

## ABSTRACTS

This study aimed to describe the level of responsiveness of the health care providers perceived by the inpatients of the ORLHNSS hospital, Yangon. It was cross sectional descriptive study. The study was carried out from September to November. Total of 115 inpatients of ORLHNSS hospital involved in the study. The data were collected by the face-to-face interview method with semi-structured questions. Data entry and analysis were done by the SPSS 16.

There were not much different in female and male ratio. Mean age of the patients were 40 years. Most of the patients were Buddhists. Regarding to the race, most of the patients were Burmese. Rural and urban residents were not much different in number. Among income group, monthly family income 100,001-500,000 kyats were found 80% and medium income was 200,000 kyats. About 60% of patients were low education status. Regarding to the occupation, 40.9% of the respondents had own business which is the most frequent number. In duration of hospital stay, the medium duration of hospital stay was 4 days.

In dignity perceive by the patients, overall rate of respects of doctors to patient was good and moderate. In overall rate of communication of health care providers perceived by the patients, all respondents answered as good and moderate. Regarding to autonomy, 0.9% of patients answered as bad in autonomy given by doctors and 1.7% of patients answered as in autonomy given by nurses. This showed that weakness was still present in autonomy given by health care providers of ORLHNSS hospital. All patients answered as good and moderate concerning about the overall rate of confidentiality.

Concerning about the waiting time from arrival to inpatient ward, there had mean waiting time 62 minutes. But, most of the patients satisfy this waiting time. All social supports were at the level of satisfaction. Regarding the basic amenities, all were at the level of satisfaction in overall rate but a little necessity in sanitation of toilets and water supply were present. There was no choice of specialist in this hospital. Patients chose communication first and prompt attention second as important elements.