

Factors of preference between private and governmental hospitals in Basrah city

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Abstract

Introduction: The current study analyzed the factors behind the choice of service users of government hospitals and private hospitals about the reasons why some auditors prefer private hospitals in Basra city

The aim of the study: To search for the reasons for the influencing factor in favoring the private Basra hospital over the public one.

Method: The study is a cross-sectional descriptive study conducted on (204) people from a private hospital such as Al-Saadi Hospital, Al-Amerat Hospital, Al-Mowasat Hospital, Ibn Al-Battar Hospital, and two government hospitals (Basra Specialized Children's Hospital and Basra Teaching Hospital.) A structured questionnaire was used for the purpose of data collection; the data was collected from April 2021 until May 2021. The questionnaire contains five parts, the first part consists of a socio-demographic characteristic, the second part contains (14) questions related to the opinion of the participants in terms of the service provided to the patient. In the private hospital, the third part contains (11) inquiries concerning the respondents' thoughts on the efficiency of the work of private hospitals, and the fourth part contains (7) sequence of questions concerning the opinions of the respondents of the questionnaire. About the cost of treatment in private hospitals, and the fifth part contains (12) issues pertaining to the respondent's viewpoint in the questionnaire as to the reason for choosing the private hospital. Data was collected from people by face-to-face interview.

Results: Specificity in the method of sample collection and after analyzing statistically. The research also indicated that groups with different residence, education, and monthly income were not With regard to the specific variables, statistically different (P.<05). It was discovered that the majority of the time, many found that the private hospital had a great deal of freedom and respect in dealing between the patient and the doctor, and the patient could express everything he thought to the doctor, as this privilege was not available in comparing government hospitals, and that the prices of operations, medicines and examinations s in one place but they are expensive. Also

with hotel service, cleaning and provision of medicines, but at exorbitant prices. As a result, the demand for private hospitals is much more, as the patient searches for speed in getting care and providing all services, so costs are not considered an obstacle sometimes

Conclusion: These differences were observed between different age groups, gender, residence, education and monthly income of the family in terms of Personal substance is one of these factors. (“Experience of “set of services”) and (“responsive services”) and “privacy and information sharing”, “personal materials play an important role in choosing a hospital for treatment”

Background: Iraq The Ministry of Health (MOH) has developed health centers and specialty hospitals in every province of Iraq, and the government has invested much in delivering such health services to the Iraqi people. In each region, the Ministry of Health had also formed a health directorates the Iraq.

The government is focused on improving people' lifestyles and ensuring a healthy and safe environment for the country. Given that this is a long-term aim, the Ministry of Health has received more focus, and Health Visions has been expanded to improve the health services supplied to the general people. the Iraq as general.

In the Basra, There is a health directorate in charge of overseeing and regulating the operations of all public and private hospitals in the country state (1).

There are currently (13) Governmental hospitals, many of which are integrated hospitals under the Ministry of Health, and medical health facilities are also present. Furthermore, there are (7) Private hospitals are also available..

Despite the Ministry of Health's attempts to improve hospital efficiency and provide high-quality medical care to citizens, individuals choose to receive medical treatment in private hospitals rather than public hospitals for unclear reasons..

The study's major goal is to discover the reasons behind their preference for private hospitals over public hospitals. The study reveals the reasons why individuals are hesitant to visit public, hospitals and what is preventing them from doing so. The study will shed light on the variables that lead people to select a private hospital over a government hospital for medical care and treatment. This study will immediately aid the Ministry of Health in its efforts to enhance the efficiency of the health sector and to deliver satisfying, appealing, and high-quality services in public hospitals in order to regain residents' confidence.

The study will benefit private hospital owners, medical graduates, and society as a whole and it will lead to the development of a quality and safe healthcare system. in the Basra and the Iraq as general (2).

Answered 1 year ago · Author has 115 answers and 961.8K answer views because people who are wealthy enough to pay would not like substandard services. The quality of doctors in government hospitals is excellent. Rounds are given as a team and decision making is very accurate as a result. The problem is the poor infrastructure and para medical services. Procurement for government hospitals goes through its share of red tape. Maintenance is an even bigger problem, with most things lying in limbo.. Also, the nominal charge at government hospitals ensures a large number of patients waiting for a test or procedure. The wait period for an MRI at some government centers can go on for months (3)

The government's focus is on improving the lifestyle of citizens, as well as clinics and hospitals, under the patronage of His Majesty Sultan Qaboos. Despite the Ministry of Health's attempts to improve hospital efficiency and deliver high-quality medical services to citizens, individuals choose to receive medical care in private hospitals rather than public hospitals for unclear

reasons. The study's major goal is to discover the reasons behind their preference for private hospitals over public hospitals. The study reveals the reasons why individuals are hesitant to visit public hospitals and what is preventing them from doing so. The research will result in (4).

