

Article

Causality Analysis of FDI Inflows And Exports – Imports In Context Of Indian Economy

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Abstract

In the healthcare sector, when emerging powers like India are trying their best to rethink and reshape their technical, economical as well as administrative policies employed in order to achieve a commendable position in the World map, now it is the time to assess the current state and bridge the gap between the present and preferable positions. Theoretically, this looks as a bright hypothesis but in actual practice we need to march many miles ahead to get a position from where we can even think of a competition. Within India, in a state like Odisha, when we analyze the news about the healthcare sector, we found it quite distressing with frequent stories of maternal & infant deaths, malnutrition, outbreak of diseases like swine flu, Japanese encephalitis, social taboos, unavailability of amenities, neglected hospital surroundings, inadequate facilities, and many more. With this note, we have tried to assess the service quality of health care in the state from the customer's perception by using the SERVQUAL scale. We have taken the samples from one of the reputed hospitals in the state. Many areas of improvements were revealed through the study based on which, we have recommended some improvement measures.

Keywords: Service, Quality, Healthcare, Hospitals