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KEY WORD : FACTORS/RELATIONSHIP/ CONTACT OF CURATIVE SERVICE/ HEALTH CENTER

JANE WERAPHONG : THE RELATIONSHIP BETWEEN FACTORS OF CURATIVE SERVICE PROVIDED AT HEALTH CENTERS IN NAKHONSAWAN PROVINCE. THESIS ADVISOR : SURACHART NA NONGKHAI, LL.B., MA (Social Dev.) PEERAPOL SUTTIWISETSAK, M.D. DUSIT SUCHIRARAT, M.Sc. (Bio Statistic). 134 P. ISBN 974-663-081-4

The objective of this cross-sectional survey research was to identify the relationship of factors to curative service provided at health centers in Nakhonsawan Province. Four-hundred and eighty samples who were provided curative service at health centers in Nakhonsawan Province in the last year were interviewed from March 2<sup>nd</sup> to April 23<sup>rd</sup> 1999. The data was recorded on an interview form, then analyzed and characterized in terms of frequencies, percentages, arithmetic means, standard deviations and Chi-square test with a 95% confidence interval. Independent variables in the research consist of population factors which are sex, age educational level and occupations. Characteristics of illness among the population are : illness type, perceived severity of illness and past illness. The accessibility of health service factors are : welfare, journey and time. Factors influencing satisfaction of curative service are : the ability of health personnel, perception of information, service costs, quality of services, courtesy, perception of efficiency and adequacy of drugs. The enabling factors are : location, equipment, the building, cleanliness and perception of service. Dependent variables in the provision of curative service are repeated and non-repeated contacts.

The results of this research indicated that 82.4% of samples would return for curative service at health centers. Most of the sampled populations were female, aged between 30-39 and with a primary education level. Most of these were farmers with incomes less than 3,000 baht/month and most were healthcard holders. It was found that curative services were conveniently provided. The highest satisfaction factor was the courtesy and service cost was second. The lowest satisfaction factors were perception of efficiency and adequacy of drugs. The enabling factors were found to be appropriate locations, equipment and buildings.

The results of this study will be utilized to encourage health center administration development, development of an academic profile and to improve the quality of services at health centers in Nakhonsawan Province, i.e. improve quality of service by developing consumer satisfaction. It will also be used to improve service behavior of health personnel. Adapting enabling factors would also be useful for health care reforms in Nakhonsawan Province in the future.