

## عنوان مقاله:

Service Quality about Health Sector of UK and Pakistan: A Comparative Study

## محل انتشار:

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## خلاصه مقاله:

The aim of this study is to determine mean comparison and identify similarities for all five dimensions of service quality between public hospitals in London city, UK and private hospitals in Attock city of Pakistan on the basis of patient's perception. Data was collected from patients through self-administered questionnaire. SERVQUAL was measurement scale, comprises of 21 items covering all five dimensions. Independence T-Test was performed to analyze collected data using Statistical software package for social sciences. Response rate in this study is 83.33%. It is concluded that in both sectors, performance of hospitals is lowest in responsiveness dimension of service quality. There is highest level of assurance among public hospitals of United Kingdom but in Pakistani private hospitals, empathy dimension is on higher side as compared to other four dimensions. Overall service quality in public hospitals of UK is better than those in private hospitals of Pakistan.

## کلمات کلیدی:

Service Quality, HealthCare Units, Developing and Developed Country, Patient's perception

## لینک ثابت مقاله در پایگاه سیویلیکا:

<https://civilica.com/doc/569814>

