

3938113 PHPH/M : MAJOR : HEALTH ADMINISTRATION; M.Sc. (PUBLIC HEALTH)

KEY WORDS : FACTORS AFFECTING / QUALITY MANAGEMENT / PERSONNEL IN REGIONAL HOSPITALS /
GENERAL HOSPITALS / UNDER OFFICE OF PUBLIC HEALTH

SUDARAT KAEWKARNJANARAT : FACTORS AFFECTING PERSONNEL SATISFACTION WITH THE
TOTAL QUALITY MANAGEMENT PROGRAM IN SELECTED REGIONAL HOSPITALS AND GENERAL
HOSPITALS UNDER THE OFFICE OF THE PERMANENT SECRETARY FOR PUBLIC HEALTH. THESIS ADVISORS
: PIYATHIDA TRIDECH, Dr.P.H. CHAINAT JITWATNA, M.P.H.M. DUSIT SUJIRARAT, M.Sc. (Bios). 126 p. ISBN
974-663-141-1

Personnel satisfaction with a total quality management program affects the ability of the hospital to achieve quality results. The main objective of this cross sectional survey research was to study the factors that affect personnel satisfaction with the total quality management program in regional and general hospitals under the office of the permanent secretary of public health. The sample consisted of 310 respondents including doctors, nurses, other government employees and auxiliary staff. A total of 93.9% self-administered questionnaires were completed and returned for statistical analysis. Chi-Square, Pearson's Product-Moment Correlation coefficient and Stepwise Multiple Regression were employed for data analysis.

The results showed that 62.9% of personnel experienced a moderate level of satisfaction. The officers of the hospital rate most group activities in the term of "5 S". Factors affecting personnel satisfaction with the total quality management program were: working conditions, supervision, recognition, achievement, interpersonal relations, pay, security, promotional opportunities, company policies and administration, the work itself, responsibility, and advancement. There is a very significant statistical relationship ($P\text{-value} < 0.001$) between these factors and personnel satisfaction with the total quality management program. Regression analysis showed that working conditions, achievement, recognition, supervision, advancement, company policies, responsibility, interpersonal relationships and pay and security were the most important factors, accounting for 81.8% of the variance regarding TQM satisfaction. Therefore administrators in high, middle and low levels should be aware of the importance of the working conditions of employees. They should facilitate the TQM program by the provision of convenient locations, sponsorship of equipment and apparatus and by always being supportive. Directors of hospitals, supervisors and experts should follow up and help with problems at work, encourage all personnel to actively participate in their group's efforts by stressing QC, QT and in service training so that there will be continuity at work and eventually these will become part of the culture of the organization.