

## Abstract

### **Assessment of the Quality of Services Delivered by Government Hospitals under the Universal Health Insurance Policy: A Case Study of Nonthaburi Province**

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This study aims at comparing individual characteristics that effect the evaluation of service quality. The study also compares services expected by patients and actual services received under the universal health insurance policy, and examines the relationship between expected services and actual services received as a means of evaluating service quality. The sample for the study was 400 outpatients, aged 15 years and over, who received government hospital services under the universal health insurance policy in Nonthaburi province. Data analysis included descriptive statistics, i.e. percentages, means, standard deviations, maximum and minimum values; and analytical statistics, i.e. T-test, ANOVA for one-way classification, and Pearson product moment correlation coefficient.

The results revealed that sex, age, and education are variables that affect evaluation of service quality. Most patients had expectations about services that were higher than the actual services received. Expected services and actual services received had a significant positive relationship with evaluation of service quality, but at a low level. On the contrary, actual services received had a high or very high relationship with evaluation of service quality. In addition, the difference between expected service and actual service received had a negative relationship with the evaluation of service quality. The results are consistent with Oberst's theory.

The findings suggest that the pattern of demand of patients for hospital services include: 1) service system dimensions, i.e. clear communication system, adequate number of personnel, medical equipment and devices, location, and waiting time; 2) service behavior dimensions, i.e. provision of information, disposition of personnel, equality of services, and ability to provide treatment.