

ต้นฉบับ หน้าขาดหาย

immediately and the problem still remains to be addressed.

At this stage it is important for the hospital management to find out what actually people mean by long waiting time, who is affected by this problem, what are the actual causes and consequences of this problem, and what can the organization do to minimize or solve this problem. In order to find out possible answers to these questions I have proposed an action research project to analyze the issue of waiting time and the critical factors related to this issue. As an action research the result of this study is intended to be used for the improvement of health care services in the OPD of JDW national referral hospital rather than as scientific research for generalization or to prove hypotheses.

This action research study is presented in five different parts: (a) an essay on the issues relating to waiting time and how to improve health care services in the OPD of JDW National Referral Hospital. (b) a proposal to do an action research to find out the critical factors relating to waiting time and patient satisfaction with the services in the various sections of the OPD and find out ways to improve services. (c) The data analysis of the pilot study which was conducted to test the instruments of the proposal are discussed. (d) In the presentation, the overall view of the proposed study was presented to the committee with audio-visual aids (refer chapter

5). (e) The bibliography of the reference material used in the action research is included.