



CHAPTER IV

RESULTS

This research study about consumer satisfaction with health services provided by Primary Care Units (PCUs) under the 30 Baht Policy in Muang District, Phatthalung Province. To present the results as the follow:

- 4.1 Section 1; The General Data of Consumers
- 4.2 Section 2; The Need of Consumers in Designing a Model PCU
- 4.3 Section 3; The Consumer Satisfaction Level with Services of PCUs
- 4.4 Section 4; The Relationship between the Personal Factors and Other Related Factors with the Level of Consumer Satisfaction

Results; All tables are classified according to the results and design pattern of the questionnaires

4.1 Section 1; The General Data of Consumers

Table 3: Percentages of consumers, classified by PCU

Name of PCU	Consumer	
	Number	Percentage
Bansuan	98	25.0
Natom	95	24.2
Paksa	109	27.8
Banpai	90	23.0
Total	392	100.0

The data in Table 3 above shows that 27.8% of consumers came to receive services in Paksa PCU, 25.0% came to Bansuan PCU, 24.2% came to Natom PCU, and 23.0% came to Banpai PCU.

Table 4: The personal data of consumers

	The personal data	Consumer	
		Number	Percentage
Gender	Male	114	29.1
	Female	278	70.9
	Total	392	100.0
Age (year)	Less than 20 Years	34	8.7
	20 – 40 Years	205	52.3
	41 – 60 Years	123	31.4
	Older than 60 Years	30	7.7
	Total	392	100.0
	Mean = 38.95 SD = 13.88 Range : (12-75)		
Marital status	Single	69	17.6
	Married	299	76.3
	Widowed, Divorced	24	6.1
	Total	392	100.0
Education level	Primary education 1-4	126	32.1
	Primary education 5-7	78	19.9
	Junior high school	66	16.8
	Senior high school	80	20.4
	Certificate of profession	20	5.1
	Diploma	16	4.1
	Bachelor's degree or higher	6	1.5
	Total	392	100.0

Table 4 : (Cont.) The personal data of consumers

	The personal data	Consumer	
		Number	Percentage
Occupation	Agriculture	173	44.1
	Commerce	46	11.7
	Employee	86	21.9
	Housewife	57	14.5
	Student	30	7.7
	Total	392	100.0
Member in family	1-3 persons	95	24.2
	4-6 persons	255	65.1
	7-9 persons	37	9.4
	10-12 persons	5	1.3
	Total	392	100.0
	Mean = 4.53 SD = 1.65 Range : (1-12)		
Income level in family/month	Less than 2,000 Baht	49	12.5
	2,001-4,000 Baht	140	35.7
	4,001-6,000 Baht	98	25.0
	6,001-8,000 Baht	59	15.1
	8,001-10,000 Baht	29	7.4
	Higher than 10,000 Baht	17	4.3
	Total	392	100.0

The data in Table 4 above shows that the majority of consumers were female (70.9%). They were 20-40 year old (52.3%), mean score = 38.95. The majority of them were married (76.3%), had primary education 1-4 (32.1%). They were agriculture (44.1%), had 4-6 persons in family (65.1%), mean score = 4.53. And, the majority of them had income in family between 2,001-4,000 Baht/month (35.7%).

Table 5: The other related data of consumers

	The other related data	Consumer	
		Number	Percentage
-Kind of Golden Card	Co-payment	201	51.3
	Non co-payment	191	48.7
	Total	392	100.0
-In the next year, if you can chose PCU, will you chose this PCU?	Yes	344	87.8
	Uncertain	33	8.4
	No	15	3.8
	Total	392	100.0
-Since 1 October 2001, how many times did you come at this PCU?	1-2 times	92	23.5
	3-4 times	101	25.8
	5-6 times	46	11.7
	More than 6 times	135	34.4
	Never came here	18	4.6
	Total	392	100.0
-For the current illness, have you visited another health place?	Yes	78	19.9
	No	314	80.1
	Total	392	100.0
-Day of service	Weekday	296	75.5
	Weekend	96	24.5
	Total	392	100.0
-Time of service	08.30-12.30	183	46.7
	12.30-16.30	181	46.2
	16.30-20.30	28	7.1
	Total	392	100.0

