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SUPATRA LEAMBARANGURA : PERCEIVED SERVICE QUALITY FOR THE DISABLED ATTENDING THE PROSTHETIC DEPARTMENT AT SIRINDHORN NATIONAL MEDICAL REHABILITATION CENTER. THESIS ADVISOR : PIYATHIDA TRIDECH, Dr.P.H. VASON SILPASUWAN, Dr.P.H. PEERA KRUEGKRUENJIT M.Sc. PIYAVIT SORACHAIMETHA, M.D. 120 p. ISBN 974-589-071-5

The main purpose of this study was to examine the service quality provided by the prosthetic department at Sirindhorn National Medical Center as perceived by the disabled attending the center. The relationship between the perceived service quality and the patients' personal characteristics was also examined. In addition, problems and obstacles associated with the health care providers' ability to perform the services were investigated. Two hundred and fifty-five disabled patients were selected by accidental sampling during the months of May and June, 1997. Service quality was assessed by interview. The data was analyzed by use of t-test and ANOVA. The results of the study showed the overall service quality of the provider as perceived by the patients as being good. However, some aspects, such as the waiting room conditions, dissemination of information to the patients, and general ease of access to the center, were perceived as being at a medium level in quality. A significant correlation ( $p < 0.05$ ) was found between the patients level of service quality and the patients' age, status, education, income, occupation, type of prosthesis and number of visits to the center. It is suggested from this study that the ease of access to the center and the waiting room conditions be improved. General management, appointment, procedures and patient - provider communication should be improved by the development of a procedure manual for the provider. In addition the service providers should be pretrained on how to address the special needs of the disabled.