

Thesis Title                    The Relationship between Selected Factors and  
Health Services Utilization of Officer and Employee  
of Royal Thai Navy in Bangkok Area.

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### Abstract

The purpose of this research was to determine the utilization behavior of health service at Somdej Pra Pin Klao Hospital, level of knowledge and attitude about service of the hospital, the level of received health, the illness evaluation and the relation between predisposing factors, enabling factors, health need factors and cue to action factors with the health Service utilization of the officers and the employee in Somdej Pra Pin Klao Hospital of the Royal Thai Navy in Bangkok. Moreover this research was included to study Stepwise Multiple Regrsson analytical survey. The 395 samples were the officers and the employee of the Royal Thai Navy in Bangkok. The instrument was the questionnaire built by the researcher. The data was analyted by using SPSS/PC Program.

The results shown that 45.3 percents of the officers and the employee of the Royal Thai Navy in Bangkok who never use health service at Somdej Pra Pin Klao Hospital and the others group who used health service since 1 time to more than 6 times or equal 6 times per 3 years (26.4 percents). The number of utilization health service had mean rate at 1.69 times per 3 years. The study shown level of attitude about health service and level of perceptual health of the officer and the employee of the Royal Thai Navy in Bangkok were at moderate level all of them.

The related factors to the utilizing of health service at Somdej Pra Pin Klao Hospital were predisposing factors such as sex ( $X^2 = 15.177$ ) rank ( $X^2 = 29.319$ ), knowledge about health service ( $X^2 = 20.904$ ) and attitude toward health service of the hospital ( $X^2 = 24.374$ ), enabling factors such as health insurance ( $X^2 = 14.823$ ) and cue to action factors such as receiving health service information ( $X^2 = 17.699$ ) and the suggestion with receiving for coming to use health service of the hospital ( $X^2 = 21.115$ ,  $p < 0.01$  and  $p < 0.001$  respectively). Sex, attitude toward health service and knowledge about health service could statistically predict the variance of the utilization of health service at Somdej Pra Pin Klao Hospital, 11.11 percent.

There was suggestion of this research that the nursing administrators and the higher administrators should aware about how to advertise the health service of the hospital and the attitude of the service that feedback to the quality of the service, and then there would be develop the quality of health service in their unit much more efficiency.