

Thesis Title Heroin Users Satisfaction
toward Narcotics Clinic
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ABSTRACT

This cross sectional descriptive study was aimed to determine the heroin users' satisfaction toward Narcotics clinic services. The study sample of 300 heroin users was randomly selected from all 15 Narcotics clinics of Department of Health, Bangkok Metropolitan Administration, during April 1997. The data were collected

through application of structured questionnaires and were presented by frequency distribution and Chi-square test.

The results showed that more than four-fifths of the respondents were generally satisfied with the services of the Narcotics clinics on different aspects of care such as accessibility, availability, service cost, convenience, informativeness, characteristics of provider and quality of care.

It was also revealed that there was no significant association between socio-demographic characteristics and the level of satisfaction. The results indicated that expectation to: quit drug abuse; continue working during treatment; regularly attend the clinics and keep on treatment until rehabilitation phase, of heroin users, had statistically significant associations with their satisfaction level toward Narcotics clinic services.

The results of this study can provide useful information for health planners to improve the quality of services in Narcotics clinics.