

The objective of this comparative descriptive study was to analyze the level of patient satisfaction towards medical services in internal medicine wards of Trat Hospital, and to compare the satisfaction levels among patients with different demographic and service characteristics. The studied samples were 152 patients discharged from the hospital during April 18 – May 17, 2002. Data were collected by using an interview form that was constructed by the researcher. The data were analyzed by using descriptive and inferential statistics.

The result of this study shows that the overall satisfaction level of patients has an average of 3.72 with a standard deviation of 0.21 on a scale of 1 – 5 from the least satisfaction to extremely satisfaction. When breaking down into categories, the satisfaction level towards health care providers was 3.97 with a standard deviation of 0.24, whereas those towards facility and convenience, and hospital environment were 3.65 with the standard deviation of 0.24 and 3.47 with the standard deviation of 0.40, respectively. Patients with different gender, marital status, family income, welfare conditions, principle diagnosis, co-morbidity, number of hospitalized days at Trat Hospital, previous admission to other hospitals, previous admission to Trad Hospital, and number of admissions at Trat Hospital do not differ in their satisfaction levels ($p > .05$).

Nevertheless, patients who are different in age, education level and career show significantly different levels of satisfaction ($p < .05$).

The results from this study can be used as a guidance for improving services in internal medicine wards at Trad Hospital in order to increase level of patient satisfaction.