Table 5: (Cont.) The other related data of consumers

	The other related data	Consumer	
		Number	Percentage
-Diagnosis	Respiratory system	177	45.2
	Gastrointestinal system	38	9.7
	Dermatological system	37	9.4
	Hypertension	28	7.1
	Orthopedic system	27	6.9
	Trauma	22	5.6
	Family planning	16	4.1
	Dental system	12	3.1
	Diabetes	11	2.8
	Conjunctivitis	8	2.0
	Pap smear	8	2.0
	Infectious disease	3	0.8
	Psychological system	3	0.8
	Otitis	2	0.5
	Total	392	100.0
-If you become sick in the future do you come to this PCU for treatment?	Yes	358	91.3
	Uncertain	30	7.7
	No	4	1.0
	Total	392	100.0
-If your relatives become ill, would you advise them to come here for treatment?	Yes	351	89.5
	Uncertain	36	9.2
	No	5	1.3
	Total	392	100.0

The data in Table 5 above shows that the majority of consumers had the co-payment golden card (51.3%), and, the non co-payment golden card (48.7%). The majority of them will chose the original PCU next year (87.8%). Since 1 October 2001, the majority of consumers came to the PCU upper 6 times (34.4%), followed by, 3-4 times (25.8%), 1-2 times (23.5%), 5-6 times (11.7%), and never came here (4.6%). This sickness, the majority of consumers did not visit another health place before (80.1%).

The majority of consumers came for treatment in a weekday (75.5%), next, came on the weekend (24.5%). And, came 08.30-12.30 (46.7%), next, between 12.30-16.30 (46.2%), and between 16.30-20.30 (7.1%).

The majority of consumers were diagnosed as having a respiratory system (45.2%), followed by gastrointestinal system (9.7%) and dermatological system (9.4%). In the next time, the majority of consumers will return this PCU (91.3%). If their relatives become sick, the majority of consumers will advise them to come to this PCU (89.5%).

4.2 Section 2; The Need of Consumers in Designing a Model PCU

Table 6: Percentage of consumers needs

No*	Statements	Level of need					\bar{X} (N=392)
		Least	Little	Medium	Much	Most	
		1	2	3	4	5	
1	To have a health service team from the Phatthalung Hospital	1 (0.3)	3 (0.8)	63 (16.1)	182 (46.4)	143 (36.5)	4.18
2	To have a Medical Mobile Unit at the village level	2 (0.5)	2 (0.5)	69 (17.6)	177 (45.2)	142 (36.2)	4.16
3	The have the PCU opened everyday	7 (1.8)	11 (2.8)	57 (14.5)	185 (47.2)	132 (33.7)	4.08
4	To have the out time clinic (16.30–20.30)	7 (1.8)	14 (3.6)	52 (13.3)	188 (48.0)	131 (33.4)	4.08
5	PCU to be establish in all Health Center	4 (1.0)	5 (1.3)	63 (16.1)	213 (54.3)	107 (27.3)	4.06
6	To increase health officer at the PCU	10 (2.6)	6 (1.5)	69 (17.6)	179 (45.7)	128 (32.7)	4.04
7	To have a physician on duty everyday at the PCU	5 (1.3)	15 (3.8)	87 (22.2)	179 (45.7)	106 (27.0)	3.93
8	To increase the number of home visit teams	5 (1.3)	17 (4.3)	102 (26.0)	193 (49.2)	75 (19.1)	3.81
9	The provide advice on telephone	19 (4.8)	52 (13.3)	122 (31.1)	141 (36.0)	58 (14.8)	3.43
Total							3.97

* Range by mean score

The data in Table 6 above shows that the majority of consumers need to have the health service team from Phatthalung Hospital ($\bar{X} = 4.18$), followed by a need to have a Medical Mobile Unit set up at the village level ($\bar{X} = 4.16$), and a need to have the out time clinic (16.30–20.30) as well as to open PCUs everyday ($\bar{X} = 4.08$).

In summary, the need of consumers for model of PCU has $\bar{X} = 3.97$.

