

**THE STUDY ON SERVICE QUALITY OF STATE AND
PRIVATE HOSPITALS IN BATTICALOA DISTRICT**



BALAKRISHNAN KARTHEEPAN

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**DEPARTMENT OF COMMERCE
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA**

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ABSTRACT

This study was measuring the "The study on service quality of state and private hospitals in Batticaloa district". Meet or exceed the customer expectation Called as service quality.

In many countries, the health sector is providing the services very successful by both sectors. In Sri Lanka most of the private hospitals are providing their services well as well as reputed equal to state hospital. In this context, this research was conducted to identify whether there is any difference in service quality gap between state and private hospitals in Batticaloa district. Therefore, based on that find out the differences in the out-patients department, in-patients department, and investigation department between state and private hospitals.

The variables included in this study were out-patients department, in-patients department and investigation department. To measure these variables data collected from a sample of 160 patients from the out-patient department, in-patient department and investigation department using systematic sampling technique. The collected data were analyzed using the univariate method. The data collected were presented in the form of tables, bar charts and pie charts. The data were gathered analyzed using the Microsoft package excel 2000 and SPSS 11.0 windows.

The findings showed that, most of the respondents are stated private hospitals are providing its services moderate and high level of quality mean while state hospital service are seen low and moderate level of quality. General hospital providing service purpose of social benefits but in private hospital view, they aim to earn to more profit.

Therefore the private hospitals provide the better service quality than general hospital in Batticaloa district.

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