

Abstract

Sri Jayewardenepura General Hospital currently stands as an outstanding, patient friendly, economic, semi-government hospital in Sri Lanka. National Productivity Award won at the national secretariat award ceremony is one of the best examples which prove the success gained by this hospital throughout the past few years.

Started to function in 1984, SJGH was established as a reward to Sri Lanka from Japan as a result of the friendship, based on the ideals of love, compassion and coexistence, flourished between the two countries after President Richard Jayewardene, who at the peace conference held in San Francisco in September 1951 displayed love towards Japan.

SJGH started as a 1001 bed hospital with a limited number of specialty services such as General Medicine, General Surgery, Obstetrics and Gynecology, and Pediatrics. Even though the hospital offered a limited number of services at the beginning it flourished as one of the leading hospitals in Sri Lanka. However, the story of SJGH has not always been a pleasant sugar coated one. Gradually the quality of service offered by the hospital degraded due to corruption, lack of involvement and commitment and poor direction by the management of the hospital.

Then it became indispensable to change not only the management strategies but also the top management positions, in order to restore the degradation and to develop the quality of the hospital. The Ministry of Health appointed a new management team on 2011 and within a limited time period they have shown a successful performance.

The purpose of this case study is to investigate a model of management commitment to service quality and service performance at Sri Jayewardenepura General Hospital. Sustained management involvement in Hospital practices and how it has affected the performance of the Sri Jayewardenepura General Hospital, over the others has been selected as the backdrop and the theme for this case study.