



Faculty of Commerce

Business Administration Department

**Quality Service Impact on Rational  
Resource Allocation Achievement –  
An Applied Study on Egyptian  
Healthcare Sector**

A Thesis Submitted for the Degree of  
Doctor of Philosophy in Business Administration

By

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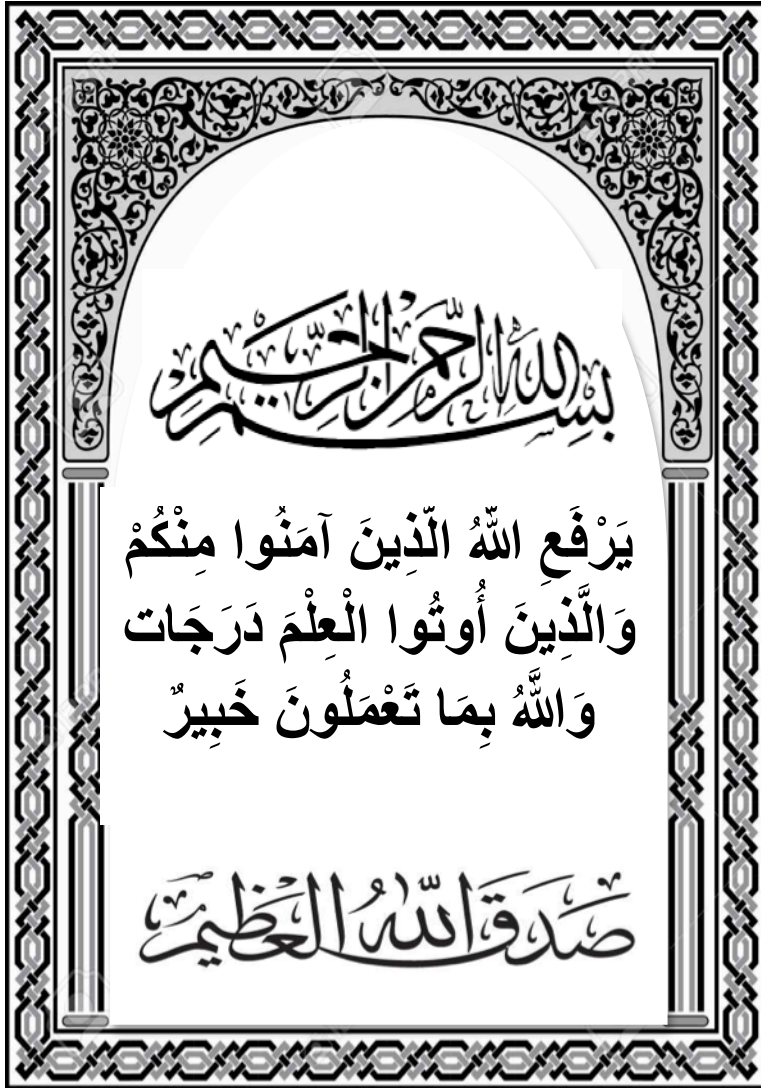
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## *Dedication*

*I would like to dedicate  
this thesis to the soul of  
my father, may he rest  
in peace. I am sure that  
he would have been so  
proud of this work....  
Love you dad forever....*

## **Abstract**

**Purpose** – The purpose of this research is to examine the relationship between perceived service quality and hospital resource allocation of the Egyptian University Hospitals. Within such a framework, the objective of this research is to gain a better understanding of the service quality dimensions in hospitals and their relationship with resource allocation.

**Key Terms** – service quality, SERVPERF, productivity, resource allocation.

**Methodology** – This applied study was conducted to collect data from the physicians, nurses and patients of university hospitals in Cairo, and (400) questionnaires have been analyzed. Descriptive statistics, correlation, and regression techniques were used.

**Findings** – The results were in line with previous literature, and fulfilled the objectives of the current research. Based on correlation and regression analysis, the research results show positive relationship between the perceived service quality of the hospitals and its resource allocation.

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