THESIS TITLE : A STUDY ON PROBLEMS AND NEEDS ON THE USE OF

COMPUTERS FOR HEALTH INFORMATION OF PUBLIC

HEALTH PERSONNEL IN CHANGWAT KHON KAEN

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ABSRACTS

The purpose of the present study was to elucidate the problems and needs for using computers of public health information personnel in Changwat Khon Kaen. The subject consisted of all the 186 public health staff members who were in charge of information services and operate the computers in the Khon Kaen Provincial Public Health Office. A questionnaire with an alpha coefficient of 0.95 was developed by the researcher and used to elucidate the problems and needs for using computers in the Khon Kaen Provincial Public Health Office.
The data gathered were analyzed through the SPSS for Windows program to determine frequency, percentage, mean and standard deviation.

The findings showed that female public health information officers accounted for 62.50% of the total sample while male officers accounted for 37.50%. The majority of the sample belonged to the 31-35 age group which accounted for 45.11%. 69.02% of the group have had an experience in operating

computers for a period from one to three years. 67.63% of their experience derived from operating computers at their work.

On the operation of public health information system, it was discovered that there were too many report forms to handle, especially reports on the public health activity which ranked as the greatest problem. The utilization of information encountered the problem of incomplete data of all categories, especially the general information. Part of this problem was caused by the officers' lack of appreciation of the value of the information. Frequent change in the reporting procedures also posed as an important problem of public health activity information.

The problem of the application of computers to information service mostly caused by the inadequate supply of staff member who would be directly responsible for the job. Harddisk with inefficient capacity also added to the problem of poor performance. The staff's lack of proper knowledge to use all the computer programs also caused problem.

The findings from studying the needs for using computers in the information service indicated that the staff would like to be trained to use computers programs properly. They also would like to develop a common computer program that would be applicable to all the information service within Changwat Khon Kaen. The staff also wanted to be trained in the analysis of data by computer so that they could apply the analyzed data to the planning and solving of the problems. The staff indicated that there was a need to add more computers and parts with greater working capacity so that they can provide faster and efficient service.