

PUBLIC SECTOR MANAGEMENT QUALITY AWARD: MANAGEMENT  
PROCESS OF PUBLIC HEALTH OFFICERS IN PATHUMTHANI PUBLIC  
HEALTH OFFICE

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ABSTRACT

This objective research studied the management process of health personnel in Pathumthani province only, Public Sector Management Quality Award (PMQA) between November-December, 2009. The sample size was 288 health personnel in Pathumthani province. They were divided into two groups, 29 executives and 196 health officers. The instrument was a 4-part questionnaire. The data were analyzed by descriptive statistics, applied percentage, and standard deviation, and analytical statistics, applied T-test and F-test. The association of the data is tested by Pearson correlation coefficient.

The results showed that the majority of subjects were female, aged 41-50 years, with 21-30 years work experience and have experience about the Public Sector Management Quality Award. The knowledge of Public Sector Management Quality Award of executives was at a high level, but the health officers were at a lower level Executive attitude is low in working as a team (Mean = 1.62). The health officer attitude is low in continuous education of every personnel and output in communication (Mean = 1.84). The highest score of management process of executives were on staffing (Mean = 38.22) and the lowest on planning (Mean = 25.09). The highest score of the health officer was on controlling (Mean = 40.65) and the lowest on staffing (Mean = 35.66). The executive with age, work experience and knowledge had positive correlation with organizational management process has statistically significant (p-value = 0.05). In work experience, staffing of the health officers has statistically significant correlation with organizational management process. Additionally, Age has statistically significant correlation with directing (p-value = 0.05).

The recommendations of this research is to set clear planning and goals in process management and to encourage knowledge, attitude and training about the Public Sector Management Quality Award for health personnel.

KEY WORDS: MANAGEMENT PROCESS / PUBLIC SECTOR MANAGEMENT  
QUALITY AWARD / THE EXECUTIVE / THE HEALTH OFFICE