

Thesis Title People's Needs and Problems Concerning Health
Services in Private Hospital : A Case Study
at Amphoe Banpong, Ratchaburi, Thailand

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Abstract

This survey research aimed to study the people's needs and problems concerning health services in private hospital on 6 aspects as followed : out-patient service, in-patient service, medical equipment, hospital facilities, private hospital role for social and cost of medical care. Data were collected by questionnaires which developed by the researcher and obtained reliability of 85 percent. The study group were 1,000 households both inside and outside municipal area which were selected by multistage sampling. The data were collected during May 22 to May 23, 1988 and were analyzed by using frequency, percentage, standard deviation, t-test and F-test at the level of $\alpha = 0.05$.

The result revealed that most of the study population lived outside the municipal area (78.71%), were male (61.5%), Buddhism

(97.7%), 75% were married and the average age was 48 years, 57.9% were primary education. The main occupation were farmer and employment (29.1% and 17.7%) respectively. The average income of family was 4,130.52 baht per month. The percentage of people who ever used the services of private hospital was 36.5%, the main reason (74.5%) was belief on the doctor efficiency. The average frequency of services were 10.25 times per year. The main reason of people who did not use the services of private hospital was the expensive cost of medical care (92.00%). The needs of the people were highest on: out-patient services, the follower were private hospital role for social, medical equipment, in-patient services, cost of medical care and hospital facilities respectively. The needs of experience and non-experience in private hospital's services were different ($p < 0.001$). The factors which influenced on people's needs were sex, residence, marriatal status, occupation and free-time. The uneffect factors were education and religion. The problems of private hospital services was highest on private hospital role for social, the follower were cost of medical care, billing, food of the patient and emergency services. The problems between experience and non-experience in private hospital services were not different ($p = 0.32$). The factors which influenced to the problems were sex, residence, marriatal status, occupation, education and free-time.

This research will be benificial to private hospital managers for improving their administrative systems such as the medical care service and hospital personnel management. The administrators of private hospital should emphasize more on the role for social.