

ABSTRACT

Title of Research Paper : Roles of the Health Service Center in Supporting
The Work of Bangkok's Community Health
Centers

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The 3 objectives of this research are 1. to study the supporting roles for the work of the Community Health Center, 2. to study the relationship among population factor, work experience, the management resources and the results of the application of supporting roles played by responsible authorities of the community health centers, 3. to find out problems and obstacles in applying the supporting roles to the work of responsible officials of the community health center.

Data collection is done through the in-depth interview of 3 groups of key-informants, i.e., 6 professional nurses working for the community health centers; 6 of their superiors, and 6 health volunteers or community representatives, altogether 18 key-informants, Data analysis is done with logical context principle coupled with the use of descriptive statistics.

Results of the study can be summarized as follows :

1. The responsible nurses play many supporting roles, i.e., leadership role, planning role and doing roles which is more dominant. The encouraging roles such as work supervision is the least performance because nurses have heavy workload; work monitoring is therefore not sufficiently done.

2. Only one factor relates to the supporting roles, i.e., the management resources; the population and work experience factors are not related.

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3. Among problems and obstacles found are too heavy workload for the personnel involved resulting in inability to reach work target, unclear policy, insufficient budget, damaged equipment, unsuitable location of the centers causing inconvenience for people seeking services.

Important recommendations emerged from this research are the supporting budget should be enough; the centers should be in suitable places, among others.