

ABSTRACT

PURPOSE:

The work, based on an analysis of the scientific contributions aimed at examining the models of governance of the public sector and the service systems, aims to identify the determinants of patient satisfaction in healthcare. The purpose of the work is, in fact, to study the influence of relational capital, perceived quality of service and total quality management on performance perceived by patients the Local Health Authority of Salerno, in order to arrive, then, to examine how it is able to influence their satisfaction.

METHODOLOGY

In order to pursue the work objectives, a quantitative analysis, has been realized, which, starting from the study of literature on service systems and the main governance models in the public sector, has allowed examining the degree of satisfaction of the subjects involved in the analysis sample. The analysis has been conducted by testing a structural equation model, which allows simultaneously measuring the relationships among a plurality of variables.

FINDINGS

The work allows confirming the theoretical hypotheses formulated, highlighting the determinants of patient satisfaction in healthcare. In other words, the study demonstrates that relational capital, the perceived service quality and total quality management are able to influence performance of Local Public Health of Salerno and, ultimately, how this impacts positively on patient satisfaction of these firms.

CONCLUSION AND IMPLICATIONS

The work stands as a useful guide for health professionals involved in the governance of highly complex structures, in which, increasingly, is manifested the need to seek a balance between

profitability and care efficiency. Therefore, the work, besides providing an instrument capable of directing scholars and professionals' attention toward issues so far still less discussed in the public sector and, in particular, in the health sector, also tries to offer some empirical evidence on these issues in order to guide public health governance towards the definition of shared decision-making policies.

LIMITATIONS AND FUTURE RESEARCH

However, it has the limit to be based on a poor sample, enough to allow for the generalization of results and make it, therefore, interesting for future research, also to test the model in another territorial area in order to check if the findings for the Campania region are similar to those ones of other Italian regions.

Keywords: patient satisfaction, perceived service quality, relational capital, Total quality management, Business performance, structural equation models.

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