



SATISFACTION EVALUATION ON ANNUAL PHYSICAL EXAMINATION SERVICES FOR ARMY PERSONNEL PROVIDED BY ARMED FORCES RESEARCH INSTITUTE OF MEDICAL SCIENCES

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Abstract

Objective: To evaluate satisfaction on annual physical examination services for army personnel provided by Armed Forces Research Institute of Medical Sciences (AFRIMS)

Materials and Methods: A cross-sectional study was conducted during the annual physical examination in fiscal year 2008 from 378 army personnel selected by stratified random sampling technique. Data were collected by self-rating questionnaire that had tested construct validity by factor analysis and the Cronbach's alpha coefficient reliability was 0.96.

Results: Most of them were men (76.6%), non-commissioned officer (49.5%), at the age between 41-50 (39.8%), married (70.5%), undergraduated (59.3%), with average income between 10,001-20,000 baht/month (53.6%), and used to participate in this services (91.1%). Overall, courtesy aspect, information and convenience aspect, and readiness and adequacy aspect satisfaction of the army personnel were at the highest ($\bar{x} \pm SD = 4.3 \pm 0.5$), highest ($\bar{x} \pm SD = 4.3 \pm 0.6$), high ($\bar{x} \pm SD = 4.2 \pm 0.6$) and highest level ($\bar{x} \pm SD = 4.3 \pm 0.5$), respectively. There was no significant difference in satisfaction when compared with gender, rank, age, marital status, educational level, income, and number of participating time.

Conclusion: Proactive services at military units have been served many aspects of needs for army personnel including accessibility, convenience, and timesaving. Therefore, those services have been satisfied at high to highest level and personal characteristics did not related with satisfaction.

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