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WATTANABHA CHEWHARATTANA : MANAGING THE INFORMATION
SYSTEM IN PRIVATE HOSPITALS IN BANGKOK METROPOLITAN ADMINISTRATION.

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The purpose of this survey research was to study the management, status, problems, and needs of the information system in private hospitals in the Bangkok Metropolitan Administration. Questionnaires were mailed to 46 Electronic Data Processing (E.D.P.) managers or to the persons responsible for the information systems in these private hospitals. The returned rate was 67.39%.

The results revealed that the managing procedure of the information system in private hospitals included planning, organizing, staffing, directing, and controlling. The study found that all systems were to set up with data and master files for daily work and preparation of the management information system, and to inspect that system after installation (100%). The computer used in almost all hospitals was the microcomputer. Visual Basic and C⁺⁺ were the languages used for generating software. Software was tailor-made. Most of the modules were used in registration, at the pharmacy, and for outpatient and inpatient cashiers. The problems of the information system were that people disliked having to read user manuals ($\bar{X} = 3.26$), software was hard to modify ($\bar{X} = 2.68$), and the user manual was difficult because it was not clear ($\bar{X} = 2.68$). The needs of users of the information system were needs for higher capacity computers ($\bar{X} = 4.16$), more cooperation and higher priority among those involved in the information system ($\bar{X} = 4.10$), and a user manual that better supports the users to solve problems by themselves ($\bar{X} = 4.06$). The suggestions when implementing the system are that the executive should inform the employees about the advantages and the essential need for using the information system. System use should be evaluated to find any problems in order to enhance cooperation and coordination by all departments. Continuous development of the information system should include a training course to increase the knowledge and ability of users.