A cross-sectional study was conducted on health center service utilization among the villagers in Bang Toei Subdistrict, Sam Phan District, Nakorn Pathom Province, Thailand. The factors studied were socio-demographic characteristics, attitudes towards health center services, accessibility to health centers, satisfaction with health center services and health center service utilization. An interview questionnaire was used to collect data from 150 respondents who were purposively selected. For data analysis, descriptive statistical analysis techniques were used to describe the frequencies and percentages of variables. The Chi-square test was used for associations, with the significance level set at 0.05.

The socio-demographic results were as follows: The group of respondents were mostly 40-49 years (35.3%), and they were mostly heads of households (62.7%) in families numbering 4-6 people (61.3%). The majority were male (67.3%), their education was predominantly primary school level (72.7%), the main occupation was laborer, they had their own houses (94%), their incomes were sufficient for family expenses (64%) and the economic status was moderate (91.3%). 30% of the houses of respondents were more than 4 kilometers from the health center, and the majority of respondents (78.7%) went to the health center by their own vehicles. Travelling to the health center was convenient for 69.3% of respondents and did not cause any problem for 70%. The cost of travel was less than 100 baht per visit for 86% and not costly for 76%. The respondents knew that there were other health service facilities, such as private clinics (81.3%) and a government hospital (58.7%) in their area. Only education (p-value=0.022), occupation (p-value=0.004), satisfaction (p-value=0.001), distance (p-value=0.000), transportation problem (p-value=0.004) and convenience (p-value=0.017) were significantly related to health center service utilization. The highest health center service utilization was by those respondents who had primary school level education, were laborers, lived far from their health center (1-2 kilometers), found travel convenient and without problems, and were satisfied with the provided services at their health center.

The main factor significantly associated with health center service utilization in this study was found to be satisfaction with health center services. If the people are satisfied with the quality of drugs and equipment in the health center as well as the service from the health personnel at their health center, the health center will then be highly utilized.