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MAYURAT SUTTHIWISSESAK : FACTORS AFFECTING THE TECHNICAL
CURATIVE SERVICE QUALITY LEVELS OF HEALTH CENTERS IN PUBLIC HEALTH
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The objective of this research is to study internal and external organizational factors affecting the technical curative service quality levels of health centers in public health region 8. Two hundred and thirty health centers were selected by multistage sampling. A check list was designed and used by 11 research assistants to rate the service quality levels of the health centers. Reliability of the rater was calculated to be 0.942. A questionnaire was also designed to collect data from health personnel working at the health centers. The data were analyzed in terms of percentages, arithmetic means, standard deviations and Stepwise Multiple Regression.

The mean of the technical curative service quality levels for the health centers was found to be 68.31%. Among the many technical curative services, quality for pharmaceutical services was the highest at 78.95% followed by the general practice service quality level for emergency services (67.11%) referral services (66.82%) and nosocomial infection control (62.36%). The results also showed that financial status of the health center, performance controlling, equipment, teamwork, vehicle, health personnel are local residents, teamwork in decision making and community mapping had significant influences on the development of technical curative service quality.

It is suggested from the study that an improvement of the ability of health personnel in nosocomial infection control and support for necessary equipment, teamwork and appropriate financial situation be emphasized for future enhancement.