4.3 Section 3; The Consumer Satisfaction Level with Services of PCUs

Table 7: Percentages of consumer satisfaction with services of PCUs

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
1	Familiarly	3 (0.8)	3 (0.8)	19 (4.8)	207 (52.8)	160 (40.8)	4.32
2	Time service (08.30 – 20.30)	4 (1.0)	1 (0.3)	22 (5.6)	207 (52.8)	158 (40.3)	4.31
3	Reception	0 (0.0)	1 (0.3)	31 (7.9)	212 (54.1)	148 (37.8)	4.29
3	Correction of prescription	0 (0.0)	2 (0.5)	29 (7.4)	216 (55.1)	145 (37.0)	4.29
5	Human relation	1 (0.3)	4 (1.0)	30 (7.7)	206 (52.6)	151 (38.5)	4.28
6	Cleanliness of place	3 (0.8)	0 (0.0)	32 (8.2)	211 (53.8)	146 (37.2)	4.27
6	Conversation	0 (0.0)	3 (0.8)	34 (8.7)	211 (53.8)	144 (36.7)	4.27
8	Be willing to service	1 (0.3)	5 (1.3)	32 (8.2)	206 (52.6)	148 (37.8)	4.26
9	Individuality of officers	2 (0.5)	1 (0.3)	30 (7.7)	224 (57.1)	135 (34.4)	4.25
9	Introduce for using the drug	0 (0.0)	2 (0.5)	34 (8.7)	219 (55.9)	137 (34.9)	4.25

Table 7: (Cont.) Percentages of consumer satisfaction with services of PCUs

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
11	Manner/Courtesy	1 (0.3)	5 (1.3)	35 (8.9)	211 (53.8)	140 (35.7)	4.23
12	The concern of health officer for your health	0 (0.0)	4 (1.0)	42 (10.7)	211 (53.8)	135 (34.4)	4.22
12	Knowledge and competence of health workers for service	1 (0.3)	0 (0.0)	39 (9.9)	222 (56.6)	130 (33.2)	4.22
14	To look after and take care	2 (0.5)	1 (0.3)	46 (11.7)	206 (52.6)	137 (34.9)	4.21
14	To acknowledge your health problem	3 (0.8)	4 (1.0)	41 (10.5)	202 (51.5)	142 (36.2)	4.21
16	Convenience for communication	3 (0.8)	3 (0.8)	26 (6.6)	241 (61.5)	119 (30.4)	4.20
16	Opportunity for question	2 (0.5)	4 (1.0)	41 (10.5)	211 (53.8)	134 (34.2)	4.20
16	Responsibility of officers	1 (0.3)	4 (1.0)	37 (9.4)	222 (56.6)	128 (32.7)	4.20
16	The fee (30 Baht)	1 (0.3)	7 (1.8)	29 (7.4)	231 (58.9)	124 (31.6)	4.20
20	Appropriateness of location	5 (1.3)	4 (1.0)	38 (9.7)	210 (53.6)	135 (34.4)	4.19
20	Introduce to behave	0 (0.0)	2 (0.5)	50 (12.8)	213 (54.3)	127 (32.4)	4.19

Table 7: (Cont.) Percentages of consumer satisfaction with services of PCUs

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
22	Convenience of service step	2 (0.5)	7 (1.8)	33 (8.4)	227 (57.9)	123 (31.4)	4.18
22	Creditability	0 (0.0)	4 (1.0)	41 (10.5)	226 (57.7)	121 (30.9)	4.18
24	Place for waiting	4 (1.0)	4 (1.0)	39 (9.9)	219 (55.9)	126 (32.1)	4.17
24	Hospitality	0 (0.0)	1 (0.3)	53 (13.5)	215 (54.8)	123 (31.4)	4.17
24	Services' assurance	0 (0.0)	4 (1.0)	43 (11.0)	227 (57.9)	118 (30.1)	4.17
24	Quality of care in general	0 (0.0)	2 (0.5)	50 (12.8)	221 (56.4)	119 (30.4)	4.17
28	Needs are responded	1 (0.3)	3 (0.8)	46 (11.7)	227 (57.9)	115 (29.3)	4.15
29	Availability of all services you needed	1 (0.3)	9 (2.3)	46 (11.7)	214 (54.6)	122 (31.1)	4.14
29	The diagnosis' period	2 (0.5)	6 (1.5)	40 (10.2)	230 (58.7)	114 (29.1)	4.14
31	Travelling time	5 (1.3)	2 (0.5)	50 (12.8)	217 (55.4)	118 (30.1)	4.13
31	Explanation about the cause and symptom of disease	0 (0.0)	4 (1.0)	58 (14.8)	215 (54.8)	115 (29.3)	4.13

