الرياض تتجاوز الرسوم في مستشفى خاص في منطقتك؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	35	15.9	15.9	15.9
محايد	100	45.5	45.5	61.4
أوافق بشدة	25	11.4	11.4	72.7
أوافق	60	27.3	27.3	100.0
Total	220	100.0	100.0	

Question 26: Do you feel that the indirect cost of obtaining appointments with government hospitals due to repeated attempts pushed you to go to a private hospital in your area? 40% strongly agreed - 9% disagreed (Table26).

Table26

هل تشعر أن التكلفة غير المباشرة للحصول على مواعيد مع المستشفيات الحكومية بسبب المحاولات المتكررة دفعك للذهاب إلى مستشفى خاص في منطقتك؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	20	9.1	9.1	9.1
محايد	40	18.2	18.2	27.3
أوافق بشدة	89	40.5	40.5	67.7
أوافق	71	32.3	32.3	100.0
Total	220	100.0	100.0	

Question 27: Do you feel that you are spending more on going to a public hospital than a private hospital in your area? Nearly half of the respondents disagreed, while nearly 18% agreed or strongly agreed.

Question 28: Is the cost of treatment more expensive in private hospitals, but do you get better treatment? Nearly 60% agreed or strongly agreed with this question, while almost 18% did not agree or strongly disagree

Question 29: Do you care about the cost of treatment as long as you get the drugs of your choice? 29% strongly disagreed or disagreed with this situation while 36% agreed or strongly agreed with it.

Question 30: Are you interested in the cost of treatment, doctor's fees, and medicines as long as you get treatment in a timely manner from a private hospital? Around 75% agreed, and this is the vast majority (Table 27,28,29,30).

Table27

هل تشعر أنك تنفق على الذهاب إلى مستشفى عام أكثر من المستشفى لخص في منطقتك؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	20	9.1	9.1	9.1
لا أوافق	105	47.7	47.7	56.8
محايد	65	29.5	29.5	86.4
أوافق بشدة	15	6.8	6.8	93.2
أوافق	15	6.8	6.8	100.0
Total	220	100.0	100.0	

Table28

هل تكلفة العلاج أكبر في المستشفيات لخاصة ولكنت تحصل على علاج أفضل؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	35	15.9	15.9	18.2
محايد	50	22.7	22.7	40.9
أوافق بشدة	45	20.5	20.5	61.4
أوافق	85	38.6	38.6	100.0
Total	220	100.0	100.0	

Table29

هل تهتم بتكلفة العلاج طالما أنك تحصل على الأدوية التي تختارها؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	20	9.1	9.1	9.1
لا أوافق	45	20.5	20.5	29.5
محايد	75	34.1	34.1	63.6
أوافق بشدة	5	2.3	2.3	65.9
أوافق	75	34.1	34.1	100.0
Total	220	100.0	100.0	

Table30

هل أنت مهتم بتكلفة العلاج والتعب الطبيب والأدوية طالما أنك تحصل على العلاج في الوقت المناسب من مستشفى لخص ؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	20	9.1	9.1	11.4
محايد	30	13.6	13.6	25.0
أوافق بشدة	40	18.2	18.2	43.2
أوافق	125	56.8	56.8	100.0
Total	220	100.0	100.0	

In the following two questions, the participants were asked whether the availability of modern equipment is a reason for choosing a hospital? The next question was whether the presence of all services under one roof was a reason to choose the hospital? In the first question, the percentage of those who agree or strongly agree, reaching more than 80% of the participants. While their answers to the second question were as follows: 65% agreed or strongly agreed, while 8% did not agree or strongly disagree (Table 31,32).

Table31,32

In the next question, which was about the doctors' reputation, and is it a reason for choosing the hospital? 90% of the participants agreed or strongly agreed with it. The next question, which was about the general appearance of the hospital, is it a reason for choosing the hospital by the patient? Over 70% of the participants agreed or strongly agreed with it (Table 33,34).

هل توافر الأجهزة الحديثة والمتطورة بالمستشفى هو سبب اختيار المستشفى؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	16	7.3	7.3	9.5
محايد	9	4.1	4.1	13.6
أوافق بشدة	69	31.4	31.4	45.0
أوافق	121	55.0	55.0	100.0
Total	220	100.0	100.0	

هل يمكن أن تكون لخدمات التخصصية (كلها تحت سقف واحد) هي سبب اختيار المستشفى؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	15	6.8	6.8	9.1
محايد	55	25.0	25.0	34.1
أوافق بشدة	50	22.7	22.7	56.8
أوافق	95	43.2	43.2	100.0
Total	220	100.0	100.0	

Table33,34

هل سمعة الأطباء العاملين في المستشفى تجذب لاختيار المرضى؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	10	4.5	4.5	6.8
أوافق بشدة	115	52.3	52.3	59.1
أوافق	90	40.9	40.9	100.0
Total	220	100.0	100.0	

هل للظهور العام للمستشفى يساهم في اختيار المريض للمستشفى؟				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	15	6.8	6.8	6.8
محايد	30	13.6	13.6	20.5
أوافق بشدة	85	38.6	38.6	59.1
أوافق	90	40.9	40.9	100.0
Total	220	100.0	100.0	

The answers of the study participants to the last questions were as follows:

- More than 80% of the participants agreed or strongly agreed with the following statement: A good room and healthy food provided in the hospital contribute to choosing the hospital (Table35).

