


## CERTIFICATE

This is to certify that the thesis entitled "A STUDY OF OCCUPATIONAL PROFICIENCY OF PERSONNEL AND ITS IMPACT ON PATIENT : A CASE STUDY OF MATRUMANDIR HOSPITAL, MIRAJ" written and submitted to Shivaji University Kolhapur by Sangita K. Yadav for the award of degree of Master of Philosophy in Commerce and Management is her original work carried out under my guidance and supervision.

I further declare that to the best of my knowledge and belief this work has not been submitted to this or any other University for the award of any other degree, diploma or membership.

KOLHAPUR  
June - 1997

  
Dr. V.S. Patil  
M.Com., Ph.D.  
Research Guide,  
Head,  
Department of Commerce  
and Management,  
Shivaji University,  
Kolhapur - 416 004