

Thesis Title The Analysis of Personnel Administration in
Nursing Department Siriraj Hospital
B.E. 2534

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Abstract

This analytical research was aimed to study the personnel administration system of the Nursing Department Siriraj Hospital. A semi-structural interview designed by the researcher was the method selected to obtain data from 110 participants who were working as staff nurses and administrators at the Department during January 10 to February 15, 1991. The interview's questions asked the participants to give their opinions about the organizational structure, working processes, work performances, common problems, and suggestions for the improvement of personnel administration system.

The study showed that the Nursing Department Siriraj Hospital, was functioned under the line organizational system. The performance of the general management, personnel administration, and technical competence were at acceptable level. Two thirds of the participants agreed that the process of personnel administration system was suitable including the (selection, retainment, development, and dismissal of the staff. Most of the participants also agreed that general management, personnel administration, and technical competence of the Department gave satisfactory results regarding the work quality.

Work problems concluded from the data could be categorized into 4 areas : a. Environment - including inadequate rooms and spaces of the dormitory, the Department did not have a conference room to promote academic atmosphere; b. Management practices - lacking firm rules and principles, and less participation from the majority of working staff in most decision makings; c. Rigid work regulations and hierarchy - causing demotivation among the staff; and d. Limited work time - resulting in insufficient outcome such as only a few participants could join the conference due to short preparation time.

The suggestions for improvements were to improve the structure of personnel administration system to accommodate the increased demand in services from the Department. Clearer work system, more autonomy of the staff, better personnel selection system, more budget allocation especially for the nurse dormitory, regular work evaluation and clearer working hierarchy were indicated as the prominent means to solve the problems and to improve the personnel administration system of the Department.