

3938109 PHPH/M : MAJOR : HEALTH ADMINISTRATION ; M.Sc. (PUBLIC HEALTH)

KEY WORDS : OPERATIONAL EFFECTIVENESS OF HEALTH SERVICE
/ HEALTH CENTER

SARAWUT NGIMHAUNG : MANAGERIAL FACTORS AFFECTING
OPERATIONAL EFFECTIVENESS OF HEALTH SERVICE IN HEALTH CENTERS IN
SUPHANBURI PROVINCE. THESIS ADVISORS : PIYATHIDA TRIDECH, Dr.P.H.,
WONGDYAN PANDII, Dr.P.H., SUJITRA NINLERT, Ph.D. 134 p. ISBN 974 - 662 -259 - 5

This research aimed at studying managerial factors affecting operational effectiveness of health service in health centers in Suphanburi Province. The sample consisted of 150 health centers. The data was collected from the heads of health centers by using questionnaires. The statistical analysis of the data was done by using chi-square, Pearson's Product Moment Correlation coefficient and stepwise multiple regression.

The results indicated that operational effectiveness of health service in health centers was at a medium level. Manpower factors were at a low level. The average number of health officers per health center was 2.6, of which an average of 0.9 had a bachelor degree; furthermore the knowledge, research ability and technical services (Computer, Spectroscope) were insufficient. The budget factors were at a medium level. The allocation of the budget was insufficient, and it was not timely or efficient. The material factors were at a low level. Drugs and materials were insufficient. The management processes by the heads of health centers was at a high level. The results of using the stepwise multiple regression analysis indicated that the following variables were the statistically significant relative contributors for predicting operational effectiveness : 1) health officers who hold a bachelor degree, 2) marital status, 3) the term (period) of the head of the health center, 4) sufficient and adequate materials. Calculating the operational effectiveness, as influenced by the 4 variables, is done by using a prediction level of 17.49 %.

This research suggests that health officers should be supported to achieve a bachelor degree, improve their knowledge and research ability and technical services (Computer, Spectroscope) and that drugs and materials should be allocated by a drug and material plan. Also the regulations for efficiently operating the budget should be improved.