THE EVALATION ON HEALTH SUPERVISORS TRAINING PROGRAM IN CHUN DISTRICT PHAYAO PROVINCE

.

Mrs. Amporn Boonnak

A Thesis Submitted in Partial Fulfillment of the Requirements for the Degree of Master of Public Health in Health Systems Development College of Public Health Chulalongkorn University Academic Year 2003 ISBN 974-9599-15-2 Copyright of Chulalongkorn University

121615457

Thesis Title: The Evaluation on Health Supervisors Training Program	
	District, Phayao Province
Ву	: Mrs. Amporn Boonnak
Program	: Health Systems Development
Thesis Advisor	: Associate Professor Prida Tasanapradit, M.D.

Accepted by the College of Public Health, Chulalongkorn University, Bangkok

Thailand in Partial Fulfillment of the Requirements for the Master's Degree

Prisen Masanapra Acting Dean of the College of Public Health

(Associate Professor Prida Tasanapradit, M.D.)

THESIS COMMITTEE

M. T. Chairperson

(Professor Surasak Taneepanichskul, DTPM.)

Prioa Jusanapradit Thesis Advisor

(Associate Professor Prida Tasanapradit, M.D.)

(Professor Edgar J. Love, M.D., Ph.D.)

/ Member

(Associate Professor_Swing Suwan, Dr. P.H.)

PH: 972080 : MAJOR HEALTH SYSTEMS DEVELOPMENT PROGRAMME KEY WORD : EVALUATION / HEALTH SUPERVISORS AMPORN BOONNAK: THE EVALUATION ON HEALTH SUPERVISORS TRAINING PROGRAM IN CHUN DISTRICT, PHAYAO PROVINCE. THESIS ADVISOR: ASSOCIATE PROFESSOR PRIDA TASANAPRADIT, M.D., 109 pp. ISBN 974-9599-15-2

The study on The Evaluation on Health Supervisors Training Program, Chun District, Phayao Province. The objectives of the study were: 1) to evaluate knowledge and understanding on supervision principles and technical knowledge on problems solving process, 2) to evaluate knowledge and skills on problems solving process of supervised staffs, 3) to evaluate supervised staffs' satisfaction towards supervision. The study samples composed of 10 District Supervision Team and 18 supervised staffs from 6 health centers in Chun District. There were 3 sets of questionnaire as the tools for data collection, which focused on supervisors' knowledge, knowledge and skills on problems solving process, and supervised staffs' satisfaction towards supervision. All sets of questionnaire examined by persons with qualifications. The questionnaire on staffs' satisfaction resulting 0.82 reliability, data was analyzed by SPSS Program. While, frequencies, percentage, means, standard deviation, and the comparison on different results of pre and post test scores were used by WilCoxon Signed Rank Test and resulting .05 statistically significance. The study from general information found that most supervisors were female (6 persons) than male (4 persons), and their age (7 persons) were between 31-40 years old with the average age of 38.5 years old. Most supervisors (7 persons) had received Bachelor Degree.

Working years of most supervisors (7 persons) were over 15 years. 18 Supervised staffs were health staffs who worked at health centers more female (13 persons) than male (5persons). Most of them age between 20-30 year old (10 persons). The average age was at 33.1 year old. Most of health staffs (11 persons) received academic diplomas. The average working years was at 10.5.years.

The result on supervisors' knowledge was, the average score of pre and posttest shown the difference at .05 statistically significance. The assessment on knowledge and skills of 18 supervised staffs from 6 health centers resulted that, every health center possessed knowledge and skills on problems solving process at high level (every health center obtained the score over 80 points). The assessment on supervised staffs' satisfaction towards supervision found, 18 supervised staffs were very satisfied of the 5 aspects supervision.

In conclusion, the training program for health supervisors in Chun District was able to enhance knowledge and skills for supervisors as well as supervised staffs as the set objectives.

