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BENYA LUAKHTAISONG : SATISFACTION OF HEALTH SERVICES OF COMMUNITY HOSPITALS IN BURIRAM PROVINCE. THESIS ADVISOR ; BUPPHA SIRIRASSAMEE, M.A.S.W., Ph.D., KANCHANA TANGCHONLATIP, B.A., M.A., 98 P. ISBN 974-589-920-8

The objectives of this study are to study health services satisfaction of patients, and to determine factors related to the satisfaction with health services of community hospitals in Buriram province. The quantitative data was collected from 450 patients ages between 15 – 60 years. Two hundred twenty five subjects were randomly selected from inpatients who were admitted for two days or more, and 225 subjects were selected from outpatients who were old patients and received every step of services. The qualitative data was collected through observation and informal interview with the nurses and heads of administrative departments of the community hospitals. The data collection was done during December 15, 1997 to January 9, 1998. Analysis of variance (F-test) was employed to test the relationship between the selected factors and health service satisfaction.

Findings show that about two thirds of inpatients and outpatients had satisfaction with health services of community hospitals at high level and about one third had moderate satisfaction. The occupation and confidence in hospital services of inpatients were related to health services satisfaction. The patients who had agricultural occupation were more satisfied than those having other occupations, and the inpatients who had high confidence in hospital services were more satisfied than those having lower confidence. The factors which were related to health services satisfaction of outpatients were local language, type of illness and confidence in hospital services. The outpatients who spoke Khmer and Suay dialect were more satisfied than those who spoke Thai Korat and Thai dialect. The outpatients who had agricultural occupation were more satisfied than those having other occupations. The chronic patients were more satisfied than those of emergency cases and the outpatients who had higher confidence in hospital services were more satisfied than those having middle and lower confidence. However, this study found that the factors which were not related to health service satisfaction were age, sex, education, income and health insurance for both inpatients and outpatients.