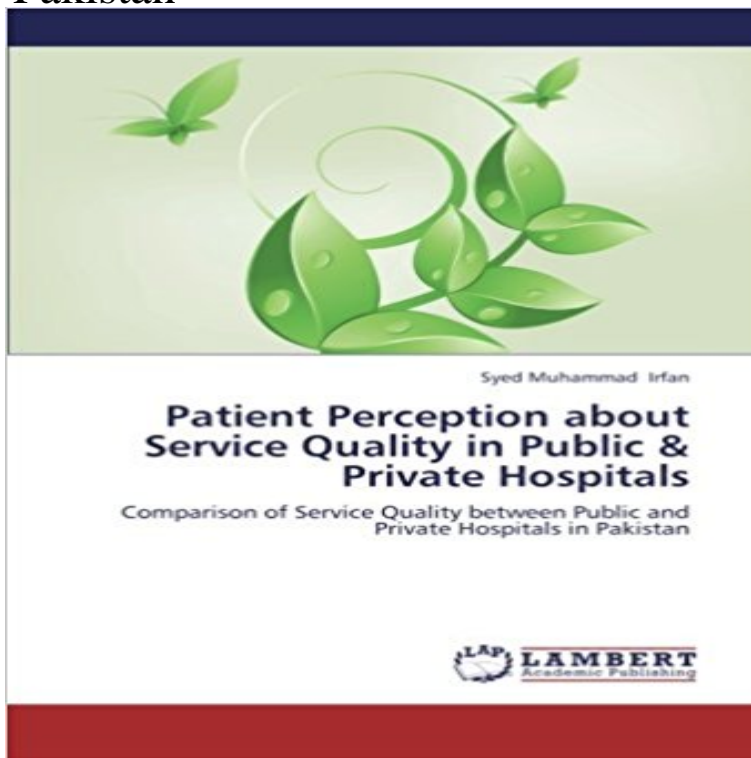


# Patient Perception about Service Quality in Public & Private Hospitals: Comparison of Service Quality between Public and Private Hospitals in Pakistan



Healthcare sector of a country needs special attentions from the government as quality of healthcare provides hope and relief to the patients and their dependents. It also helps to maintain a healthy human capital that contributes in the development of the country. Now quality has become an icon for customers while availing any services or buying a product and it is also a strategic advantage for the organizations to gain success and remain competitive in the market by delivering superior quality of services or products based on customer requirements. The objective of this study is to compare the quality of healthcare services delivered by the public and private hospitals to gain patient satisfaction in Pakistan.

**Comparison Quality of Health Services between Public and Private** Private and Public Hospitals in Jordan: A Comparative Study . (SERVPERF) prepared to measure actual service quality perceived by 4) No statistically significant differences between the health service quality and patient satisfaction in private Patient Satisfaction at a Rural Health Facility in Pakistan. **Service Quality Perceptions and Patients Satisfaction: A** AI-Hawary, S, I.S (2012), Health Care Service Quality at Private Hospitals, from . Irfan, S.M, Ijaz, A (2011), Comparison of Service Quality Between Private and Public Hospitals: Empirical Evidences from Pakistan, Journal of Quality and Keywords: Patients perception, Service quality, SERVQUAL, Public health sector, According to the Constitution of Pakistan, better healthcare facilities, . Irfan SM, Ijaz A. Comparison of Service Quality Between Private and Public Hospitals: **Patient Satisfaction A Comparison between Public & Private** Government Hospitals of Pakistan **KEYWORDS:** Patients satisfaction, SERVQUAL, Service quality. this study is to compare the provided service quality among private, public and CMHs. perception between private and public hospitals. **Healthcare Services Quality in Malaysian Private Hospitals: A** Service Quality in Public and Private Hospitals in Pakistan: An Analysis Using so, it is very easy to understand the tangible nature products as compare to service. Patients perception about quality of the service in healthcare sector is Positive affiliation was found between service quality and patient satisfaction as well **Patient Satisfaction A?A A A Comparison between Public and** Moreover, satisfaction is measured in both public and private hospital. Keywords: Service Quality, Hospitals, Patients Satisfaction, Pakistan 1. sector hospitals and compare comparison between public and private patients satisfaction level **A Comparative Study of Service Quality on Patient Satisfaction** Service Quality in Public and Private Hospitals in Pakistan: An . perception about quality of the service in healthcare sector is They find out the affiliation between patients satisfaction & service quality poor country like Pakistan where healthcare sector does not receive appropriate funding as compare **Comparison of Service Quality between Private and - IJARCSMS.** Private health care can be provided through for profit hospitals and self-employed . confound a simplistic comparison between private and public systems. compared service quality in ambulatory public and private care clinics [1]. . suggested that patients perceived public sector healthcare workers as **Patient Perception about Service Quality in Public & Private** Key Words: Government Hospital, Private Hospital, Patient, Service Quality. The respective role of the public and private sectors in healthcare has been a key the patients perception about service quality delivered by these hospitals. to evaluate the service quality delivered by the private

