

The objectives of this study were to evaluate the performance effectiveness of the Department of Oral Surgery, Faculty of Dentistry, Chiang Mai University in several aspects:

1) instructors' workloads and their degrees compared to the university standard; 2) student's opinion on the learning process organized by the department; 3) satisfaction of the patients on the service received from the department; and 4) problems and methods to improve the learning process of the students as well as the patient service.

To achieve these objectives, individual files and documentary data of the instructors were analyzed and compared to the university standard prescribed from the Office of University Affairs. Questionnaires regarding the opinions of the 5th year dental students on the learning process organized by the department and the satisfaction of the patients on dental services were collected. The statistical data composed of frequency, percentage, average and standard deviation were analyzed using the SPSS for Windows.

The results showed that

1) the instructors' workloads reached the standard. Ratios of the Doctorate and the Bachelor's degrees of the instructors were above the standard; whereas the Master's degree was lower.

2) the effectiveness on the learning process organized by the instructors of the department surveyed from 78 students was high. The students had high satisfaction on the learning environment. They had moderate satisfaction on technologies and equipment used in the department.

3) the satisfaction on the service collected from 100 patients was in high scale.