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ABSTRACT

The objectives of this study are 1) to study for the knowledge and understanding involving health service system of the personnel who put policy into practice, 2) to study the readiness of the project in order to put policy into practice and 3) to study the satisfaction of the health service providers and clients of Shee-Tha-Korn Community Health Service Center.

The population of this study included personnel involving putting policy into practice consisting of Director of Khon Kaen Regional Hospital, physicians, nurses, 15 personnel of Shee-Tha-Korn Community Health Service Center and 148 people who came for service at Shee-Tha-Korn. The tools used in this study were the structured-interviews questionnaires and questionnaires involving the satisfaction of the clients.

Regarding the data analysis, the data derived from the interview involving the knowledge and understanding of health service provider toward the policy was presented by using the method of description and narrative. The data of satisfaction of health service provider was analyzed by computing for frequency and percentage and then was presented in the form of table and essay. The general data in the questionnaires involving the satisfaction of the clients was analyzed by computing for frequency and percentage. The data involving the satisfaction of the clients was analyzed by computing for mean and standard deviation.

Regarding the knowledge and understanding of personnel, the results of the study revealed that the personnel had the knowledge and understood the policy. In

addition, it was found that they were able to put policy into practice corresponding to the plan that was determined in the 8th National Health Development Plan. Moreover, they were able to adjust the organization structure in order to enhance the capability of putting the plan of development project to practice conforming to their duty and responsibility. However, passing on the policy to the personnel did not cover all personnel concerned, because they studied the policy by themselves.

Regarding to the readiness of the project, it was found that the location of the Community Health Service Center was not suitable by considering in the terms of convenience and equity of the target group based on the criteria of distance, traffic communication and the distribution of the population. In addition, the qualification of the personnel was proper by considering the knowledge, capability and attitudes of the personnel but the number of the personnel were insufficient. Moreover, it was found that the amount and quality of medical equipments were proper. In the aspect of the budget, the budget was not enough especially the budget for health promotion and disease prevention and control.

Regarding the satisfaction of the health service provider, it was found that most of the personnel in Shee-Tha-Korn Community Health Service Center were satisfied with the motivation factors in the aspect of the success of work and the acceptance of the supervisors, colleagues and clients, but they were not satisfied with the motivation factors of the working progress. The personnel were not satisfied with the hygiene factors in the aspect of compensation and method of supervision. Regarding the satisfaction of the people coming for service at the Shee-Tha-Korn center, the results revealed that the clients were satisfied with the convenience of providing services, gentle manner of the health service providers, data provided by health personnel, equity and quality of services, medical care fee and the cooperation of the service.

In the conclusion, the project of extending the Health Service Center to the community of Khon Kaen Regional Hospital was able to be put into practice in some aspects. However, achieving the objective, the development on generalizing the information to the health service providers and people should be conducted, because the information is necessary for establishing the knowledge and understanding which will lead to the improvement of proper behavior.