Table 7: (Cont.) Percentages of consumer satisfaction with services of PCUs

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
33	Preparation of tools	0 (0.0)	5 (1.3)	62 (15.8)	206 (52.6)	119 (30.4)	4.12
34	Health officers have follow up care	0 (0.0)	5 (1.3)	60 (15.3)	217 (55.4)	110 (28.1)	4.10
35	Explanation of service steps	0 (0.0)	11 (2.8)	53 (13.5)	231 (58.9)	97 (24.7)	4.06
36	The all expenses	10 (2.6)	10 (2.6)	45 (11.5)	232 (59.2)	95 (24.2)	4.00
37	Describe kind of services	2 (0.5)	10 (2.6)	71 (18.1)	218 (55.6)	91 (23.2)	3.98
38	Office waiting time	4 (1.0)	8 (2.0)	75 (19.1)	220 (56.1)	85 (21.7)	3.95
	Total						4.18

* Range by mean score

The data in Table 7 above shows that the majority of consumers are satisfied with being familiar with the PCU ($\bar{X} = 4.32$). This was followed by time service (08.30 – 20.30) ($\bar{X} = 4.31$), and reception and correct of prescription of medication ($\bar{X} = 4.29$).

In summary, consumer satisfaction with services of PCU had $\bar{X} = 4.18$.

Table 8: Percentages of consumer satisfaction, classified by group

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
	<u><i>Service's convenience</i></u>						4.18
1	Time of service (08.30 – 20.30)	4 (1.0)	1 (0.3)	22 (5.6)	207 (52.8)	158 (40.3)	4.31
2	Cleanliness of place	3 (0.8)	0 (0.0)	32 (8.2)	211 (53.8)	146 (37.2)	4.27
3	Convenience for communication	3 (0.8)	3 (0.8)	26 (6.6)	241 (61.5)	119 (30.4)	4.20
4	Appropriateness of location	5 (1.3)	4 (1.0)	38 (9.7)	210 (53.6)	135 (34.4)	4.19
5	Convenience of service step	2 (0.5)	7 (1.8)	33 (8.4)	227 (57.9)	123 (31.4)	4.18
6	Place for waiting	4 (1.0)	4 (1.0)	39 (9.9)	219 (55.9)	126 (32.1)	4.17
7	Travelling time	5 (1.3)	2 (0.5)	50 (12.8)	217 (55.4)	118 (30.1)	4.13
8	Office waiting time	4 (1.0)	8 (2.0)	75 (19.1)	220 (56.1)	85 (21.7)	3.95

Table 8: (Cont.) Percentages of consumer satisfaction, classified by group

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
	<u>Service's coordination</u>						4.15
1	The concern of health officer for your health	0 (0.0)	4 (1.0)	42 (10.7)	211 (53.8)	135 (34.4)	4.22
2	Availability of all services you needed	1 (0.3)	9 (2.3)	46 (11.7)	214 (54.6)	122 (31.1)	4.14
3	Health officers have follow up care	0 (0.0)	5 (1.3)	60 (15.3)	217 (55.4)	110 (28.1)	4.10
	<u>Courtesy by health officers</u>						4.25
1	Familiarly	3 (0.8)	3 (0.8)	19 (4.8)	207 (52.8)	160 (40.8)	4.32
2	Reception	0 (0.0)	1 (0.3)	31 (7.9)	212 (54.1)	148 (37.8)	4.29
3	Human relation	1 (0.3)	4 (1.0)	30 (7.7)	206 (52.6)	151 (38.5)	4.28
4	Conversation	0 (0.0)	3 (0.8)	34 (8.7)	211 (53.8)	144 (36.7)	4.27
5	Be willing to service	1 (0.3)	5 (1.3)	32 (8.2)	206 (52.6)	148 (37.8)	4.26
6	Individuality of officers	2 (0.5)	1 (0.3)	30 (7.7)	224 (57.1)	135 (34.4)	4.25

