Client demand for health care services at King Mongkut’s University of Technology Thonburi

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Abstract

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This study aimed to examine the demand of students and staff for health care services at King Mongkut’s University of Technology Thonburi (KMUTT). This research investigated many types of services including health procurement, health promotion and protection, rehabilitation, provision of health services, medical tools and equipment, and location of services. On-line questionnaire were completed by 246 students and staff regarding health care services and the research instrument was constructed by the researcher. Percentages were calculated for data analysis.

The total number of respondents was 246, with a majority being female (66.7%). It was found that support staff made up 37.0% of the total number of respondents; academic-research staff accounted for 32.9%, bachelor’s students were 11.4%, master’s students were 10.6% and doctoral students were 4.5% respectively. On the whole, client demand for the services towards at the Heath Care Services was at highest very high level (56.9%). The results show that the respondents had the greatest demand for health procurement, especially general treatment (76.4%), first-aid treatment (67.5%) and provision of medicines (66.3%). The results also show that Health Care Services should increase the quality of services, promote all kinds of services to its clients, provide a way for clients to give more suggestions/complaints, and extend service hours.

Keywords: demand, clients, health care services, King Mongkut’s University of Technology Thonburi