

DECLARATION BY THE CANDIDATE

I declare that the thesis entitled “A Study of Patients’ Satisfaction Measurement in Hospital Services of Selected Health Care Facilities” is my own work conducted under the supervision of Professor (Dr.) Parimal H. Vyas, research Guide and Head, Department of Commerce Including Business Administration, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara, India. I have put in more than two years of attendance with the supervisor at the centre.

I further declare that to the best of my knowledge the thesis does not contain any part or any work which has been submitted for the award of any degree either in this University or in any other University / deemed University without proper citation.

Place: Vadodara.

Date: 14-11-2008

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