Important of the study: Consumer satisfaction is a significant contributor to the success and continuity of healthcare organizations.

The patient's perception of service quality plays a vital role in determining consumer satisfaction. The healthcare sector in Basra is expected to register. An increase in hospital revenues Basra's healthcare delivery system can be classified into three categories: public and private. with Raising awareness of health-related issues and The health care system in general, patients have today Switched from being 'passive' to 'active. Participants in the health care system. In Basra, the patient can choose any health system that is comfortable for him to meet the needs of the Basra citizen, in addition to limiting medical tourism to neighboring countries and the consumption of hard currency (the dollar) and its exit outside Iraq. With previous study for Ala'din Alwan (2004) bring to light that Iraq used to have one of the best health services in the region. However, expenditure cuts, neglect and poor management over the last 15 years have taken a heavy toll. Buildings and equipment were not maintained and fell into serious disrepair. Training of health professionals was neglected and they were cut off from the outside world, unable to keep up with modern knowledge and practice. Many left the country (5). Farther more, Aamir Al Mosawi and Salih Mehdi Al Hasnawi (2009) stated that the Iraq is emerging from several decades of wars followed by long periods of violence and insecurity. Many avoidable shortcomings in the health sector that result in poor quality health services are due to inaccessible data, information, and knowledge. Lost and unreliable data, poor documentation, lack of access to available knowledge all impede the delivery of high quality health care

services (6). Pavel, Chakrabarty and Gow (2016) discovered that patients at public hospitals, who are often the poorest, incur a greater economic cost of disease and treatment than patients in relatively affluent private hospitals. According to Basu et al. (2012), the public hospital typically lacks punctuality and kindness for patients (7). Even Mrayyan (2004) discovered that nurses working in private hospitals were happier and more likely to stay in their professions than nurses working in public hospitals (8). The waiting time was longer at all phases, according to Pongs pap and Lerberghe (2006): at reception, between reception and consultation, and substantially longer before the consultation (9). According to Andaleeb (2000), the quality in private hospital is driving many patients to the private hospital(10).

Methods *Design of the study:*

Descriptive, design of **cross – sectional** study was carried out assess the ***Factor affecting the preference of private hospitals to public hospitals in Basrah..***

Setting the study in four from a private hospital ,(AL SAAEDE hospital ,ALAMERAt hospital , AL MWASAA hospital and IPN ALBETAR hospital),and two public hospital (Basra Children Specialist Hospital, and Basra Teaching Hospital.

.Time dote collecting April 2021 through May 2021 Non –probability sample design of **cross – sectional** study consisted of (204)

Sample instrument (questionnaire)

An assessment tools was designed depending on review text books and related lectures and researches,it consisted of questionnaire was five parts the first part consist from socio demographic characteristic , the part two contain (14) question related to opinion of the participations in terms of the service provided to the patient in private hospital ,the third part contain (11) question related to the opinion of the participations in the questioner about the efficiency

of the work of private hospitals , the fourth part contain (7) questions related to opinion of the respondents in the questionnaire about the cost of treatment in private hospitals and the fifth part contain (12)question related to opinion of the respondent in the questionnaire is the reason for choosing private hospital .the data was collected from peoples by face –to face interview .

Statistical data analysis:

Likert Scale

We use four (4) points Likert Scale as shown in the next.

Table : four (4) points Likert Scale		
Evaluation		
Interva	Difference (Cut off point)	Evaluation
0 – 0.50	0.50	Very Weak
0.50 – 1	0.50	Weak
1 – 1.50	0.50	Strong
1.50 – 2	0.50	Very Strong

Questionnaire score

Study questionnaire includes two parts they are : information about lymphatic system and Knowledge about lymphoma where each part has score as the following.

