



<b>Independent Study Title</b>	Opinion of Recipients towards Medical Service of the Northern Drug Dependence Treatment Center	
<b>Author</b>	Mr. Prasan Rungsiwaroj	
<b>M.P.A.</b>	Public Administration	
<b>Examining Committee</b>	Assoc. Prof. Siripong Ladavalya Na Ayuthya	Chairman
	Lecturer Dr.Preecha Jengjaleern	Member
	Lecturer Pairat Trakarnsirinont	Member

### Abstract

The objective of this study was to examine the opinion, expectation, needs, and satisfaction of the recipients towards the medical service of the emergency department of Northern Drug Dependence Treatment Center. It also to study the problems and obstacles in the service. The sample group comprised of 346 recipients of the emergency department of the Center during October – December, 2000. Questionnaires were used as a research tool.

It was found that the sample group had positive opinion toward the medical service of the Center in every way such as greeting, queuing, capability of doctors, service of nurses and officers, care and understanding of patients. These also included service-mindedness, politeness, sincerity of the person who gave service, along with the reliability of the Treatment Center, doctors, nurses, and officers. Convenience in contacting, receiving of information, and complaint, quality of medical equipment, place, and diagnosis tools were among other things that the sample group had positive opinion on.

Regarding the expectation of the recipients, they expected to receive the closest care and treatment from the doctors, nurses, and officers. As for the satisfaction of the service of the Center, the sample group agreed that they had quite high level of satisfaction. The recipients were impressed with convenience from the service, hospitality of the person who gave service, cooperation in service, information given from the service, the service itself, and the fees of the service. When asking about the obstacles and problems, most recipients reported that there were only small problems and obstacles in terms of place, service, and personnel.