

3737652 PHPH/M : MAJOR : PUBLIC HEALTH ADMINISTRATION;

M.Sc.(PUBLIC HEALTH)

KEY WORDS : SATISFACTION/PATIENT/HEALTH CENTER SERVICE/

UTHAITHANEE PROVINCE

PUANGTONG TANGTHAITIKUL : SATISFACTION OF PATIENT  
VOLUNTARY HEALTH INSURANCE FOR HEALTH CENTER SERVICE IN  
UTHAITHANEE PROVINCE. THESIS ADVISORS : PIYATHIDA TRIDECH Dr.P.H.,  
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M.S.P.H., 78 p. ISBN 974-663-284-1

The satisfaction of patients is very important for voluntary health insurance programs. This research studies patient satisfaction, problem and advice. The sample was 190 health center service patients. Data was collected using structured survey questionnaires, rating scales. The data was analyzed for percentages, arithmetic mean, standard deviation, t-test, ANOVA and correlation coefficient.

The results showed that patients had high levels of satisfaction with the voluntary health insurance program. The highest level was courtesy. The lowest level was convenience and out of pocket costs. Most patients were married women, age 40-45 years, with primary education levels, agricultural professions, and monthly incomes of 2,001-4,000 baht. Their use of health centers were  $\leq 5$  times per year with a mean 5.98 Minimum length of visits had a mean of 16.11 minutes. Travel time from houses to centers had a mean of 17.42 minutes. Sex, profession and travel time to centers had significantly different levels of satisfaction ( $P<0.05$ ). Age education, income, experience and visit length had no significant different levels of satisfaction ( $P<0.05$ ). 31.58 percent indicated problems with the program. 14.21 percent indicated problems with health center service.

These result suggest that it is necessary to speed up the issue of voluntary health insurance cards, decrease step involved with health center visits and simplify regulations.