N. GOVINDARAJAN, TNBIM., MHM
Research Scholar,
Department of Management Studies,
Madurai Kamaraj University,
Madurai - 625021

DECLARATION

I hereby state that the thesis entitled “DEVELOPMENT OF INTEGRAL HEALTH CARE NETWORK SERVICE SYSTEM IN TAMIL NADU” submitted for the Degree of Doctor of Philosophy in Management is my original work and that it has not previously formed the basis for the award of any degree, diploma, associateship, fellowship or other similar title.

Place: Madurai -21
Date: 

(N.GOVINDARAJAN)

TABLES OF CONTENTS

<table>
<thead>
<tr>
<th>TABLES OF CONTENTS</th>
<th>PAGE No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACKNOWLEDGEMENTS</td>
<td>iv</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>vi</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>xi</td>
</tr>
</tbody>
</table>
EXECUTIVE SUMMARY

CHAPTER

I. INTRODUCTION AND DESIGN
   OF THE STUDY

   1.1 Introduction
   1.2 Need for the Study
   1.3 Scope of the study
   1.4 Area of the study
   1.5 Objectives of the study
   1.6 Methodology of the study
   1.7 Framing the questionnaire
   1.8 Sampling design
   1.9 Field work and collection of data
   1.10 Data processing
   1.11 Hypotheses
   1.12 Framework of analysis
   1.13 Limitations of the study
   1.14 Scheme of the report

II REVIEW OF LITERATURE

2.1 Introduction
2.2 Review of literature
2.3 Summary

III THEORETICAL FOUNDATION OF THE INTEGRAL NETWORK SERVICE SYSTEM IN
3.1 Introduction
3.2 Stakeholder Analysis
3.3 Costs-Benefit Analysis
3.4 Competition to Integral health care approach
3.5 Resource-based Approach
3.6 Knowledge Management
3.7 Organizational Learning
3.8 Process Analysis
3.9 Sourcing Analysis
3.10 Transaction cost theory
3.11 Analysis and adoption of theories for conceptual Framework
3.12 Selected theory: resource-based approach
3.13 Strategic management and resources
3.14 Integral Network Service System and the resource-based approach
3.15 Resources in health care
3.16 Summary

IV CONCEPTUAL FRAMEWORK OF INTEGRAL HEALTH CARE NETWORK SERVICE SYSTEM

4.1 Introduction
4.2 Health Care Information Systems
4.3 Emergency Medical Service
4.4 Health Care Insurance

V ANALYSIS AND INTERPRETATION 127

5.1 Introduction
5.2 Analysis and interpretation of data
5.3 Summary

VI SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION 271

6.1 Introduction
6.2 Summary of Findings
6.3 Problems and Suggestions
6.4 Conclusion

BIBLIOGRAPHY

APPENDICES

ACKNOWLEDGEMENT

The development of this research work would not have been possible without the combined efforts of many talented professionals who have supported me throughout