Table 8: (Cont.) Percentages of consumer satisfaction, classified by group

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
7	Manner/Courtesy	1 (0.3)	5 (1.3)	35 (8.9)	211 (53.8)	140 (35.7)	4.23
8	To look after and take care	2 (0.5)	1 (0.3)	46 (11.7)	206 (52.6)	137 (34.9)	4.21
8	To acknowledge your health problem	3 (0.8)	4 (1.0)	41 (10.5)	202 (51.5)	142 (36.2)	4.21
10	Opportunity for question	2 (0.5)	4 (1.0)	41 (10.5)	211 (53.8)	134 (34.2)	4.20
	<i>Medical information given</i>						4.12
1	Introduce for using the drug	0 (0.0)	2 (0.5)	34 (8.7)	219 (55.9)	137 (34.9)	4.25
2	Introduce to behave	0 (0.0)	2 (0.5)	50 (12.8)	213 (54.3)	127 (32.4)	4.19
3	Explanation about the cause and symptom of disease	0 (0.0)	4 (1.0)	58 (14.8)	215 (54.8)	115 (29.3)	4.13
4	Explanation of service steps	0 (0.0)	11 (2.8)	53 (13.5)	231 (58.9)	97 (24.7)	4.06
5	Describe kind of services	2 (0.5)	10 (2.6)	71 (18.1)	218 (55.6)	91 (23.2)	3.98

Table 8: (Cont.) Percentages of consumer satisfaction, classified by group

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X} (N=392)
		1	2	3	4	5	
	<u>Quality of care given</u>						4.18
1	Correction of prescription	0 (0.0)	2 (0.5)	29 (7.4)	216 (55.1)	145 (37.0)	4.29
2	Knowledge and competence of health workers for service	1 (0.3)	0 (0.0)	39 (9.9)	222 (56.6)	130 (33.2)	4.22
3	Responsibility of officers	1 (0.3)	4 (1.0)	37 (9.4)	222 (56.6)	128 (32.7)	4.20
4	Creditability	0 (0.0)	4 (1.0)	41 (10.5)	226 (57.7)	121 (30.9)	4.18
5	Hospitality	0 (0.0)	1 (0.3)	53 (13.5)	215 (54.8)	123 (31.4)	4.17
5	Services' assurance	0 (0.0)	4 (1.0)	43 (11.0)	227 (57.9)	118 (30.1)	4.17
5	Quality of care in general	0 (0.0)	2 (0.5)	50 (12.8)	221 (56.4)	119 (30.4)	4.17
8	Needs are responded	1 (0.3)	3 (0.8)	46 (11.7)	227 (57.9)	115 (29.3)	4.15
9	The diagnosis' period	2 (0.5)	6 (1.5)	40 (10.2)	230 (58.7)	114 (29.1)	4.14
10	Preparation of tools	0 (0.0)	5 (1.3)	62 (15.8)	206 (52.6)	119 (30.4)	4.12

Table 8: (Cont.) Percentages of consumer satisfaction, classified by group

1 = Very dissatisfied, 2 = Dissatisfied, 3 = Fairly satisfied, 4 = Satisfied, 5 = Very satisfied

No*	Statements	Level of satisfaction					\bar{X}
		1	2	3	4	5	(N=392)
	<u><i>Out-of pocket cost</i></u>						4.10
1	The fee (30 Baht)	1 (0.3)	7 (1.8)	29 (7.4)	231 (58.9)	124 (31.6)	4.20
2	The all expenses	10 (2.6)	10 (2.6)	45 (11.5)	232 (59.2)	95 (24.2)	4.00

* Range by mean score

The data in Table 8 above shows that consumers satisfied with service's convenience group toward the time service (08.30 – 20.30) was first ($\bar{X} = 4.31$), next, cleanliness of place ($\bar{X} = 4.27$), and convenience for communication ($\bar{X} = 4.20$). They satisfied with service's coordination group toward the concern of health officer for their health was first ($\bar{X} = 4.22$), next, availability of all services they needed ($\bar{X} = 4.14$), and health officers have follow up care ($\bar{X} = 4.10$).

