

ABSTRACT

Thesis Title : A Study of the Out-Patients' Attitude Toward the Patients Services of Chaophrayayomraj Hospital in Suphanburi Province

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The purpose of this study is to provide the information on the out-patients' attitude toward the out-patient services of Chaophrayayomaraj hospital in Suphanburi province. The sample of 800 out-patient attended. The out-patient department were selected to answer the questionnaires regarding the services of the medical record department, the clinical department, the monetary department and the department of pharmacy respectively. The rating scale questionnaires with reliability of 0.884 were administered.

The findings of the study were as follows:

1) The attitude of out-patients to the services of personnel in Chaophrayayomaraj hospital was at the good level.

2) The attitude of out-patients to the services of medicine and orthopedic departments was in the medium level while the other six departments was at good level.

3) The attitude of out-patients to the services of the ophthalmology is better than the medicine department and the orthopedic department and there were statistically significant differences at 0.05 level but there were no statistically significant differences in the other departments.

4) The attitude of out-patients to the services of the medical record department, the clinical department, the monetary department and the department of pharmacy was at the good level.

5) The attitude of out-patients to the services of the clinical department, the monetary department and the medical record department was better than the department of pharmacy with statistically significant differences at 0.05 level.

6) The attitude of out-patients to the afternoon service is better than the morning service with statistically significant differences at 0.05 level.

7) There were some suggestions for the improvement of the services of all departments.