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the study. The fourth chapter discusses the analysis and interpretation of data collected from three sources, patients, public and doctors and staff. The analysis of the study is primarily done with the help of ANOVA, Factor analysis and Service Gap Model based on SERQUAL. The interpretation of data has helped in analyzing service gaps, understanding the expectation and perceptions of consumers, determining the quality of services provided by selected public and private hospitals. The fifth Chapter discusses the major findings related with the study and draws important conclusions for future researchers, policy makers and selected hospitals of the study.

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