They satisfied with courtesy by health officers group toward familiarly was first ($\bar{X} = 4.32$), next, reception ($\bar{X} = 4.29$), and human relation ($\bar{X} = 4.28$). They satisfied with medical information given group toward introduce for using the drug was first ($\bar{X} = 4.25$), next, introduce to behave ($\bar{X} = 4.19$), and explanation about the cause and symptom of disease ($\bar{X} = 4.13$).

Finally, they satisfied with quality of care given group toward correction of prescription was first ($\bar{X} = 4.29$), next, knowledge and competence of health workers for service ($\bar{X} = 4.22$), and responsibility of officers ($\bar{X} = 4.20$). And they satisfied with out-of pocket cost group toward the fee (30 Baht) ($\bar{X} = 4.20$), and the all expenses ($\bar{X} = 4.00$).

In conclusion, the consumers satisfied with courtesy by health officers group was first ($\bar{X} = 4.25$), the second was quality of care given group and service's convenience group ($\bar{X} = 4.18$), the third was service's coordination group ($\bar{X} = 4.15$), the fourth was medical information given group ($\bar{X} = 4.12$), and the last was out-of pocket cost group ($\bar{X} = 4.10$).

4.4 Section 4; The Relationship between the Personal Factors and Other Related Factors with the Level of Consumer Satisfaction

Table 9: The relationship between personal factors and the level of consumer satisfaction

Personal Factors	The mean score of consumer satisfaction (\bar{X})						
	Convenience	Coordination	Courtesy	Medical information	Quality of care	Out-of pocket cost	Total of Service
Gender							
Male	4.40	4.33	4.54	4.25	4.44	4.13	4.52
Female	4.49	4.31	4.51	4.37	4.45	4.22	4.46
p-value^(a)	0.191	0.692	0.595	0.111	0.812	0.227	0.338
Age (year)							
Less than 20	4.53	4.32	4.59	4.56	4.59	4.29	4.62
20 – 40	4.50	4.31	4.55	4.34	4.44	4.19	4.48
41 – 60	4.38	4.31	4.45	4.31	4.44	4.20	4.44
More than 60	4.50	4.37	4.57	4.33	4.40	4.10	4.47
p-value^(b)	0.312	0.969	0.353	0.057	0.475	0.669	0.395

Table 9: (Cont.) The relationship between personal factors and the level of consumer satisfaction

Personal Factors	The mean score of consumer satisfaction (\bar{X})						
	Convenience	Coordination	Courtesy	Medical information	Quality of care	Out-of-pocket cost	Total of Service
Education							
Primary education 1-4	4.48	4.33	4.49	4.30	4.43	4.23	4.46
Primary education 5-7	4.45	4.32	4.51	4.27	4.45	4.23	4.47
Junior high school	4.39	4.14	4.45	4.33	4.45	4.15	4.44
Senior high school	4.55	4.41	4.63	4.45	4.50	4.16	4.53
Certificate of profession	4.30	4.40	4.60	4.30	4.40	4.10	4.55
Diploma	4.50	4.38	4.50	4.38	4.44	4.25	4.50
Bachelor's degree or higher	4.50	4.17	4.33	4.33	4.43	3.83	4.33
p-value^(b)	0.628	0.220	0.525	0.687	0.973	0.758	0.927
Occupation							
Agriculture	4.50	4.32	4.51	4.27	4.46	4.21	4.46
Commerce	4.39	4.39	4.52	4.37	4.50	4.02	4.50
Employee	4.41	4.24	4.49	4.31	4.38	4.23	4.48
Housewife	4.49	4.28	4.54	4.44	4.40	4.19	4.46
Student	4.50	4.43	4.63	4.53	4.60	4.23	4.60
p-value^(b)	0.685	0.552	0.795	0.150	0.372	0.458	0.736

