

Thesis Title Satisfaction of Health Personnel
at the Tambon Level towards
Management Information System

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ABSTRACT

A study of satisfaction was conducted in Prachinburi province whose the studied population included all the health workers working at the Tambon health center level. A close-ended questionnaire about satisfaction of records namely; General Patient registration (ref: 1.01/1), Maternal Care registration

(ref: 1.01/2), Child Health and Immunization registration (ref:1.01/3) and Family Planning registration (ref:1.01/4), of report namely the Integrated Health Activities report form reference n^o 400 and satisfaction of data analyzing process as well as the use information was used to interview 213 health workers in May 1994. The descriptive analysis was performed with the computer program EPI5.

Data recording, reporting, analyzing and used of information's satisfaction were scored according a Likert scale graded as follows; 1 = not satisfied, 2 = rather satisfied 3 satisfied and 4 highly satisfied.

The highest score of data recording is 2.8 distributed as 2 % not satisfied and 25% rather satisfied the remaining were satisfied with 7 % highly satisfied. Data reporting was scored in average lowest with mean score = 2.73. 26 % of the respondents were rather satisfied, 72% satisfied and 2% highly satisfied. Regarding the analyzing process 1.5% were not satisfied, 40% rather satisfied, the remaining were satisfied with 3% highly satisfied. For the use of information the respondents were divided as less than 1% not satisfied, 36% rather satisfied and satisfied 58% and 5% highly satisfied. Therefore the level of satisfaction towards the overall MIS was mean score 2.73 with 26% of the respondents rather satisfied the remaining satisfied with 2% Highly satisfied. Despite a rather great level of satisfaction areas of

improvement were defined as follows; The record forms are sometime difficult do fill-up and column must be added by hand to collected certain specificity of the individual. For reporting certain activities as Environmental Health should be reported less frequently (the report is monthly). It was recommended that the MIS should be more flexible in giving more opportunity to the health workers to be involved in the forms design and contents. Further studies on MIS should be carried out in the provinces where information system have been designed by the Provincial Public Health Office.