

3936266 PHPH/M : MAJOR: HEALTH ADMINISTRATION; M.Sc. (PUBLIC HEALTH)

KEY WORD : ACHIEVEMENT / QUALITY CONTROL CIRCLE / GENERAL HOSPITAL  
/ REGIONAL HOSPITAL

WARANGKANA POLPRASERT : FACTORS INFLUENCING QUALITY CONTROL  
CIRCLE ACHIEVEMENT IN GENERAL AND REGIONAL HOSPITALS UNDER THE OFFICE OF  
THE PERMANENT SECRETARY FOR PUBLIC HEALTH. THESIS ADVISOR: THONGLAW  
DEJTHAI, D.H.Sc., SUPAPONG PINVEHA, Ph.D., SUJITRA NINLERT, Ph.D.  
(DEMOGRAPHY), PEERA KRUGKRUNJIT, M.Sc.(Bios.) 196 p. ISBN 974-589-363-3

The main objective of this research is to study factors influencing Quality Control Circle (QCC) achievement in General and Regional hospitals under the Office of the Permanent Secretary for Public Health. Five major categories of factors were chosen for study, namely population characteristics, organization readiness, key implementation issues, operational issues and maintaining long - term viability of QCC. The sample consisted of 975 respondents including leaders, secretaries and members of QCC that were active during the 1996 - 1997 fiscal year. A total of 902 self-administered questionnaires (92.51 %) were completed and returned for statistical analysis. Pearson's Product-Moment Correlation Coefficient and Stepwise Multiple Regression were used for data analysis.

It was found that the achievement of QCC was in the high level. All five factors had significant correlations with the achievement of QCC at  $p < 0.05$ . With respect to the result of a multivariate regression analysis, it was, according to order of importance, discovered that recognition, a chance to express ideas, extrinsic rewards, education, selection of problems, making the program voluntary, management style and time and opportunity for involvement were the most reliable factors with a predictive capacity of 23 percent. Discontinuity in QCC training was mentioned as the most critical factor for QCC achievement. Top managers were requested be a part of the QCC team as a board or as advisors to guarantee successful operation. It is suggested, from the study, that full support be provided by top managers to make long - term plans and prepare for organization readiness.