

4238462 ADPM/ M : MAJOR: PRIMARY HEALTH CARE MANAGEMENT
MP.H.M (PRIMARY HEALTH CARE MANAGEMENT)

KEY WORDS : HEALTH CENTER PERSONNEL,
CONFLICT MANAGEMENT

MARIKO SAKAMOTO : MANAGEMENT OF CONFLICT IN THE WORKING
SITUATION AMONG THE HEALTH CENTER PERSONNEL IN ANG-THONG
PROVINCE, THAILAND.THESIS ADVISORS: PANTYP RAMASOOTA Dr. P. H,
BOONYONG KEIWKARNKA Dr. P.H. 74p. ISBN : 974-663-891-2.

The study objectives were to identify the conflicts in working situations among the health center personnel and how they managed their conflicts. The research was conducted in Ang-Thong Province, Thailand. The study design was a cross sectional study, and self-administered questionnaires were given to the entire personnel of 76 health centers.

Two hundred and fifty-six (256) questionnaires were distributed to all health center personnel in Ang-Thong Province, and one hundred and eighty-nine (189) valid responses were obtained. The response rate was 73.8%.

Findings from this study revealed the followings: The health center personnel had remarkable characteristics of socio-demographic factors, which were high level of education and long experience. Besides the small scale of organization with only 3-4 staff members, the health center was burdened with various extra assignments. Two-thirds of health center personnel perceived the problems in their working situations. However their perceptions of conflict were not profound. 81% of respondents found the problem to be in the discrepancy between demands in actual work situations and government policy in the health care. Moreover, 48.4% of the respondents perceived the above problem as the source of the conflict. The conflicts with supervisors were expressed as being the same as the conflicts with colleagues, (31.9%). The health personnel who had extra projects showed higher conflicts than those who did not have extra projects.

The conflicting situations do not always have negative side effects, because sometimes they lead to a new development if they are managed properly. Therefore this basic aspect of conflict management is recommended to be applicable to the situation of health center personnel. It is important that individual perceptions of conflicts be used for the development of health services.