

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

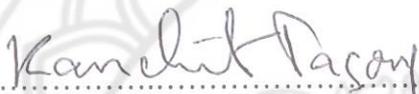


**A Thesis Submitted to the Graduate School of Naresuan University  
in Partial Fulfillment of the Requirements  
for the Master of Arts Degree  
in International Tourism and Hotel Management  
August 2013  
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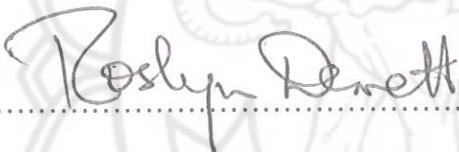
This thesis entitled "Patient Satisfaction and Service Quality at Lanka Hospitals, Sri Lanka" submitted by Fathina Zahir in partial fulfillment of the requirements for the Master of Arts Degree in International Hotel and Tourism Management is hereby approved.

  
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5 August 2013

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Fathina Zahir