

ABSTRACT

Thesis Title : A Study of the In – Patients' Attitude toward the Services in Government Hospitals, Bangkok Metropolis.

Student's Name : Miss Arpakorn Preawnim.

Degree Sought : Master of Education.

Major : Educational Measurement and Evaluation.

Academic Year : 2000

Advisory Committee :

- | | |
|--------------------------------------|-------------|
| 1. 1. Assoc. Prof. Dr. Tuanjai Ketsa | Chairperson |
| 2. Asst. Prof. Pensee Setthawong | |

The purpose of this research are to investigate attitudes of in - patients toward services in government hospitals in Bangkok Metropolis as well as to make comparison of these attitudes. In making comparison, in – patients' sex, education level, age, admission department and ministry of the hospital are also made for further investigation. Five hundred and forty in – patients under systematic random sampling in governmental hospitals are samples in this research. Instrument used in this study, created by researcher, are various types of questionnaires of checklists, rating scales and open form. Reliability of the questionnaires is 0.89.

Research results can be concluded as follows:

1. An average of in – patients' attitudes toward services of governmental hospitals in Bangkok Metropolis is at good level.
2. Sex, education level, age and admission department have no any impacts on statistical significant difference at the level of .05 on attitude toward services of governmental hospitals in Bangkok Metropolis.

3. Attitudes of in - patients toward services of governmental hospitals under the ministry of Interior is better than those of governmental hospitals under the ministry of Defence and the ministry of University Affairs at significant level of 0.05.

4. Some recommendations are made for various improvements of hospitals'services.