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WIPA WANNAUL : ADMINISTRATIVE PROCESS AND CONFLICT
RESOLUTION METHOD AFFECTING HEALTH CENTER CHIEFS ON HEALTH CENTER
PERFORMANCE IN SONGKHLA PROVINCE. THESIS ADVISORS : THONGLAW
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The purpose of this research was to study the administrative process and conflict resolution method affecting health center chiefs on health center performance in Songkhla provinces, and to study the background of study population including the characteristics of small groups of independent variables in order to explain the result of health center performance in high level. The study population of health center chiefs in Songkhla province were 138 persons. The instruments of collection of the data were evaluation forms for health center performance and questionnaires, after having been tested for reliability. The statistics used for testing hypothesis were Analysis of Variance and Multiple Classification Analysis.

Results showed that when we considered many independent variables together, only the organizing skill of health center chiefs had an effect on the health center performance with a significant statistical level 0.05. The high level in organizing skill had an effect on the performance in the high level. The organizing skill and sex of health center chiefs could explain for relations with health center performance by 7.20 %. The conflict resolution method of health center chiefs had no significant influence on the health center performance at the level of 0.05.

This research suggests that regarding policy and academic matters, the head of the public health office and heads of district health offices in Songkhla province should develop the knowledge of health center chiefs in Songkhla as to organizing the community and cooperating with other community organizations in order to improve the health center performance.