

# EXECUTIVE SUMMARY

The purpose of this study was to evaluate the impact of autonomy on quality of services provided to patients and development of facilities. Two hospitals Mayo and Services Hospital were selected for a survey of patients, secondary data was collected from all autonomous hospitals in Lahore, which were given autonomy in 1998.

The major finding of the study is that the capacity of non of these hospitals and yet increase in terms of staff and physical facilities. Number of patients in these hospitals has been increasing due to long term growth in population in the city, most of the patients think that quality of services provided to them is not satisfactory. The researcher concludes that objectives of autonomy have not been achieved.