

Thesis Title	Patient Satisfaction Towards the Services of Health Center 24, B.M.A.
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ABSTRACT

The purpose of the study of Patient Satisfaction towards the Services of Health Center 24, Bangkok Metropolitan Administration, was to assess the quality of health care services from the opinion of the utilizers. Cross-sectional descriptive study was conducted during March 10-21, 1997 at the general practice clinic of Health Center 24. Two hundred respondents were interviewed by structured questionnaires regarding their socio-demographic-economic characteristics, their satisfaction towards the services provided and their need for future improvement.

The result of this study showed that 63.5 percent of respondents were highly satisfied towards the services of Health Center 24. Most of them were very satisfied or satisfied with the services provided at various sections of the health center, (registration section, vital sign check-up section, doctor consultation room, treatment room and drug room), in terms of convenience,

courtesy, information given to patients, quality of health care, and cost of the services.

Cross tabulation was done to find the association between socio-demographic-economic characteristics and patient satisfaction. The result showed that education, family income, travelling time and times respondents used to visit health center last year had significant association with degree of satisfaction. Most of the respondents expressed a need for more improvement of the health services regarding health personnel, office working time, medical equipment, new building, free services and inpatient department.