

Peacharavalai Veradacha, Lt.Col. 2007: The Quality of Service as the Expectation from the Clients which Relevant to the Clients Satisfaction in Out Patient Surgical Department of Anandamahidol Hospital which accredited by The Institute of Hospital Quality Improvement & Accreditation. Master of Science (Health Education), Major Field: Health Education, Department of Physical Education. Thesis Advisor: Associate Professor Supat Teravecharoenchai, M.Sc. 93 pages.

The objectives of this cross – section survey research were to identify correlation between the expected quality of services and subsequent satisfaction of medical services received by the clients in the out patient surgical department of Anandamahidol Hospital. Three – hundred and eighty - eight clients were interview between January 1st - 30th 2007. The data were collected with interview form then analyzed and characterized in terms of frequencies, percentages, arithmetic means, standard deviations and with significant level of 0.05 the Pearson Correlation statistic

The result of this research indicated that most of the clients are male aged above forty – six years old. They had secondary education, government official occupied, the income was above 10,000 bath per month and utilized services over 5 times per years. The clients have the highest level of the expectation with means of 3.41 in the service manners of the physician and the lowest level of the expectation with means of 2.96 in the drinking water services. and the highest level of the satisfaction with means of 3.26 in the service manners of the physician and the lowest level of the satisfaction with means of 2.73 in close circuit television system . Significant correlation were found between the quality of medical services and satisfaction of medical services in personnel, the quality of services , medical technology , environment and the safety. (p- value < 0.05) The suggestions of the clients are the improvement of waiting time for services, medical technology, and the safety. The result of this study should be utilized for policy development and improving the quality of medical services , the safety of the Clients that useful for re- accreditation in the future.



Student's signature



Thesis Advisor's signature

18 / 05 / 07