

ABSTRACT

Thesis Title : The Out-Patients' Attitude Toward the Patients Services of the
Personnel in Thammasatchalermprakiat Hospital

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The purposes of this research were comparative study of the out-patient attitudes to the services and the defect of the personnel in Thammasatchalermprakiat Hospital. Five hundred out-patient were selected as subjects for this study. The questionnaire with reliability of 0.93 was initially developed and used in this study.

1. The attitude of out-patients to the services of personnel in Thammasatchalermprakiat Hospital is in the medium level.

2. The level of ages of the out-patients has influenced to their attitude with statistically significant different at the level of .05.

3. The level of education of the out-patient has influenced to their attitude with statistically significant different at the level of .05.

4. The payment for medical fee in Dentist and Obstetric department has influenced to their attitude with statistically significant different at the level of .05.

but has no influenced in others departments.

5. Medical record department should provide the necessary information and guidance to all patients for registration. The trained personnel should be available in answering questions. The office's stationery, such as pens and tables should be provided. The clinical department should arrange the doctors to attend their duties at 8.30 a.m., do not let the patients wait too long. The symptoms of diseases should be clearly diagnosed by the doctors. The room should be cleaned and lightened. The monetary department should provide all facilities such as directions and signs as well as the money changes. The patients should be clearly advised about the directions for usage of all drugs. The name of out-patients should be called twice for receiving drugs.