

A Study on Service Quality of Multi-Speciality Hospital in Tirunelveli City

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Abstract: *Service quality can bring many benefits to your service organisations, such as improving your performance and efficiency, increasing patient satisfaction. It is measured by comparing a patient's expected services with his or her perception of service. To establish a theoretical framework and identify key dimensions of service quality relevant to healthcare settings. The dimensions under consideration include staff behaviour, clinical competence, infrastructure, waiting times, communication, and overall patient experience. Subsequently, quantitative data is collected through structured questionnaires distributed among a representative sample of patients visiting multi-speciality hospitals in Tirunelveli. This study aims to assess patients' perceptions and expectations regarding dimension of service quality. The majority of the people were satisfied with medical treatment and service quality. The results will be beneficial to hospital management and policymakers providing them with valuable inputs to enhance the overall patient experience.*

Keywords: Clinical competence, Efficiency, Solid infrastructure.

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