

# Assessing the Impact of Hospital Ownership on Perceived Healthcare Service Quality in Haryana

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**Abstract:** *This review paper explores the dimensions of patient perceptions of healthcare service quality in public and private hospitals in Haryana. It assesses how various factors such as responsiveness, reliability, empathy, tangibility, and communication contribute to the overall satisfaction of patients. Drawing on comparative insights from empirical studies, this paper investigates disparities in service delivery between government and private sectors, highlighting the challenges and opportunities for improving healthcare standards in the region.*

**Keywords:** Patient Satisfaction, Healthcare Service Quality, Public Hospitals, Private Hospitals, SERVQUAL, Doctor-Patient Interaction, Haryana, Hospital Infrastructure, Empathy, Responsiveness