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**STUDY ON PATIENT SATISFACTION IN  
MILITARY HOSPITAL NARAHENPITA**

BY

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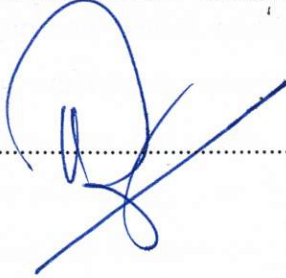
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**ABSTRACT**

1. The purpose of this paper is to gain an understanding of Patient Satisfaction Research in military health care. By understanding the definition of patient satisfaction as well the use of patient satisfaction surveys in health care, others will be able to comprehend how managers of Health Care Organizations use the scores to improve the quality of care in their organization. After defining patient satisfaction research, then the question will be answered on how patient satisfaction surveys are used in health care, what influences patient satisfaction, how these surveys and research influence health service organizations, how the quality of health care is influenced by patient satisfaction as well as how health care organizations make improvements in quality within their organizations because of patient satisfaction research

2. By doing that, the researcher was able to find out the probable connection between service quality and customer satisfaction of overall military healthcare. In this endeavour, the researcher explored to identify good practices exist in other hospitals and countries in improving the standards of those hospitals to offer better and unmatched service to patients and staff itself.

3. In the theoretical part the concepts of military healthcare was studied and the data used was gathered from literature written about the field. Furthermore, the drivers of improving service quality were presented, and the link between service quality and overall satisfaction of military healthcare was studied. The method of the data collection was a self-completed questionnaire, which was sent to 300 patients who represent both officer and other rank categories by adopting simple random sampling method and 250 responded.

4. The research was based on solid conceptual framework and all variables have been operationalized to identify main indicators and measuring criterions. With that understanding, the data analysis has been conducted using Microsoft excel software,

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by taking mean and standard deviations of the data in to consideration. Data have been presented by means of charts, graphs and detailed explanations.

5. In this research, one hypothesis was selected. The results of the questionnaire show that there is a link between service quality and satisfaction in military health care. The data gathered has been analyzed keeping the objectives and research questions in mind. On acceptance of hypothesis with greater level of significance, the researcher proposed many valuable recommendations for military hospital to adopt in order to take the hospital in to greater heights by offering quality service to safeguard the important lives of war heroes.

6. Finally, it can be said that, this is a very useful piece of document to read and comprehend for those who interested in this area of study and to explore more on areas which the researcher was restricted due to certain identified limitations.