

**COMPARATIVE STUDY ON SERVICE QUALITY BETWEEN
GOVERNMENT HOSPITALS AND PRIVATE HOSPITALS
(Special Reference to Anuradhapura District)**

By

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ABSTRACT

This study was measuring the "A comparative study on service quality between government hospitals and private hospitals in Anuradhapura district refers to OPD services and IPD services in which hospitals provide better service quality to patient, rather than other hospitals.

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 between state and private hospitals in Anuradhapura district. Therefore, based on that find out the differences in the out-patients department and in-patients department between state and private hospitals, using the following service quality dimension such as Responsiveness, Behavior and Attitude, Assurance, Tangible, Credibility, Cleanliness and Empathy.

The variables included in this study were out-patients department and in-patients department. To measure these variables data collected from a sample of 200 patients from the state and private hospitals using convenience sampling method. The data collected were presented in the form of tables, bar charts and pie charts. In the research process to analyse the collected data researcher uses the statistical package for social sciences (SPSS 19.0). According to that collected data were analysed using the univariate method and one way ANOVA and independent sample t test.

The findings showed that, overall level of service quality of state hospitals are moderate and private hospitals are high. When consider variables, There are high level of services of both OPD and IPD in private hospitals and moderate level of service quality is state/hospitals. And also, there are no difference in the level of services quality provided by both state and private hospitals across the demographic variables.

Finally, when compare both hospitals the private hospitals provide the better service quality than state hospital in Anuradhapura district.

Keywords: Service quality, Service quality dimension, State Hospitals, Private Hospitals, Patients.

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