

Independent Study Title Knowledge, Opinions and Utilization of
Medical Services Under the Social Security
Act B.E. 2533 : A Case Study of Insured
Persons Registered with Maharaj Nakorn
Chiang Mai Hospital

Author

Miss Piyaporn Nota

Master of Public Health Public Health

Examining Committee :

Instructor Dr. Somsak Thamthitiwat	Chairman
Assist. Prof. Chamaiporn Tawichasri	Member
Dr. Petchsri Sirinirund	Member
Instructor Dr. Pongthep Wiwatthanadej	Member

ABSTRACT

This study was conducted to investigate knowledge, opinions and utilization of medical services under the Social Security Act (SSA) B.E. 2533 of insured persons registered with Maharaj Nakorn Chiang Mai Hospital. In addition, the relationship between knowledge and utilization, use of registered hospital services and its

distance from home, and education level and other medical benefits were determined.

Data were collected by interviewing 224 insured persons selected by multi - stage random sampling from 5 enterprises registered to Maharaj Nakorn Chiang Mai Hospital. The data were analysed by using frequency, percentage, mean and standard deviation. The relationship was tested by using t - test, Chi - square test and one - way analysis of variance.

The results revealed that most of samples (42%) lived in Chiang Mai. Average distance from their homes to the hospital was 11.3 km. Their average salary was 4,044 Baht per month and 62.2% of them had medical benefits from other schemes.

The knowledge about Social Security Act was in middle level (9 - 13 scores). Most of them did not know about benefits covered by law. There was a statistically significant ($p < 0.05$) relationship between knowledge level and job characteristics, however there were no significant relationship between knowledge level and utilization, age, salary and educational level.

Major group of illness found among insured persons was an infectious disease. The frequency of utilizing Maharaj Nakorn Chiang Mai Hospital was 0.09 visits per person per month. Insured persons agreed with conditions and benefits of the scheme except employer's right to choose registered hospital. Interestingly, they were not encouraged by the Act to use medical service increasingly.

Regarding opinions on Maharaj Nakorn Chiang Mai Hospital, they felt moderately satisfactory with medical services and its

convenience. There was a statistically significant ($p < 0.05$) relationship between usage of hospital services and distance from home to the hospital, and between usage and educational level. But there was not a statistically significant relationship between usage of registered hospital services and medical benefits from other scheme.

From the results of this study, it was suggested that medical services of the hospital should be improved in order to increase accessibility. In addition, knowledge about rules and benefits should be given to insured persons in order to solve the problem about low rate of utilization. Furthermore, the distribution of sub-contractor by the main-contractor should be promoted.