

SUPAPORN WONGCHANTARA : SOCIO-ECONOMIC STATUS AND SATISFICATION OF PATIENTS AT GOVERNMENT AND PRIVATE HOSPITALS IN BANGKOK METROPOLIS : A COMPARATIVE STUDY OF LERDSIN HOSPITAL AND BANGKOK CHRISTIAN HOSPITAL. THESIS ADVISOR : PROF.PRASERT YAMKLINFUNG, 129 PP.

The purpose of this research is to compare socio-economic status of patients at government and private hospitals in Bangkok Metropolis, their choices of hospital room rates and their satisfication with medical treatment and other services recieved during hospitalization.

It was found that socio-economic status had important effect on hospitalization ; i.e. 7 variables (sex, age, status of marriage, occupation, education, income and race) were related with the kind of hospital chosen, 8 variables (sex, age, status of marriage, occupation, education, income, race and religion) were related with the choice of room of different rates in a government hospital while only 4 variables (age, education, income and religion) were found to be related with the choice in the case of a private hospital. Socio-economic status of patients did not effect their satisfication of medical treatment and service recieved. Almost of all patients at both the government and private hospitals indicated a high level of satisfication.

It was also found that the choice of hospitals was related with 3 variables having to do with 1) previous experience of hospitalization at the chosen hospital, 2) having personel relationship with the staff of the chosen hospital, 3) having been recommended by others. One variable (having been recommendes) was not related with the choice of rooms of different rates while 3 variables were not related with the satisfication of the medical treatment and services recieved.