- Approximately 60% of the participants agreed or strongly agreed with the following: The hospital website attracts patients to choose the hospital. While 9% disagreed and the rest were neutral (Table36).

Table35

هل تساهم الغرفة لجيدة والغذاء الصحي المقدم في المستشفى في اختيار المستشفى؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	15	6.8	6.8	6.8
محايد	30	13.6	13.6	20.5
أوافق بشدة	85	38.6	38.6	59.1
أوافق	90	40.9	40.9	100.0
Total	220	100.0	100.0	

Table36

هل موقع المستشفى يجنب المرضى لاختيار المستشفى؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق	20	9.1	9.1	9.1
محايد	43	19.5	19.5	28.6
أوافق بشدة	40	18.2	18.2	46.8
أوافق	117	53.2	53.2	100.0
Total	220	100.0	100.0	

- For the next question: Could cashless treatment facilities and insurance be a reason for choosing the hospital for treatment? This was the result of the participants' answers (50% agree - 27% strongly agree - 20% neutral) (Table37)

Table37

هل يمكن أن تكون مرافق العلاج والتأمين غير النقدية سبباً لاختيار المستشفى للعلاج؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
محايد	45	20.5	20.5	22.7
أوافق بشدة	60	27.3	27.3	50.0
أوافق	110	50.0	50.0	100.0
Total	220	100.0	100.0	

Question 38: Does the availability of transportation and transportation contribute to choosing the hospital? 52% agree - 4% disagree or strongly disagree.

Question 39: Does the cost of staying in a hotel near the hospital encourage choosing the hospital? 46% agree or strongly agree - 20% disagree or strongly disagree.

Question 40: Does the large number of hospitals contribute to choosing the appropriate hospital for treatment? 70% agree or strongly agree - 15% disagree or strongly disagree.

Question 41: Does the ambulance provide an important reason for choosing a hospital? 27% agree - 7% strongly agree - 34% neutral (Table38,39,40,41).

Table38

هل توافر وسائل النقل والواصلات يساهم في اختيار المستشفى؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	5	2.3	2.3	4.5
محايد	55	25.0	25.0	29.5
أوافق بشدة	40	18.2	18.2	47.7
أوافق	115	52.3	52.3	100.0
Total	220	100.0	100.0	

Table39

هل تكلفة الإقامة في فندق قريب من المستشفى تشجع على اختيار المستشفى؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	5	2.3	2.3	2.3
لا أوافق	40	18.2	18.2	20.5
محايد	65	29.5	29.5	50.0
أوافق بشدة	30	13.6	13.6	63.6
أوافق	80	36.4	36.4	100.0
Total	220	100.0	100.0	

Table40

هل كثرة المستشفيات تساهم في اختيار المستشفى المناسب للعلاج؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	10	4.5	4.5	4.5
لا أوافق	25	11.4	11.4	15.9
محايد	25	11.4	11.4	27.3
أوافق بشدة	35	15.9	15.9	43.2
أوافق	125	56.8	56.8	100.0
Total	220	100.0	100.0	

Table41

هل توفر سيارة الإسعاف سبب مهم لاختيار المستشفى؟

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid لا أوافق بشدة	40	18.2	18.2	18.2
لا أوافق	30	13.6	13.6	31.8
محايد	75	34.1	34.1	65.9
أوافق بشدة	15	6.8	6.8	72.7
أوافق	60	27.3	27.3	100.0
Total	220	100.0	100.0	

The summary of the above results is that the majority of the sample prefer private hospitals over public government hospitals, as there are many reasons for the preference, including the reputation of doctors and good buildings, as well as caring for the patient and easy access to services in private hospitals were a reason for individuals to prefer them over public hospitals. Some of the questions in this study showed us that many individuals prefer or are comfortable talking with a doctor in a private hospital than a public hospital doctor. Also, transportation is believed by some to be a reason for choosing the hospital by the patient.

At the end of this study, we believe that public government hospitals should take care of the patient and give him more time to discuss his problems and diseases. Those in charge of these hospitals must compete with the private sector in what they offer for the sake of the patient and his satisfaction.



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