

พิมพ์ต้นฉบับบทคัดย่อวิทยานิพนธ์ภายในกรอบสี่เหลี่ยมนี้เพียงแผ่นเดียว

## C686498 : MAJOR NURSING ADMINISTRATION

KEY WORD: PATIENTS' EXPECTATION OF NURSING SERVICE QUALITY / NURSE ADMINISTRATORS' PERCEPTION

WAREE WANICHPUNCHAPHOL : PATIENTS' EXPECTATION TOWARD NURSING SERVICES AND NURSE ADMINISTRATORS' PERCEPTION TOWARD THE PATIENTS' EXPECTATION MEDICAL, HOSPITAL AND REGIONAL CENTERS AND GENERAL HOSPITALS UNDER THE JURISDICTION OF THE MINISTRY OF PUBLIC HEALTH THESIS ADVISOR : ASST. PROF. PANIDA DAMAPONG, Dr.P.H. 203 pp. ISBN 974-636-744-7

The purposes of this research were to study, to compare and to rank patients' expectation and nurse administrators' perception of patients' expectation on nursing service quality, and to study level of patients' satisfaction after compared their expectation and perception, medical hospital and regional centers and general hospitals under the jurisdiction of the Ministry of Public Health. The research subjects, consisted of 400 out patients, 400 in patients and 408 nurse administrators, were randomly selected through multi stage sampling technique. The instruments were adapted from standard of nursing in medical hospital and regional centers and general hospital and were tested for content validity and reliability. The data were analyzed by using arithmetic mean, standard deviation and t-test.

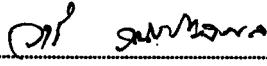
The major findings were as follows :

1. Out patients' and in patients' expectation on nursing service and nurse administrators' perception of out patients and in patients expectation on nursing service are more level.
2. Out patients' expectation on nursing service and nurse administrators' perception of out patients' expectation are statistically significant difference at the level of .01. Nurse administrators perceived patients' expectation more than that of out patients themselves. In patients' expectation on nursing service and nurse administrators' perception of in patients' expectation are statistically significant difference at the level of .01. Nurse administrators perceived in patients' expectation more than that of in patients themselves.
3. The ranking score of nursing service given by out and in patients are similar to those of nurse administrators.
4. Patients' expectation and patients perceptions of nursing service quality is significant difference at .01 level. Expectation of both in and out patients on nursing service is higher than their perception. Nursing service quality satisfaction scores of out patient is more level in every standard, while that of in patient is moderate level.

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ลายมือชื่ออาจารย์ที่ปรึกษา..... 

ลายมือชื่ออาจารย์ที่ปรึกษาร่วม..... -