

**THE RESPONSIVENESS OF THINGANGYUN  
GENERAL HOSPITAL**

**MAUNG MAUNG WIN**

**M.B., B.S**

**Master of Hospital Administration (MHA)**

**University of Public Health, Yangon**

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## **ABSTRACT**

This study aimed at assessing the responsiveness of Thingangyun General Hospital, Yangon from patients' perception, in 2019. It was a cross-sectional study using face to face interviews with 180 patients from five wards of this hospital, 36 from each ward. The wards were medical, surgical, obstetric and gynaecological, orthopaedic and renal medical ones. In this study, 72 males and 108 females were involved. Mean age (standard deviation) of patients was 43 (17) years. The majority were married, Buddhists and urban dwellers. More than half of the respondents acquired primary and middle school education. Regarding occupation, dependent respondents and those who ran own business were the most frequent groups. About half of the patients had history of hospitalization. Concerning the duration of hospital stays, minimum stay was 3 days, maximum stay 45 days and mean stay 8.6 days. On calculating mean scores, domains of confidentiality and social support got above satisfactory level. Concerning the overall rate of a domain, the majority of the respondents answered as good for confidentiality and social support. As to doctors and nurses' respect for patients' dignity and communication, the overall rates were good and fair respectively. Regarding the domains of autonomy, prompt attention, basic amenities and choice of health care providers, most of the respondents rated as fair. Confidentiality was the most responsive domain from the perception of the respondents, whereas, the domain of basic amenities the least responsive domain. When a comparison on the responsiveness of the wards was made, most of the respondents rated the renal medical and the medical wards as good for most of the domains. There was a statistically significant association between the admitted wards and the least responsive domain. It is concluded that the domains of basic amenities, provider choice, autonomy, and prompt attention should be identified as the important areas calling for further improvement. To be a better responsive hospital, reform strategies should be focused on these domains in this hospital.