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DEPARTMENT OF PUBLIC ADMINISTRATION
JAHANGIRNAGAR UNIVERSITY

People's Perceptions of the Performance of Health Service Providers in Bangladesh: A Comparative Study in Sylhet City Corporation

Kanij Fatema¹
Md. Ohidur Zaman²

Abstract: Sylhet is an expanding city of Bangladesh. Different kinds of health service providers work here for delivering modern treatment. The major aim of this research work is to compare the people's perception about these health service providers. For this study three different categorical hospitals have been chosen; Sylhet M. A. G. Osmani Medical Hospital as a government hospital, Jalalabad Rageb-Rabeya Medical College Hospital as a private hospital and Shimantik Maa O Shishu Hospital as a NGO based hospital. Data has been collected by applying survey and FGD from three different hospitals in three different days. After comparing empirical data it found that the strong point of government hospital is their quality of treatment and weak point is corrupt officials and hospital's poor environment. Participants of the study thought that strength of private hospital was their administration and decent behavior where weakness is quality of treatment and high cost of services. Again, people thought that strength of NGO based hospital was its vision to ensure medical facilities for every child and mother of the area. But weaknesses were that they were unable to maintain quality of treatment ever and costs of services were also much expensive. According to people's perception still government hospital is better than others. Moreover, e-health services were unavailable there. People thought if e-health service program would run there, they would be able to access health services at lower cost and people of remote area would be connected to modern treatment facilities. So, government should also take dynamic policy measures for providing e-health services.

Introduction

Bangladesh is one of the small and densely populated developing countries of South Asia. Due to increased demand of huge population, Bangladesh still does not have strong health system structure to afford better health care facility to her citizens. Therefore, health care facility of this country is not satisfactory yet. Medical pluralism still exists in this country.

People of rural Bangladesh use traditional treatment in most case. Comparatively modern treatment is popular in urban area (Khan et al., 1996; Ahmed, 2005). Although there are many kinds of health care providers working in towns, among them mainly modern

¹ Assistant Professor, Department of Public Administration, Shahjalal University of Science and Technology, Sylhet-3114, Bangladesh

² Lecturer, Department of Sociology, Barisal University, Barisal-8200, Bangladesh