ABSTRACT

Title of Research Paper : Client's Satisfaction in Out-patient Services :

A Case Study of Police General Hospital

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This research aims to study satisfaction level, factors affecting satisfaction of clients in the Police General Hospital including problems and obstacles of out-patient pharmaceutical services by studying relationship between background of clients and clients' satisfaction of out-patient pharmaceutical services in nine aspects, i.e., satisfaction of speed, cleanliness, punctuality, service adequacy, equality, charge, social service and pharmaceutical service.

The research methods are mainly quantitative by using questionnaires and sampling techniques; the total samples are 250 clients or about 1% of the population. Percentage distribution, arithmetic mean, standard deviation and t-test are employed to analyze data. Level of significance is set at 0.05.

The findings are as follow:

- 1. The clients are satisfied with the services of the out-patient pharmaceutical services at a high level.
- 2. Sex, age and education are found to have significant relationship with the service satisfaction. Other variables such as income, anxiety, frequency of using services and hospital service privilege have no significant relationship with the service satisfaction.
- 3. Problems and obstacles in pharmaceutical services are insufficient number of the staff, the method of receiving services is not suitable and slow. The area in front of the medicine room is narrow; the seats are not enough. The giving services

takes time causing them a waste of time. The clients are not well recommended for a pharmacy.

Moreover, the researcher has suggested taking modern knowledge to making more satisfied and impressed services.