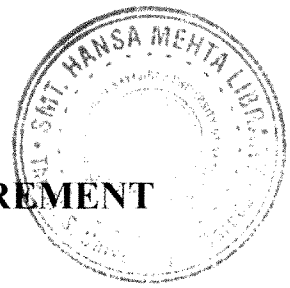


**A STUDY OF PATIENTS' SATISFACTION MEASUREMENT
IN HOSPITAL SERVICES
OF
SELECTED HEALTH CARE FACILITIES**



**A thesis Submitted to
THE M.S.UNIVERSITY OF BARODA
For the Award of the Degree of**

**DOCTOR OF PHILOSOPHY
IN DEPARTMENT OF COMMERCE INCLUDING
BUSINESS ADMINISTRATION**

**by
MADHUSUDAN N. PANDYA**

**Research Guide
PROFESSOR (DR.) PARIMAL H. VYAS
Head
Department of Commerce Including Business Administration,
Faculty of Commerce, The M.S. University of Baroda.
Vadodara, Gujarat, India.**

NOVEMBER 2008