Table : Score of Questionnaire’s parts			
Questionnaire’s parts	Number of questions	Max. Score per question	Min. Score pe question
Services	14	2	0
Hospital Efficiency	11	2	0
Treatment cost	7	2	0
Reason of selection	13	2	0
Total	45	2	0

.Data Analysis: The data were analyzed using the Statistical Package for Social Sciences (SPSS), version 26.

Table. (1) Demographic Information for the Total Sample of Governmental and Private Hospitals (204)

ARIBAL	Private hospitals	Government hospitals		
Gender				
Male	54	52.9	46	45
Female	48	37.1	56	55
VARIABLES	102		102	
Age groups				
20-29	38	37.3	40	39.2
30-39	27	26.5	22	21.6
40-49	16	15.7	22	21.6
50-59	8	7.8	12	11.8
60-69	8	7.8	4	3.9
70-79	5	4.9	2	2.0
Mean ±SD	37.18±14.884		Mean ±SD= 37.18±14.88	
Level education				
Primarily school	12	11.8	18	17.6
Secondary school	25	24.5	26	25.5
Institute	14	13.7	18	17.6
College	51	52	40	39.2
Total	102	100	102	100.0
Social status				
Signal	65	63.7	54	52.9
Married	30	29.4	40	39.2
Divorced	7	6.9	6	5.9
Others	0	63.7	2	2.0
Home address			102	100.0
City center	73	71.6	52	51.0

Outskirts	25	24.5	48	47.1
Other	4	3.9	2	2.0
Income monthly of family				
500-1000000	36	35.3	82	80.4
1100000-1500000	47	46.1	14	13.7
greater or equal to 1600000	19	18.6	6	5.9
	102	100	102	100.0

The demographic results in Table No. (1) Showed the following

In private hospitals, it was: The highest percentage of males was 52.9%, among the age groups (20-29), where their percentage was (37.3%). 52% of them have university education. 63.7% are unmarried and live in the city center (71.6%). In addition, they have an average income among the income groups 1,100,000-1,500,000, where the percentage constituted about (46.1%). The results of government hospitals were, as shown also in Table No. (1), which showed the highest percentage of females (55%), and also their ages were among the 20-29 age groups It reached (39.2%), and also the highest percentage of them was within university education, amounting to (39.2%), although it is much lower than the percentage of private hospitals, but it constitutes the highest percentage among the degrees of education for samples taken from government hospitals. As for the social situation, the results showed 0 (52.9%) of the sample are unmarried, as well as a little more than half (51.0%) were residents of the city center. Among the low-income groups (500-1000000) where the percentage constituted (80.4%) of the total sample.

Table (2)The opinion of the participants in terms of the services provided to the patient in private hospitals and Governmental hospitals.

	Services domain		Min	Max	MS	Sd.	Ass.
Q1	The personnel of private hospitals is skilled at coping with the ease with which patients are received.	4	0	2	1.88	0.472	V. Strong
Q2	In private hospitals, I am more willing to notify the doctor about concerns than in public hospitals.	4	0	2	1.96	0.278	V. Strong

Q3	In private hospitals, patients get easy services via the Internet.	4	0	2	1.97	0.241	V. Strong
Q4	Waiting times is less in private hospital	4	0	2	1.96	0.278	V. Strong
Q5	Private hospital buildings are clean and tidy compared to public hospital	4	0	2	1.98	0.198	V. Strong
Q6	Private hospital are equipped with modern equipment	4	0	2	1.98	0.198	V. Strong
Q7	Doctors in private hospitals treat patients with tremendous respect	4	2	2	2.00	0.000	V. Strong
Q8	Doctors in private hospitals offer patients enough time to clarify their problems.	4	2	2	2.00	0.000	V. Strong
Q9	Patients at private hospitals get access to all medications.	4	2	2	2.00	0.000	V. Strong
Q10	The food served in private hospitals is much better than the food served in a public hospital	4	0	2	1.98	0.198	V. Strong
Q11	Doctors in private hospitals ask about patients and carry out mandatory examination constantly	4	2	2	2.00	0.000	V. Strong
Q12	In public hospitals only essential medicines are provided to all patients	4	2	2	2.00	0.000	V. Strong
Q13	In public hospitals, they only provide regular basic check-ups	4	0	2	1.98	0.198	V. Strong
Q14	I can contact a doctor in a private hospital to clear up my questions I have concerning a therapy or treatment.	204	0	2	1.98	0.198	V. Strong

Table .3) the opinion of the participants in the questionnaire about the efficiency of the work of private hospitals and Governmental

