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KEY WORDS : SATISFACTION / INSURED PERSONS / INPATIENT DEPARTMENT

LUCKANA SIRIRUTTANAPONKUL : THE INSURED PERSONS' SATISFACTION WITH THE INPATIENT DEPARTMENTS' SERVICES OF LERDSIN HOSPITAL. THESIS ADVISORS: SURAPHOL SRIVITTHAYA, DOCTEUR D'ETAT EN DROIT (MENTION TRES HONORABLE), WILAI KUSOLVISITKUL, B.A.,M.Sc; SURACHART NA NONGKHAI LL.B.,M.A.(SOCIAL DEVELOPMENT) 153 P. ISBN 974-664-607-9

This explanatory research was designed to measure the insured persons' satisfaction with health care services at the inpatient departments of Lerdsin Hospital. The data were gathered during March to May 2000. The subjects were 236 insured persons. Data were gathered by a structured questionnaire. The data were analyzed by using descriptive statistics and analytical statistics of Pearson's Product Moment Correlation Coefficient.

Results revealed that the majority of the insured persons were female (80.1%), with an average age of 29 years, an educational level of primary school, and the average income of 6,000 bahts per month. Most of the insured persons had high satisfaction, especially, with the security of the service, but had the least satisfaction with accommodation. The insured persons' knowledge of social insurance and compensation act was at a moderate level. Service system and service providers were in a high level. The relationships between each of the factors and the insured persons' satisfaction with the inpatient departments' services indicated that experience of using service and period of stay to recuperate were not correlated with insured persons' satisfaction at 0.001 significance level. Knowledge of the social insurance and compensation act was positively correlated with insured persons' satisfaction at 0.05 significance level. The recommendations of the research are to improve public relations so that the insured persons will be informed about their rights and the hospital's obligations, to provide adequate services and physicians to serve the patients, and to facilitate the service process to be more convenient for the patients.