A STUDY ON SERVICE QUALITY DIMENSIONS AND ITS IMPACT ON PATIENTS’ SATISFACTION IN THE ICT ENVIRONMENTAL IN HOSPITALS

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ABSTRACT

There have been several studies related to service dimension of the hospital. Very few of them have been conducted in Information equipped hospital with patients’ satisfaction. The present paper provides empirical evidence to ascertain the implication service dimension and its impact on patients’ satisfaction across the selected ICT equipped hospital in Trichy, Tamilnadu state. Data was obtained from 250 patients. Results indicate that service dimensions do progressively create impact on patients’ satisfactions as might be expected. Out of the 5 aspects of the job examined, only 3 aspects, namely Tangibility, reliability and responsiveness were significantly correlated with patients’ satisfaction. In general, results indicate the degree of high satisfaction levels that exist among patients towards the service dimensions of ICT equipped hospital in Trichy, Tamilndau state.

KEY WORDS: Empathy, ICT, Patients satisfaction, reliability, responsiveness, tangibility

Introduction