

Title of Research Paper : Satisfaction of the Service Users at the Out-patient Building of
Thungwa Hospital in Satun Province

Author : Mr.Nipon Markaket

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The main purpose of the study was to find out the level of the users' satisfaction with the services at the out-patient building of Thungwa Hospital in Satun Province and the factors related to their satisfaction.

The sample group consisted of 190 service users at the out-patient building of Thungwa Hospital during April and May 2001. A questionnaire was employed to collect the data.

As a whole, the service users were found to be satisfied with the services there at a rather low level ($\bar{X}=1.58$). When all the dimensions were considered individually, those found to be satisfying at a low level were as follows' (from the highest mean to the lowest) : service process ($\bar{X}=1.65$), personnel ($\bar{X}=1.57$) and facilities ($\bar{X}=1.54$). When each activity was considered, the service users were satisfied with the personnel – the doctors- at a rather high level and moderately satisfied with the service of the card room, the facilities and the toilets, respectively. The ten factors that were satisfying at a rather low level were nurses, public relations officers, diagnosis room, X-ray officers, cashiers, screening service, diagnostic work, disease – identification and X-ray, the prescription room and the cashier work. The three factors found to be satisfied at a low level are patient – assisting staff, facilities in the diagnosis room and facilities outside the diagnosis room, respectively.

Recommendations

Based on the study, the following were recommended :

1. The hospital service users were found to be satisfied with all the services at a moderate level. Therefore, improvement should be made on the service users themselves, the service system, the service procedures, and facilities. Work orientation Should be held for hospital officers and employees at all levels so that they will know the process of work, or when they are transferred to another department or change their duties.

2. Most of the service users work for the government and were literate ; therefore , published documents or materials should be used to inform them about the hospital services. And these service users can publicize the hospital services to others who are poorly educated. Information about the diseases and related medicines should be provided for all the service users. The steps to get different types of service should be announced at least once an hour.

Recommendations for Further Research

Further research should include the following :

1. Studying the hospital service users' satisfaction with the services after the restricted of organization administration and management under the Health Reform.

2. Studying the opinions of officers or employees at government hospital under the Health Reform.