



**Department of Commerce Including Business Administration
FACULTY OF COMMERCE**

The Maharaja Sayajirao University of Baroda
Lokmanya Tilak Road, Sayajigunj, Vadodara – 390 002 (Gujarat) INDIA
Ph. (+91) – 0265 – 2795557 / 2780014

CERTIFICATE

Certified that the work incorporated in the thesis titled “A Study of Patients’ Satisfaction Measurement in Hospital Services of Selected Health Care Facilities” submitted by Mr. Madhusudan N. Pandya comprises the results of independent and original investigations carried out by him under my supervision. The material that has been obtained and used from other sources has been duly acknowledged in the thesis.

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Professor (Dr.) Parimal H. Vyas
Research Guide
& Head (Department of Commerce –
Including Business Administration)
Faculty of Commerce
The M.S. University of Baroda
VADODARA