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SEEKING BEHAVIOUR OF THE INSURED WORKERS IN LEAM CHABANG
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This study is a cross-sectional descriptive study. The objective of this study was to access health service utilization of the insured workers at Leam Chabang Industrial Estate, Chonburi province. The sample comprised of 998 from 8557 insured workers in factories by stratified random sampling from registered hospitals which were Pattaya Memorial Hospital, Bangkok Pattaya Hospital and Somdej Na Sriracha Hospital. Data were collected by self-administered questionnaires in June, 1994.

The results showed that the out patient utilization rate was 1.5 visits/person/year, the admission utilization rate was 0.037 cases/person/year. Almost insured workers (77.3 percent) choosed going to medical service unit, especialy at the medical service in factories which have nurse and doctor. The main reasons of not using the medical service at registered hospital were minor illness and unsatisfaction of registered hospital. The availability of medical service in factories was the factor that associated with the utilization of registered hospital ($p < 0.02$). The most of the satisfaction portion of insured workers after utilization at registered hospital were satisfied and moderate.