	Hospital Efficiency domain	N	Min	Max	MS	Sd	Ass.
Q1	Doctors in private hospitals treat patients with respect.	204	0	2	1.98	0.198	V. Strong
Q2	In public hospitals, doctors frequently give patients with unresolved health-related queries	204	0	2	1.98	0.198	V. Strong
Q3	Doctors employ terminology that people do not comprehend in public hospitals, but they are adequately explained in private hospitals	204	0	2	1.98	0.198	V. Strong
Q4	In private hospitals, patients do not hesitate to ask doctors questions	204	0	2	1.98	0.198	V. Strong
Q5	You get the impression that nurses in private hospitals are knowledgeable and trained to cope with emergency circumstances.	204	0	2	1.98	0.198	V. Strong
Q6	Doctors in private hospitals keep me anxiety-free.	204	2	2	2.00	0.000	V. Strong
Q7	Doctors in a private hospital examine me more carefully compared to a doctor in a public hospital	204	0	2	1.98	0.198	V. Strong
Q8	The doctors at the private hospital seem to have a real interest	204	2	2	2.00	0.000	V. Strong
Q9	I feel very confident in doctors in private hospitals	204	2	2	2.00	0.000	V. Strong
Q10	The doctors in the private hospital seem to be competent and trained	204	2	2	2.00	0.000	V. Strong
Q11	In the private hospital, the anesthesiologist visits me before the operation and after the operation as well, which increases my reassurance	204	2	2	2.00	0.000	V. Strong

This table indicates that the participant had a high quality of care provided to the patient, and the patient's satisfaction with the quality of private hospitals with the government hospital, his response to the quality of the nursing care questionnaire, present was at a very strong significant

Table (.4) the opinion of the respondents in the questionnaire about the cost of treatment in private hospitals.

Treatment cost domain		N	Min	Max	MS	Sd	Ass.
Q1	The expense of traveling to Basra's public hospital exceeds the cost of treatment at a private hospital close to my home.	204	0	2	1.15	0.992	Strong
Q2	The price of accommodation and the purchase of treatment in Basra exceeds the expense in any private hospital	204	0	2	1.88	0.472	7. Strong
Q3	I feel the indirect cost of getting appointments to the public hospital because of the long distance appointments for the large number of patients pushes me to go to the private hospital	204	0	2	1.98	0.198	7. Strong
Q4	I have tried spending more than going to the public hospital instead of the private hospital	204	0	2	1.94	0.339	7. Strong
Q5	The expense of treatment in a private hospital is more, but I receive superior care.	204	0	2	1.96	0.278	7. Strong
Q6	The cost of treatment is not a concern if you get the drugs of my choice	204	0	2	1.98	0.198	7. Strong
Q7	Treatment cost, fees and medication not a problem when I get timely treatment and recovery in a private hospital	204	0	2	1.96	0.278	7. Strong

Table (5) the opinion of the participants in the questionnaire about the reason for choosing private hospitals

Reason of selection domain	N	Min	Max	Mean	Sd	Ass.
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Q1	The hospital's availability of contemporary and advanced technology is one of the reasons for choosing it.	204	2	2	2.00	0.000	V. Strong
Q2	Specialized services (in one place) are a reason to choose the hospital	204	2	2	2.00	0.000	V. Strong
Q3	The reputation of the doctors working in the hospital attracts patients to choose	204	2	2	2.00	0.000	V. Strong
Q4	The general appearance of a hospital contributes to the selection of patients for the hospital	204	0	2	1.98	0.198	V. Strong
Q5	The hospital's good room and nutritious meals add to the decision to go there.	204	0	2	1.94	0.339	V. Strong
Q6	Patients are drawn to the facility because of its location.	204	2	2	2.00	0.000	V. Strong
Q7	For this hospital, I'm looking for a doctor.	204	2	2	2.00	0.000	V. Strong
Q8	The accessibility of transportation and communication aids in the selection of a hospital.	204	0	2	1.96	0.278	V. Strong
Q9	The accessibility of transportation and communication aids in the selection of a hospital	204	0	2	1.17	0.988	Storing
Q10	The cost of a hotel room near the hospital. The hospital was chosen for the following reasons:	204	0	2	1.36	0.934	Storing
Q11	The availability of hospitals makes it easier to select the best hospital for treatment	204	0	2	1.58	0.818	V. Strong
Q12	The availability of an ambulance may be a critical factor in deciding on a hospital.	204	0	2	1.39	0.922	Storing
Q13	I was chosen for this hospital because of the type of anesthesia given to my operation and my trust in the anesthesiologist	204	0	2	1.80	0.596	V. Strong

In this table (5) shows the opinion of the survey participants about the reason for choosing private hospitals,

The overall average was very strong significant. The participant is moderate: the availability of transportation and transportation contributes to choosing a hospital with an overall average was strong) at an average level. My doctor's choice of this hospital in private was strong with an average level.

