

Thesis Title	Consumers' Satisfaction Towards Health Care Services Provided by Health Centers in Muang District, Loei Province, Thailand
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ABSTRACT

Health centers are the corner-stones to provide primary health care in the government infrastructure. The expansion in primary health generated a need for various type of evaluation. Satisfaction of consumers is of great value to primary health care providers.

This research aimed to study the level of satisfaction of health centers' consumers towards the health care services of health centers and factors relating to the level of satisfaction in Muang district of Loei province, Thailand. Five health centers were selected randomly and information was collected during March and April 1997 through a pre-tested questionnaire using trained interviewers. The sample consisted of 275 consumers (55 from each health center) chosen following systematic sampling technique from the consumers who visited to consume the health centers services. The tool consisted of demographic data, background information, questions measuring level of satisfaction with different aspects of health care services and consumers perception (opinion) on existing health center services. Chi square test was used to determine the difference of socio-demographic and background characteristics on level of satisfaction.

The result showed that more than two thirds of the respondents (71.3%) had high level of satisfaction with the overall health services provided by the health centers. They were most (73.8%) satisfied with competency of health workers to provide the health services and comparatively less satisfied with provider consumer relationship and quality of care. Age, occupation, income and education of

the respondents showed significant relationship and family size, distance and means of transportation found insignificant on the overall level of consumers' satisfaction.

It is recommended that the Ministry of Public Health develop programs for its personnel to sensitize them to the different aspects of health care services revealed by this study.