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MANAGEMENT ASSESSMENT SCALE

BUAVAROON SRICHAIKUL : DEVELOPMENT OF TOTAL QUALITY
MANAGEMENT ASSESSMENT SCALE FOR GENERAL HOSPITAL UNDER
THE DIVISION OF RURAL HOSPITAL MINISTRY OF PUBLIC HEALTH IN
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The purpose of this research was to develop the Total Quality Management (TQM) assessment scale for general hospitals under the Division of Rural Hospitals, Ministry of Public Health, Thailand. A total sample of 240 cases were selected from six hospitals which have been successful in using the TQM raining project. The subjects of the sample were the directors of the hospitals, the deputy directors of the hospitals, the heads of technicians, and the heads of quality groups of each department of the hospitals.

The scale was developed from the framework of Malcolm Baldrige, which consisted of 7 factors. The seven factors were: 1) Senior Executive Leadership; 2) Information and Analysis; 3) Strategic Quality Planning; 4) Human Resource Development and Management; 5) Management of Process Quality 6) Quality and Operational Result; 7) and Customer Focus and Satisfaction. According to the Malcolm Baldrige framework 119 items on question must be used to analyse content validity. In this study all seven factors were analysed using 119 items. Reliability, discrimination power and construct validity were analysed.

The results of this research showed that the reliability of the scale was 0.97. The result of discrimination power of each factor was significant at the level of 0.0001 (p -value < 0.001). The construct validity of the scale was similar to the Malcolm Baldrige framework the percentage of variance of the scale was 65.8. However it was found that using 80 items was much more suitable than the used 119 items. Factor one was Senior Executive Leadership with 9 items. Factor two was Information and Analysis with 4 items. Factor three was Strategic Quality Planning with 12 items. Factor 4 was Human Resource Development and Management with 16 items. Factor 5 was Management of Process Quality with 13 items. Factor 6 was Quality and Operational Result with 10 items. Factor 7 was Customer Focus and Satisfaction with 16 items. The suggestion of this research is that the general hospitals in Thailand should use the more condensed 80 items version of the TQM scale.