

Thesis title Knowledge, perception and health care provision of health personnel in health centers in Kamphangphet Province, Thailand.

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ABSTRACT

Health care services in Thailand have been developed for many years but the outcomes of the health care provision in health centers have not been so successful as expected. Kamphangphet Province is also facing the problem of poor health care services in the health centers. There are many factors influencing the health personnel and health care system which affect the results of the health care delivery. They might be the technical knowledge in health care provision, the knowledge in health care roles, the motivation, the perception on assigned roles in health care services, budgets; geographical location and health manpower, which

could have interacted with each other and produced the effects on the health care provision. The hypothetical model, composed of all the variables above, were set up and assessed.

The study was conducted in Kamphangphet Province from February - April, 1991. The random sampling of 132 health personnel had been done and a self-administered questionnaire was used. Each of the study variable in the model was assessed by descriptive statistics and log linear model analysis. The descriptive information revealed that the health personnel had a high level of knowledge on their roles for health care provision and they perceived it very well. The motivation to work of the health personnel was in the neutral status. They had very low technical knowledge in health care services. Eventhough the health manpower for health care services were sufficient, there were insufficient budgets for health care services. The geographical location was not an obstacle for health care catering. Finally, all the study variables interacted with one another and produced lower results of health care services than expected.

The log linear model analysis was used to confirm the hypothetical model. It showed that the technical knowledge of health personnel in their health care provision interacted each other with the knowledge in their health care roles and vice versa. And each of them

as well as the motivation and health manpower affected the perception on assigned roles of the health personnel (goodness of fit at p value = 0.4692) for the model I analysis. The log linear model analysis of model II was used to check the interactions of the perception on assigned roles, the motivation, the health manpower and the budgets, and each of them was found to have a direct effect on the results of health care provision (goodness of fit at p value = 0.8657). However, due to the small sample size, the full statistical model failed to assess fully the interaction among all the variables.

The conclusion of the study was that the technical knowledge of the health personnel and budget insufficiency were the problems for health care service provision in Kamphangphet Province. The following four recommendations are given to improve the health care provision by health personnel: training courses to increase technical knowledge, activities to strengthen motivation, set up adequate revolving funds, and lastly, implement proper monitoring and evaluation of health care results.