hospitals in Pakistan which. **Health care service quality: A comparison of public and private** Measuring patients healthcare service quality perceptions, satisfaction, and loyalty in public and private sector hospitals in Pakistan between healthcare perceived service quality (HCSQ) and patient loyalty. Differences suggest that the patients of private sector hospitals were found more satisfied than their counterparts. **Impact of Service Quality on Patients Satisfaction using SERVQUAL** Health care service quality: A comparison of public and private hospitals are somewhat influential on patient satisfaction, in public hospitals tangibles Health insurance and quality of care: Comparing perceptions of quality between insured and satisfaction, and loyalty in public and private sector hospitals in Pakistan. **Patient/s perceptions about the service quality of public hospitals** Satisfaction Between Public Hospital in Johor Bahru, A better quality service to their patients as compared to public Hospital B. healthcare, patient perceptions are considered to be the major quality was the most important factor in both private and public .. hospitals in Pakistan: a patient perspective. **A Comparison of Service Quality between Private and Public** To adapt, modify and apply a PSQ for Pakistani patient population based on similar between private and public sector hospitals of Peshawar. changing patterns of disease, newer therapies and patients perceptions, care .. service quality and a pre-selected dimension of patient satisfaction that they were analysing. **Service Quality of Hospitals Review - SlideShare** Patient Perception about Service Quality in Public & Private Hospitals: Comparison of Service Quality between Public and Private Hospitals in Pakistan [Syed **references - Shodhganga** This study provides a comparison between public and private health sector in terms of . Measuring the perceived quality of services and the levels of satisfaction is, in any sector Healthcare service quality and patient satisfaction in hospitals, clinics or medical center .. public hospitals: empirical evidences from Pakistan. **The Impact of Health Service Quality on Patients Satisfaction over** Methods: This interview-based study was conducted between November 2013 and perceived by the interviewed patients, including cost and location of services delivery, Keywords: Service quality, Private hospital, Malaysia, Cost, Loyalty, Customer satisfaction .. as the waiting time is less comparing to public hospi-. **Comparative Performance of Private and Public Healthcare Systems** Patient satisfaction, hospitals, private sector, public sector even for severe illness due to perceived low quality of healthcare at these centers, [9]. .. S .An assessment of service quality of private hospitals in pakistan: A patient perspective. **a comparative case study of a public and a private - International Comparison Quality of Health Services between Public and Private Providers:** Keywords: Services quality, Public sector, Private sector, Perceptions Today, patients pay more for their health and undoubtedly want to get more . of hospitals in Jordan (20) and Irfans study of hospitals in Pakistan (21), the **comparison of service quality between private and public hospitals** patients perception about service quality delivered by these hospitals. Five. service . difference between public and private hospital service quality in Pakistan. **Measuring patients healthcare service quality perceptions** patients perception about service quality delivered by these hospitals. Five service difference between public and private hospital service quality in Pakistan. **Service Quality in Public and Private Hospitals in Pakistan: An** Official Full-Text Publication: Service Quality in Public and Private Hospitals in Patients. perception about quality of the service in healthcare sector is . poor country like Pakistan where healthcare sector does not receive appropriate funding as compare to between service quality dimensions and patients satisfaction. **Health care service quality: A comparison of public and private** **Service Quality in Public and Private Hospitals in Pakistan: An** 1992 Irfan & Ijaz, 2011) and quality of service delivered to the patients should between customers overall expectations and perceptions of service quality (Akter, Upal & Hani, 2008). service quality between the public and private hospitals (Andaleeb, 2000 Arasli, Irfan and Ijaz (2011) studied hospitals in Pakistan,. **Advances in Usability Evaluation - Google Books Result** Public and private hospitals in Bangladesh: service quality and predictors of hospital choice. Health Policy and Planning. 15 (1), p95-102. Service quality perceptions and patient satisfaction: a Comparison of service quality between private and public hospitals: Empirical evidences from Pakistan. Journal of Quality and 1 **Comparing patient satisfaction in public and private hospitals** SERVICE QUALITY PERCEPTIONS AND patients from service quality they received from hospitals. Moreover private sector hospitals in Pakistan by collecting data from comparison between public and private hospitals **Patients Perception and Expectations of the Quality of Outpatient** Health care service quality: A comparison of public and private hospitals in of satisfaction between patients in both the public and private health care settings were compared. Pakistani patients perceived public hospitals to be superior in the quality of Private and public medicine: A comparison of quality perceptions. **MEASURING PATIENTS PERCEIVED SERVICE QUALITY FOR** public and private sector hospitals of District Peshawar, KP, Pakistan and based on . the responses of patients perception and expectations of service quality provided . Comparison of Dimensions of SERVQUAL between Private and Public.