A Study of level of satisfaction among Indoor Patients

A dissertation submitted in partial fulfillment of the requirements for the award of

Post-Graduate Diploma in Health and Hospital Management

by

Parveen Kumar Mangla



International Institute of Health Management Research

New Delhi -110075

15th May, 2010

A Study of level of satisfaction among Indoor Patients

A dissertation submitted in partial fulfillment of the requirements for the award of

Post-Graduate Diploma in Health and Hospital Management

by

Parveen Kumar Mangla

under the guidance of

Dr Kiran Chawla
Accreditation Coordinator
Jaipur Golden Hospital, New Delhi

Dr. Nitish Dogra
Assistant Professor
IIHMR, New Delhi



International Institute of Health Management Research

New Delhi -110075

May, 2010