

# Appendix

## QUESTIONARE

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Questionnaire for pregnant women who were attending ANC in OHC,  
Chulalongkorn Hospital - English version.

Date.....Month.....Year.....

Dear pregnant women who are attending the Obstetric Clinic Chulalongkorn Hospital

This questionnaire was designed to survey the satisfaction in the obstetric of OHC at Chulalongkorn Hospital. Your suggestion will be used only in the improvement the services in the obstetric of OHC, Chulalongkorn Hospital

Thanks for your cooperation.

Researcher

**Part I General information**

1.) Age ..... years	AGE.....
2.) Education 1. 1-6 years of school      2. 7-9 years of school 3. 10-12 years of school    4. College 5. Bachelor degree        6. Higher than Bachelor degree	EDU (1)
3.) Your occupation 1. Housewife                2. government / civil servant 3. Agriculturist            4. Merchant / Business 5. Office worker            6. Other	OCC (1)
4.) Family income / month 1. < 10,000 Baht            2. 10,000 - 15,000 Baht 3. 16,000 - 20,000 Baht    4. 21,000 - 25,000 Baht 5. 26,000 - 30,000 Baht    6. 31,000 - 35,000 Baht 7. 36,000 - 40,000 Bant    8. More then 40,000 Bant	INCOME
5.) Reimbursement 1. Yes 2. No	REINBURSE (1)
6.) Did you come to OHC at the first time 1. Yes 2. No	TIME VISIT

<p>7.) What is the parity of pregnancy</p> <p>1. Parity 1                      2. Parity 2</p> <p>3. Parity 3                      4. Parity 4</p> <p>5. Parity 5                      6. More than Parity 5</p>	<p>PARITY</p>
<p>8.) When did you come to see doctor (Gestation age)</p> <p>1. &lt; 2 month                      2. 2 month</p> <p>3. 2.5 month                      4. 3 month</p> <p>5. 3.5 month                      6. 4 month</p> <p>7. 4.5 month                      8. Equal or more than 5 month</p>	<p>GESTATION</p>
<p>9.) Did you have complication of Pregnancy</p> <p>1. Yes SPECIFIED</p> <p>2. No</p>	<p>COMPLICATION</p>

**Part II Information about expectation of pregnant women towards health services and waiting times of services**

<p>1.) What is your expectation with the service of OHC, Chulalongkorn hospital ? .....</p>	<p>EXPECTATION</p> <p>(1)</p>
<p>2.) How long would you like to spent time for service until finish in your expectation ? .....</p>	<p>EXPECTED TIME</p>

**Part III Actual total time spend and waiting time at each process of service**

1.) How long did you spend time for service until finish ? .....	ACTUAL TIME
2.) How long did you wait to contact registrar ? .....	WAITING TIME
3.) How long did you wait for seeing doctor ? .....	
4.) How long did you wait for paying bill ? .....	
5.) How long did you wait for receiving medicine ? .....	
6.) How long did you wait for next appointment ? .....	

**Part IV Information of the satisfaction levels of pregnant women with health care providers, facilities, waiting time, and costs**

	very satisfy	satisfy	fairly satisfy	dissatisfy	very dissatisfy	for researcher
1.) <u>Staff service</u>						
1.1 <u>Doctor</u>						
- Have knowledge and capability for effective treatment						
- Politeness						
- Able to clearly advice about your health						
- Willing to listen and answer						
- Come on time						
1.2 <u>Nurse</u>						
- Have knowledge and capability for effective nursing care						
- Politeness						
- Able to clearly advice about your health						
- Able to give answer and solve problem as your need						
- Give immediate service						

	very satisfy	satisfy	fairly satisfy	dissatisfy	very dissatisfy	for researcher
1.3 <u>Assistant nurse/nurse aid</u>						
- Politeness						
- Willing to give advice as you need						
- Give immediate service						
1.4 <u>Cashier</u>						
- Politeness						
- Willing to give advice as you need						
- Able to give immediate service						
- Correct in calculation of bill						
1.5 <u>Phanmacist / drug store staff</u>						
- Have knowledge and capability for drug administration						
- Politeness						
- Able to give immediate service						
- Able to give right medicine						
- Give immediate service						
1.6 <u>Registered staff</u>						
- Politeness						
- Willing to give advice as you need						
- Able to give immediate service						

	very satisfy	satisfy	fairly satisfy	dissatisfy	very dissatisfy	for researcher
2.) <u>Facility and accommodation</u>						
- Enough seat						
- Easy to find obstetric clinic						
- Enough elevator						
- Good quality of elevator						
- Cleanliness of place						
- Enough rest room						
- Have available book magazine newspaper and document for client						
- Have effective public telephone						
3. <u>Your satisfaction with waiting time</u>						
- At process of contacting the register						
- At process of seeing doctor						
- At process of x-ray						
- At process of blood withdrawing						
- At process of investigation						
- At process of receiving medicine						
- At process of service for next appointment						

	very satisfy	satisfy	fairly satisfy	dissatisfy	very dissatisfy	for researcher
4.) <u>Your satisfaction about out of pocket cost</u>						

How much did you pay for medical service ?

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How did you think about your payment ?

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Will you come to OHC again ?

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## CURRICULUM VITAE

Name : Miss Kathaporn Kampis.

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Date of Birth : July 1st, 1968.

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1992- present : Registered Nurses in the Intensive Care Unit, Coronary Care Unit, Chulalongkorn hospital, The Thai Red Cross Society.