The answers of the participants who are in government hospitals and their opinion in private Hospital was the highest average was strong in the paragraphs Choosing my doctor for this hospital and Specialized services (in one place) are a reason to choose the hospital

Table (6) Comparing the answers of patients in the Government hospital with the private hospital itals,

Hospitals	N	MS	Sd	Ass.	Significant		
					T – test	P – value	Sig.

Government	102	1.86	0.122	Strong	5.85	0.00	S
Private	102	1.93	0.039	Strong			

Significant level at $P \leq 0.05$, (b=beta) Regression Coefficient, (t) test the significant of regression equation, S=significant,

At a P-value of 0.05, this table shows that there is no statistically significant association between the quality of private hospitals and the reasons for choosing private hospitals.

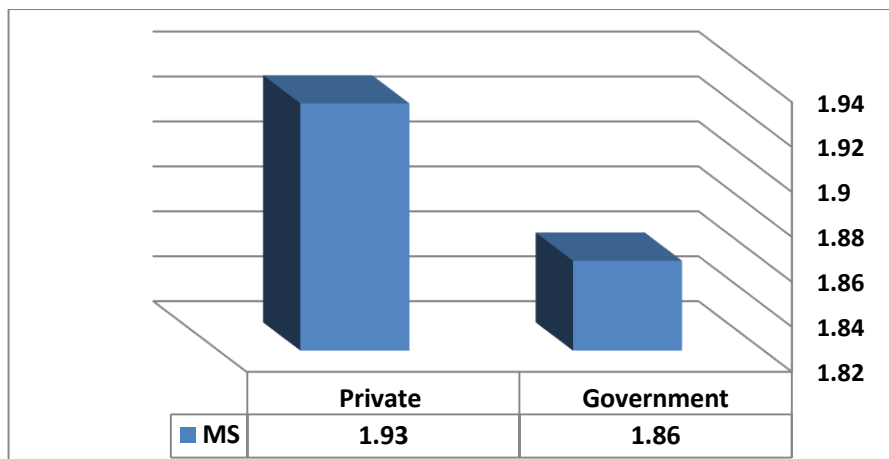


Figure 4.5 Mean Score of Government hospital and private hospital

Doctors abandon their patients. With so many unresolved health-related problems, most people would agree that physicians at public hospitals employ jargon that patients don't understand, but doctors in private hospitals completely explain everything.

They agree that they don't hesitate to notify doctors about their difficulties in private hospitals. The majority of people think that going to a regular hospital in Muscat is more expensive than going to a private hospital in the area.

Participants noted that the cost of treatment-related lodging in Muscat is also higher than private hospital costs paid locally in private hospitals.

In a nutshell, "long wait time" and "unclean" are two terms that come to mind, the study in Amman is similar to the situation in Iraq, where the government hospitals are poor in many services and force the patient to the type of treatment or anesthesia available there, despite the presence of a professional medical, health and nursing staff to perform the tasks assigned to them. The big problem is the way of dealing that is devoid of friendliness and appreciation, as many poor people stand in line to wait in a hot and poorly cleaned place, and there is no source of drinking, cold and clean water, in addition to the lack of hygiene, especially in the toilets.

As for private hospitals, everyone works with experience and without experience, as well as treatment and operations are very expensive, burdening the patient and his family, so many people go for medical tourism in neighboring countries (Iran) and Turkey to provide facilities and low treatment cost.

Dissection

There is no similar study where the opinions of patients and their families are discussed about their choice of a private hospital or a government hospital. The study showed that there are no differences in the answers of the participants, whether they were hospitalized in a government hospital or a private hospital, about their opinion of choosing a private hospital for treatment and follow-up treatment.

The opinion of the participants in terms of the services provided to the patient in private hospitals and Governmental – hospitals.

