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LE THIANGHOANG: SATISFACTION OF MOTHERS TOWARDS  
CHILD HEALTH SERVICES AT HEALTH CENTER 58, RATBURANA  
DISTRICT, BMA, THAILAND. THESIS ADVISORS: ASSOC. PROF. SOM-  
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This study was a cross-sectional descriptive study on satisfaction of mothers towards child health services at Health Center 58, Ratburana district, BMA, Thailand. The main purpose of this study was to measure the satisfaction of mothers towards child health services. In addition, this study also aimed to identify the correlation between satisfaction of mothers with quality of child health services, mothers-health personnel relationship, health center environment, time for transport, and time for waiting. The data were collected from 155 mothers who attended the Health Center. Multiple Regression analysis was performed to find correlations.

The study revealed that 63.2% of mothers were unemployed, and 45.8% of families had an income between 3,001 to 6,000 baht per month. Regarding the education of mothers, the result showed that 57.4% of them had primary level or below. From the study, it was found that 16.1% of mothers had high satisfaction, 69.7% had moderate level, while 14.2% had low satisfaction towards child health services at Health Center 58. According to the results, quality of growth monitoring and immunization services, time for transport and waiting time did not show any significant correlation with the overall satisfaction of mothers towards child health services. This study showed that after adjusting for other factors e.g. growth monitoring service, immunization service, time for transport and time for waiting, the two factors remained significant: mothers-health personnel relationship, and health center environment were positively correlated ( $r = 0.55703$ ) with overall satisfaction of mothers towards child health services at Health Center 58 ( $p\text{-value} < 0.01$ ) and these two factors could explain 30% of the overall satisfaction of mothers (Adjusted  $R^2 = 0.30120$ ). In general, it can be concluded that mothers-health personnel relationship, and health center environment were the predictors of satisfaction of mothers towards child health services at Health Center 58, Ratburana district, BMA, Thailand. For further research, satisfaction of the health personnel and consumer's satisfaction should be studied.