Table 9: (Cont.) The relationship between personal factors and the level of consumer satisfaction

Personal Factors	The mean score of consumer satisfaction (\bar{X})						
	Convenience	Coordination	Courtesy	Medical information	Quality of care	Out-of-pocket cost	Total of Service
Income							
Less than 2,000 Baht	4.57	4.47	4.67	4.47	4.57	4.39	4.63
2,001-4,000 Baht	4.49	4.31	4.52	4.31	4.43	4.16	4.47
4,001-6,000 Baht	4.43	4.32	4.54	4.43	4.50	4.12	4.47
6,001-8,000 Baht	4.47	4.34	4.46	4.19	4.41	4.27	4.49
8,001-10,000 Baht	4.45	4.22	4.48	4.28	4.31	4.14	4.41
Higher than 10,000 Baht	4.18	4.24	4.24	4.24	4.35	4.06	4.18
p-value^(b)	0.281	0.336	0.103	0.129	0.294	0.189	0.074

^(a) = Unpaired t-test ^(b) = One-way ANOVA

The data in Table 9 above shows that there was no statistically ($P > 0.05$) significant relationship between gender, age, education, occupation and income with consumer satisfaction level.

Table 10: The relationship between other related factors and the level of consumer satisfaction

Other Related Factors	The mean score of consumer satisfaction (\bar{X})						
	Convenience	Coordination	Courtesy	Medical information	Quality of care	Out-of pocket cost	Total of Service
PCU							
Bansuan	4.43	4.24	4.45	4.19	4.28	4.16	4.42
Natom	4.42	4.20	4.47	4.24	4.51	4.17	4.48
Paksa	4.55	4.43	4.64	4.49	4.56	4.17	4.54
Banpai	4.46	4.38	4.51	4.40	4.44	4.28	4.47
p-value^(b)	0.377	0.030*	0.062	0.002*	0.002*	0.569	0.463
Kind of card							
Co-payment card	4.42	4.29	4.52	4.25	4.41	4.16	4.47
Non co-payment card	4.51	4.34	4.52	4.42	4.49	4.22	4.49
p-value^(a)	0.110	0.413	0.913	0.006*	0.185	0.402	0.722
Day of service							
Weekday	4.46	4.26	4.49	4.31	4.43	4.19	4.45
Weekend	4.49	4.48	4.60	4.42	4.51	4.20	4.55
p-value^(a)	0.629	0.003*	0.068	0.143	0.210	0.910	0.114
Time of Service							
08.30-12.30	4.48	4.32	4.58	4.38	4.49	4.23	4.51
12.30-16.30	4.45	4.30	4.49	4.31	4.41	4.14	4.45
16.30-20.30	4.46	4.32	4.36	4.18	4.43	4.21	4.46
p-value^(b)	0.937	0.959	0.077	0.221	0.351	0.408	0.553

^(a) = Unpaired t-test ^(b) = One-way ANOVA * = There was statistically ($P < 0.05$) significant relationship

The data in Table 10 above shows that there was no statistically ($P > 0.05$) significant relationship between PCU, kind of card, day of service and period time with service's convenience group.

There was no statistically ($P > 0.05$) significant relationship between kind of card and period time with service's coordination group. And, there was statistically ($P < 0.05$) significant relationship between PCU and day of service with service's coordination group.

There was no statistically ($P > 0.05$) significant relationship between PCU, kind of card, day of service and period time with courtesy by health officers group.

There was no statistically ($P > 0.05$) significant relationship between day of service and time of service with medical information given group. And, there was statistically ($P < 0.05$) significant relationship between PCU and kind of card with medical information given group.

There was no statistically ($P > 0.05$) significant relationship between kind of card, day of service and period time with quality of care given group. And, there was statistically ($P < 0.05$) significant relationship between PCU and quality of care given group.

There was no statistically ($P > 0.05$) significant relationship between PCU, kind of card, day of service and period time with out-of-pocket cost group.