	Min 11-0
Field of study Health Systems Development	Student's signature
Academic year 2003	Advisor's signature Priba Tabanoprabi

Acknowledgements

The study of The Evaluation on Health Supervisors Training Program has been attained with the support of Dr. Petsri Sirinirund, Phayao Provincial Chief Medical Officer throughout the study course and has given permission to study during working days as well as useful suggestion and opinions.

Many thanks to Associate Professor Dr. Preeda Tasanapradit; my advisor who has provided me useful advice, Assistan Professor Somrat Lertmaharit for given suggestion on the proper use of statistic, health officers in Pong District for their great cooperation during data collection and questionnaire experimentation, Chun District Health Committee and health officers in Chun District for their great supports and cooperation, and my loving family who has encouraged me on the work of this thesis.

The value and usefulness received from this study is devoted to all persons mentioned above who took part in this study and made it achievable for me.

TABLE OF CONTENTS

ABSTRACT	iii
ACKNOWLEGDEMENTS	1V
TABLE OF CONTENTS	v
LIST OF TABLES	VIII
LIST OF FIGURES	ix

Page

CHAPTER	1 BACKGROUND AND RATIONALE	1
1.1	The Administration System of the Ministry of Public Health	1
1.2	The Provincial Health Office is the Regional Administration	3
1.3	The Administrative System of District Health Office	4
1.4	Functions of Health Center (HC)	7
1.5	Background of Chun District Health Office	9

СНАРТЕ	R 2 THEORYOF SUPERVISION AND	
	LITERATURE REVIEW	11
2.1	Concept and theory of supervision	11
2.2	Definitions, Benefits of Training	19
2.3	Concepts of Evaluation	23
2.4	The Significance of Working Satisfaction	26
2.5	Related Literatures	27

СНАРТИ	CR 3 RESEARCH PROCEDURES	31
3.	Objectives of Study	31
3.2	2 Scope of Study	32
3.:	3 Study Limitation	32
3.4	Defining Meaning of Used Technical Terms in the Study	33
3.:	5 Study Beneficial	34
3.0	5 Study Samples	35
3.	7 Questionnaire Formulation	35
3.	8 Examination on Questionnaire's Qualities	36
3.	9 Questionnaire used for the study	36
3.	10 Data Collection	40
3.	11 Data Analysis and the used of Statistic for Analysis	40
3.	12 Intervention	43
СНАРТІ	ER 4 DATA ANALYSIS	62
4.	General Information of Study Samples (table 1 and 2)	63
4.	2 Data on Comparison of Knowledge Between Pre	
	and Post Test of Supervisors Training Session (table 3).	71
4.	3 Data on the Evaluation of Knowledge and Skills	
	of Supervised Staffs on Problems Solving Process (table 4)	72
4.	4 Data on the Assessment of Supervised Staffs'	
	Satisfaction with Supervision (table 5-11)	73

CHAPTER	5 CONCLUSION, DISCUSSION	
	AND RECOMMENDATION	77
5.1	Conclusion	77
5.2	Discussion	80
5.3	Recommendation	83
REFERENCES		85
APPENDIC	CES	88
CURRICU	LUM VITAE	109

LIST OF TABLES

P	a	ge	
•	-	Ъ	

Table 1 :	General Characteristic of Supervisors	63
Table 2 :	General Characteristic of Supervised Staffs	67
Table 3 :	Knowledge of Supervisors on problem solving process	71
Table 4 :	Knowledge and skills of Supervised staffs	72
Table 5 :	Median and standard deviation of score from the assessment	
	on supervised staffs' satisfaction with 5 aspects supervision	73
Table 6 :	Level of supervised staffs' satisfaction with 5 aspects supervision	74
Table 7 :	Level of satisfaction with supervisors' characteristics	74
Table 8 :	Level of satisfaction with Supervision Pattern	74
Table 9 :	Level of satisfaction with Supervision Procedure	75
Table 10 :	Level of satisfaction with Supervision Duration	75
Table 11 :	Level f satisfaction with Supervision Content	76

LIST OF FIGURES

Figure 1 :	Conceptual Framework	40
Figure 2 :	Illustration on training process	42

Page