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BENJAMAS SIRIKAMONSATHIAN : IN - PATIENTS' SATISFACTION TOWARDS SERVICES OF DEJUDOM ROYAL CROWN PRINCE HOSPITAL AMPHUR DEJUDOM, UBONRACHATHANI. THESIS ADVISORS: SURACHAT NA NONGKAI, M.A., WONGDYAN PANDII, Dr.P.H., PORNJAROAN CHEEMBOONSRI, M.D. 129 p. ISBN : 974-662-317-6

The purpose of this study was to measure overall in - patients' satisfaction towards hospital's services. Differences were compared between demographic characteristics e.g. gender, marital status, education, occupation, insurance coverage and satisfaction level. To determine the relationships between age, income, providers factors, quality of services factors, accessibility factors with overall in - patients' satisfaction towards Dejudom Royal Crown Prince Hospital's services. The sample consisted of 170 in - patients who had been discharged by the doctor. The data was collected through an interview after termination of hospital's services. Data was analyzed by using SPSS/PC⁺ for Windows program to determine frequency distribution, relative percentage, mean, standard deviation, t - test and Pearson's product moment correlation coefficient.

The result indicated that the patients' satisfaction was high. There were no significant relationships between patients' satisfaction and demographic characteristics ($p > 0.05$). There were significant relationships between patients' satisfaction and providers factors, quality of services factors and accessibility factors ($p < 0.001$).

From the result of this study, it is recommended that urgent consideration had given to the following factors to improve the services system. The study indicated that ability, attention, courtesy and information affect the in - patient's satisfaction. Therefore, the staff should had given a training in interpersonal skills to improve their behavior which should increase in - patients' satisfaction.