

THESIS TITLE: OPERATIONS SYSTEM DEVELOPMENT FOR VILLAGE  
WELFARE CENTERS: A CASE OF TUMBOL HUAYPO,  
MUANG DISTRICT, KALASIN PROVINCE.

AUTHOR: MRS. KUMPEERA SINGHAPREECHAR

THESIS ADVISORY COMMITTEE:

*Tanongsuk Koomkhinam*..... Chairman  
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*Thanapan Thane*..... Member  
(Dr. Thanapan Thane)

*Wilaiwat Grisnaputi*..... Member  
(Associate Professor Wilaiwat Grisnaputi)

## ABSTRACT

The objectives of this operations research were: 1) to assess and analyze the operational problems of village welfare assistance centers; and 2) to develop and validate the solution for these problems.

Data were collected in two rounds through questionnaire interviews of a related sample of 322 persons. These data were analyzed to compare the situations regarding the operational problems before and after the programmed interventions, which made up of training, study tour, and organized village joint activities.

The analyses of data conducted after the completion of interventions showed the following results: 1) The committee members of the village welfare assistance centers had gained more knowledge and understanding of and

skills in carrying out the assigned duties; 2) These village welfare assistance centers had reorganized for a better service delivery system; and 3) The population within the catchment areas of these health centers were more satisfied with the services of the village welfare assistance center.