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SETHA KUMTHONG : A MODEL ANALYSIS AND DEVELOPMENTAL GUIDELINES OF
SUPERVISION IN MENTAL HEALTH DEPARTMENT. THESIS ADVISOR : ROMSAI GLASUNTORN
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This survey research aims to analyze the existing model of supervision used at the Mental Health Department, and to recommend guidelines for the development of supervision. Methodologies used to collect data and information were questionnaires and interviews. Questionnaires were distributed to two groups of officers : 12 supervisors of the Department, and 110 officers who were recipients of supervision and responsible for mental health activities of the Department in the Provincial Public Health Offices, regional hospitals, and general hospitals. Additionally, 7 executives of the Mental Health Department were interviewed. They were the Director General, Deputy Director Generals, Chief Medical Officers, Director of the Planning Division, and Director of the Mental Health Development Bureau. The data was analyzed by descriptive statistics using percentage, mean, and standard deviation.

The research showed there were seven elements in the supervision model of the Department in 1998. The supervision structure was simple, and had two-way communication. It had a division of responsibilities, which were documented. There was a planning of operations with the participation of supervisors and recipients of the supervision in the strategy. However the form of operation was not standardized and there were few follow-ups. The system specified detailed information for supervision and application of its results. The number of staffs were appropriate and had suitable qualifications. The style had put attention on jobs and recipients and considered their problems and needs. Three supervisory skills : technique, human relations, and concept were found at a moderate level. The last supervision element, share - value , ultimate goal for visiting, was defined and adjusted to correspond with the supervision policy. The evaluation of share-value showed 50 percent of recipients' answers were satisfied with the operation. Nevertheless, the survey research recommended guidelines to improve supervisory activity so that it can generate more successful outcome. In the supervision structure, supervisors and recipients of the supervision should take part in the delineation of supervision scope and problem solving. The strategy should become developed to be more standardized. The system should focus on application of the result. There should be definition of qualifications of the supervisors and their continuing educational training. In regards to style, supervisors should be trained to be more job and people oriented. Their three skills for supervision also need to be developed. The ultimate goal or share-value should be clearly defined by not only the supervisors and executives of the Department but also the recipients as well .