

Thesis Title A Model Development of Laundry in Pranungklao Hospital
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ABSTRACT

This Quasi-experimental research aimed to develop the laundry operation of Pranungklao hospital, which was not efficient, resulting in loss of clothes, inadequate and dirty clothes. The researcher applied the academic principles of administration and clothing service to create the model of the appropriated laundry operation. It was tested for three months in Pranungklao hospital in Nonthaburi province to be compared with the Chaophrayayommaraj hospital in Suphanburi province. The results

evaluated from outcomes and person concerned with regard to satisfaction and problem. The test was conducted with the equipments built by the researcher, such as general data record, work result record, activities record and questionnaires. The data were analyzed by using average score, standard deviation, Mann-Whitney U Test and T-Test at 0.05 significant level.

From the research results it found that most of the outcome was improved such as better work operation procedure (59.5%), decreasing in loss of clothes ($P < 0.001$), reducing in urgent clothes withdrawal (171 pieces 36 times), decreasing of dirty clothes ($P = 0.019$), stability in satisfaction of the executives level ($P = 1.000$), improving in operational level satisfaction ($P < 0.001$), improving in service receiver satisfaction ($P < 0.001$), decreasing in operational problem according to operational level opinion. ($P = 0.030$)

From these research results were showed that the model of research conduct was quite efficient which appropriated with the experimental area. It was accepted with a good participation of person involved every level. It was suggested to implement this concept and operation continuously and it should be consistent evaluation in order to develop the laundry service system of the hospital rapidly, steadily and should be applied for other work units in the hospital.