

3938095 : PHPH/M : MAJOR : PUBLIC HEALTH ADMINISTRATION;M.Sc.(PUBLIC HEALTH)

KEY WORDS : ANALYSIS/ADMINISTRATION/SUB- DISTRICT HEALTH CENTER/
DEVELOPMENTAL GUIDELINESE

TRIN SANGPET : A MODEL ANALYSIS ADMINISTRATION SUB-DISTRICT
HEALTH CENTER FOR SEARCH DEVELOPMENTAL GUIDELINES OF EXCELLENCE.

THESIS ADVISOR: PIYATHIDA TRIDECH, Dr.P.H.,TAVEEGIAT BOUNYAPISALJAREAN,
S.M.,DUSIT SUJIRARAT, M.Sc.(BIOST.). 177P. ISBN 974-663-803-3

The problems of the quality of health services quality in sub-district health centers are apparent to almost all administrators, researchers and patients. The objective of this research was to analyse the model of administration of sub-district health centers in order to develop guidelines of excellence in terms of seven areas : Planning, Division of Labor, Staffing, Shared Values, Core Competencies, Leadership,and Procedure,all in accordance with the policy of the Ministry of Public Health. This research is descriptive research and a total of 16 sub-district health centers were randomly selected. Data were collected by in-dept interviews with the related personnel of sub-district health centers.

It was found that the administration of health centers was performed only for the accomplishment of written plan, not for the quality of service for the people. The most important problem found was the presence of many plans with each plan having many goals to achieve. Therefore all personnel had to divide work and various activities according to the plan. This resulted in many reports and an overemphasis on paper-work.

In order to solve those problems, the analysis of results showed that the number of plans, goals, and activities should be decreased and the goals should emphasize the quality of work. New administration techniques should be developed and provided in sub-district health centers. Services of health centers should also be integrated and coordinated in order to continue giving service to the people.

This research suggests that the model of administration of sub-district health centers should be changed to a shorter more effective model in order to achieve success and training programs should be provided for new administration techniques to provide better quality of service.