

An Analysis of Patients' Satisfaction with the Quality of Care Provided at Government Hospitals in Tamil Nadu's Western Districts

Dheenadhayalan K*

Alagappa University, Karaikudi

M. Thiagarajan

Department of Business Administration

Alagappa Government Arts College

(Affiliated to Alagappa University), Karaikudi

Abstract: In the case of the hospital sector, patient satisfaction and service quality are important aspects. As such, hospitals need to understand how to measure patient satisfaction and be more careful regarding the services provided to their patients. This study examines the service quality provided in government hospitals in various aspects and how this can be used in other types of hospitals as well. The data for this study are based on the patients who are currently admitted to government hospitals in the western part of Tamil Nadu. We aim to understand how satisfied the patients are regarding various aspects related to the quality of services provided in government hospitals. For this purpose, a self-filled questionnaire is provided to 286 in-patients of government hospitals. Results show that patient satisfaction is not high and needs to be improved in government hospitals.

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* Part-Time Research Scholar. Email: vivekdeena91@gmail.com