



**Independent Study Title** Service Quality of Pharmacy Department from Out-Patient Viewpoint at Phetchabun Hospital Muang District, Phetchabun Province

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#### **Abstract**

The objective of this study was to determine the service quality of Pharmacy Department, Phetchabun Hospital. A descriptive – correlational study was undertaken with a sample of out-patient (n = 389). A questionnaire was produced basing on a conceptual framework derived from standard criteria of service quality. The questionnaire was pretested for validity and reliability (cronbach's alpha = 0.91). Data was collected via a self - administered questionnaire. From this study most subjects (68.6%) waited for medicines less than 20 minutes. Factor analysis demonstrated that pharmacist's service, management and satisfaction in service were important factors for determining the service quality. In comparison, pharmacist's service was more important than the others, and management was more important than satisfaction in service. This finding indicated that pharmacist's service was the most important factor for determining the service quality.