In private hospitals, it was: The highest percentage of males was 52.9%, among the age groups (20-29), where their percentage was (37.3%). 52% of

them have university education. 63.7% are unmarried and live in the city center (71.6%). And they have an average income among the income groups 1,100,000-1,500,000, where the percentage constituted about (46.1%). The results of government hospitals were, as shown also in Table No. (1), which showed the highest percentage of females (55%), and also their ages were among the 20-29 age groups It reached (39.2%), and also the highest percentage of them was within university education, amounting to (39.2%), although it is much lower than the percentage of private hospitals, but it constitutes the highest percentage among the degrees of education for samples taken from government hospitals. As for the social situation, the results showed 0 (52.9%) of the sample are unmarried, as well as a little more than half (51.0%) were residents of the city center. Among the low-income groups (500-1000000) where the percentage constituted (80.4%) of the total sample.

The responses were nearly identical (Jonila Gabrani: 2020) A total of 629 people out of 750 who were eligible for the research agreed to be interviewed, resulting in an 84 percent response rate. By kind of facility, this graph displays the sociodemographic and health characteristics of the research participants. There were 250 men (40%) and 379 women in the sample (60 percent). Forty-five percent of those polled were above the age of 60. Around four-fifths of the respondents (77%) had a valid health insurance card, and 18% were receiving some type of social or economic assistance. In terms of education, 47 percent of respondents had a primary education (5–8 years) and 14 percent had a secondary education.

The indicates that the participant had a high quality of care provided to the patient, and the patient's satisfaction with the quality of private hospitals compared with the government hospital, his response to the quality of the nursing care questionnaire, where the largest average (3.9) was at a high level. The study of Khor (2017) the seam found answer for opinion participant from

In public integrated hospitals, there are professionally competent and gifted good physicians. Despite the higher expense of treatment at private hospitals, patients are assured of receiving superior care. As a result, people choose private hospitals since they can acquire their preferred drugs, prompt treatment, and cure. They do, in fact, favor private hospitals for the reasons listed below.

Most respondents, on the other hand, believe that public hospitals only give needed drugs for all ailments and that they just receive routine baseline checks and do not receive necessary diagnostics. In public hospitals, the majority of responders agree.

Conclusions:

The study's findings indicated that the 10 factors are. Basic amenities, reputation, quality, building and infrastructure, ease and cost, and personal materials (experiences), service response, and recommendations are all factors that patients consider while choosing a hospital. Suggestions, clinical assistance, privacy, and information are all available. Participation and Service Scope In terms of these parameters, it was discovered that there are no statistically significant differences ($P < 0.5$) across various demographics respondent categories. Different categories of age, gender, residence, education, and household monthly income have been noted in connection to these variances.

Recommendations

According the result of this study

- 1- Providing the opportunity must be in order to ensure easy access to patients To health care by ensuring the improvement of health services in government hospitals

- 2- Waiting periods should not be long Discourage by identifying areas in health care the delivery system is prone to cause a long wait times to develop alternative health systems that would eliminate long hours of stay in public facilities.
- 3- This can be achieved by engaging the private sector in cooperation with Government facilities in the decision-making process to make the government facility more customer oriented.
- 4- Periodic evaluation of the quality of care provided by Health units must be carried out where customer's .The facility has an assessment of quality of care. In government hospitals in terms of all health services and the provision of all requirements, examinations, medicines and rehabilitation, even if they are at prices that do not constitute a burden on the citizen and the cleanliness of other facilities, knowing that the Ministry of Health spends large funds to improve health care in Iraq, but it lacks maintenance and follow-up Providing the opportunity must be in order to ensure easy access to patients To health care by ensuring the improvement of health services in government hospitals.
- 5- Waiting periods should not be long Discourage by identifying areas in health care the delivery system is prone to cause a long wait times to develop alternative health systems That would eliminate long hours of stay in public facilities.
- 6- This can be achieved by engaging the private sector in cooperation with Government facilities in the decision-making process to make the government facility more customer oriented.
- 7- Periodic evaluation of the quality of care provided by Health units must be carried out where customers the, facility has an assessment of quality of care. In government hospitals in terms of all health services and the provision of all requirements, examinations, medicines and rehabilitation, even if they are at prices that do not constitute a burden on the citizen and the cleanliness of other facilities, knowing that the Ministry of Health spends large funds to improve health care in Iraq, but it lacks maintenance and follow-up

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