Finally, there was no statistically ($P > 0.05$) significant relationship between PCU, kind of card, day of service and period time with total of service.

Table 11: The relationship between 4 PCUs and satisfaction, classified by items

ITEMS	Mean Score			
	Bansuan (N=98)	Natom (N=95)	Paksa (N=109)	Banpai (N=90)
1.Travelling time	4.09	4.01	4.23	4.16
2.Office waiting time	3.95	3.74*	4.08	4.03*
3.Place for waiting	4.14	4.03	4.29	4.17
4.Convenience of service step	4.14	4.07	4.25	4.24
5.Convenience for communication	4.21	4.11	4.25	4.21
6.Cleanliness of place	4.23	4.18	4.41	4.23
7.Time service (08.30 – 20.30)	4.32**	4.23	4.40	4.29
8.Appropriateness of location	4.23	4.14	4.22	4.19
9.Availability of all services you needed	4.02	4.02	4.28	4.23
10.The concern of health officer for your health,such as physical and mental	4.07	4.14	4.36	4.29
11.Health officers have follow up care	4.04	4.00	4.18	4.18
12.Reception	4.23	4.18	4.44**	4.31
13.Individuality of officers	4.18	4.27**	4.39	4.12
14.Conversation	4.22	4.14	4.41	4.28
15.Manner/Courtesy	4.14	4.15	4.39	4.24
16.Familiarly	4.23	4.24	4.44**	4.36**
17.Human relation	4.29	4.15	4.37	4.31
18.To look after and take care	4.16	4.10	4.31	4.27
19.Be willing to service	4.16	4.24	4.35	4.29
20.To acknowledge your health problem	4.19	4.11	4.35	4.18

Table 11: (Cont.) The relationship between 4 PCU and satisfaction, classified by items

ITEMS	Mean Score			
	Bansuan (N=98)	Natom (N=95)	Paksa (N=109)	Banpai (N=90)
21.Opportunity for question	4.12	4.06	4.35	4.26
22.Describe kind of services	3.83*	3.83	4.17	4.10
23.Explanation of service steps	3.87	3.99	4.22	4.13
24.Explanation about the cause and symptom of disease	3.97	4.00	4.32	4.19
25.Introduce to behave	4.03	4.10	4.32	4.28
26.Introduce for using the drug	4.09	4.17	4.44**	4.29
27.Knowledge and competence of health workers for service	4.14	4.23	4.31	4.21
28.Responsibility of officers	4.09	4.23	4.29	4.20
29.Hospitality	4.09	4.07	4.26	4.27
30.The diagnosis' period	4.07	4.03	4.24	4.22
31.Preparation of tools	4.01	4.08	4.19	4.19
32.Services' assurance	4.06	4.02	4.43	4.14
33.Needs are responded	4.02	4.04	4.34	4.19
34.Creditability	4.11	4.07	4.30	4.24
35.Correction of prescription	4.14	4.27**	4.41	4.31
36.Quality of care in general	4.11	4.13	4.26	4.16
37.The fee (30 Baht)	4.31	4.09	4.17	4.23
38.The all expenses	3.83*	4.04	3.97*	4.18

** = Highest score

* = Lowest score

The data in Table 11 above shows that in Bansuan PCU, consumers satisfied for the time service (08.30 – 20.30) was highest ($\bar{X} = 4.32$) and for describe kind of services and the all expenses were lowest ($\bar{X} = 3.83$). In Natom PCU, consumers satisfied for the individuality of officers and correction of prescription were highest ($\bar{X} = 4.27$) and the office-waiting time was lowest ($\bar{X} = 3.74$). In Paksa PCU, consumers satisfied for the reception, familiarly, and introduce for using the drug were highest ($\bar{X} = 4.44$) and the all expenses was lowest ($\bar{X} = 3.97$). And the last in Banpai PCU, consumers satisfied for familiarly was highest ($\bar{X} = 4.36$) and the office-waiting time was lowest ($\bar{X} = 4.03$).

The next chapter, completed the overall outcome of this research by illustrating details of distinctive results and discussions.