

**PATIENT SATISFACTION AND SERVICE QUALITY
AT LANKA HOSPITALS, SRI LANKA**

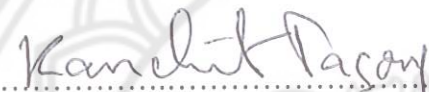


**A Thesis Submitted to the Graduate School of Naresuan University
in Partial Fulfillment of the Requirements
for the Master of Arts Degree
in International Tourism and Hotel Management
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This thesis entitled "Patient Satisfaction and Service Quality at Lanka Hospitals, Sri Lanka" submitted by Fathina Zahir in partial fulfillment of the requirements for the Master of Arts Degree in International Hotel and Tourism Management is hereby approved.

.....Chair

(Associate Professor Suthinan Pomsuwan, Ph.D.)

.....Committee

(Associate Professor Kanchit Tagong, Ph.D.)

.....Committee

(Roslyn Derrett OAM, Ph.D.)


.....Committee

(Sahanon Tungbenchasirikul, Ph.D.)

.....Committee

(Bhandhira Lertdechacha, Ph.D.)

Approved


.....
(Assistant Professor Kanungnit Papatwibul, Ph.D.)

Dean of Graduate School

5 August 2013

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Fathina Zahir