

# 外籍新娘對基層婦產科診所之評價

周天給;許怡欣;李丞華;湯澡薰

## Abstract

The purpose of the research is to understand the evaluation and influential factors of wives of locals from the southeastern Asian countries. The research was composed of collecting and analyzing the constructed questionnaire. The design of questionnaire mainly referred to the concept of Parasuraman, Zeithmal and Berry's questionnaire. The original language was translated into Chinese, Vietnamese, Thai and Indonesian. They were compiled as Chinese-Vietnamese, Chinese-Thai, Chinese-Indonesian and Chinese-English versions in order to be comprehended by the brides or wives of locals from the southern Asian countries. The data were collected from 397 OB/GYN clinics were legally allowed to offer OB/GYN care for those women until February 2005. The sampling was randomized from one-third of each National Health Insurance district. There were 665 copies of questionnaires sent out plus 35 copies made by recopy themselves. It made a total of 700 copies of questionnaires collected. After the invalid ones deducted, there were totally 329 copies or effective correspondent rate was 49% for the analysis. It was found in the research that 8.2% of such foreign spouses were not allowed to utilize the National Health Insurance (NHI) program after their arrival in Taiwan even more than 4 months. The causes of their priority of choosing OB/GYN clinics were as follows: the distance between home and the clinics, the referral from friends, relatives and the reputation of doctors. The top five satisfied factors were the explanation of the disease, listening to symptom description, health safety, professionalism and the treatment. Also, regard to the overall evaluation of clinics, including overall service satisfaction, re-utilization willingness, referral willingness for the friends and relatives, it was shown no significance by county or gender of doctors. Based on the findings, it is concluded as follows: firstly, it is suggested that the government should partially deregulate the application for the so-called foreign brides for the NHI program; secondly, due to the language reluctance and unfamiliarity to the new living environment for these women, the health care organizations should provide more convenience, empathical and sincere services to those relatively poor-conditioned newly coming fellow citizens