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APPENDICES

**Training Curriculum for Supervisors Training Program,
Chun District, Phayao Province
5 days period (34 hours), during April 25-29, 2000**

Objectives

1. Supervisors enhanced their knowledge and understanding on supervision principles.
2. Supervisors enhanced their knowledge and understanding on process of problems solving.
3. Supervisors are able to supervise health staffs and assist their works, as well as, the ability to convey technical knowledge for utilizing within their works.
4. Supervised staffs are satisfied with the supervision.

Training Methods

1. Lecture
2. Practice and class presentation
3. Discussion

Contents of training curriculum and training procedures

1. The significance of training and evaluation (2 hours lecturing)
 - 1.1 Definition of training and its benefits
 - 1.2 Definition of evaluation and its benefits

- 1.3 The significance of evaluation towards the development on public health
- 1.4 The significance of training evaluation and supervision evaluation
2. The significance of supervision (2 hours lecturing)
 - 2.1 Definition on supervision
 - 2.2 Objectives of supervision
 - 2.3 The Benefits of supervision
 - 2.4 Techniques and practices of supervision
 - 2.5 Supervision versus work control
 - 2.6 The essential skills for supervision
 - 2.7 Characteristic and good qualities of a supervisor
 - 2.8 Limitation of supervision process
 - 2.9 Limitation of supervision
 - 2.10 The indication of failures of supervision
 - 2.11 Problems of supervision
3. Roles and responsibility of District Health Office under the recent structure (2 hours lecturing)
 - 3.1 The development on policies, implementation, and health development plans
 - 3.2 Monitoring and evaluation of health center
 - 3.3 Health implementation
4. Roles and responsibilities of supervisors team (1 ½ hours lecturing)
 - 4.1 Scheduling supervision plans
 - 4.2 Prepare technical knowledge for supervision

- 4.3 Prepare equipment and manual used for supervision
- 4.4 Review and perceive supervision plans
- 4.5 Conducting supervision
- 4.6 Evaluate the supervision
- 4.7 Monitoring outcomes of supervision
- 5. The apply of technical knowledge for work effectiveness (3 hours lecturing)
 - 5.1 Process of health problem solving at health center level
 - 5.2 Working as a team
 - 5.3 Definition and the significance of team working
 - 5.4 The important elements of team working
 - 5.5 The essential knowledge and skills for team working
- 6. In class practice on solving problems by the process of technical knowledge after the lecture (12 hours)

The practical training has divided trainees into 2 groups, 5 persons for each group. Their practicing based on actual situation of the 2 tambons, one tambon for one group, each group assess tambon situation in order to seek for urgent problems and outlining problem solving project in accordant to the process of problem solving. The training team and instructors prepare related documents and text books sufficiently for trainees.

- 7. Group work presentation, 45 minutes for each group, and questions by the committee 30 minutes for each group.
 - 7.1 Conclusion of the lessons and criticize (2 hours)
- 8. Techniques for solving health problems (1 hour lecturing)
- 9. Techniques for building human relationship (30 minutes lecturing)

10. The apply of technical knowledge for the enhancement of population's health (2 hours lecturing)

11. Discussion (2 hours)

The Comparison of Pre and Post Training Test Score on Supervisors' Knowledge.

Knowledge Pretest/Posttest	Supervisors (n = 10)										Total \bar{x}	
	1	2	3	4	5	6	7	8	9	10		
1. Data collection (2Items, 8 point)												
1.1 The accuracy of data collection and examining data accuracy.	3/3	2/2	2/3	2/4	3/2	3/3	1/3	3/3	2/3	2/3	23/29	
1.2 Results compiling of Tambon's situation.	3/4	2/4	2/4	3/4	3/4	4/3	1/3	3/4	3/3	3/3	27/36	
2. Data andlysis (2Items,8 points)												
2.1 Accurate data grouping.	2/3	2/3	2/3	1/3	3/3	3/4	1/2	3/3	2/3	2/4	21/45	
2.2 Analyze data to identify problems and related factors.	2/4	1/4	1/4	1/4	2/4	4/3	1/3	2/3	2/4	2/3	18/36	
3. Problem identification and Priority setting (2Items,8 points)												
3.1 Specify problems accurately in relevant to local situation.	1/3	2/3	2/3	3/2	2/3	1/3	3/2	3/3	1/3	2/4	20/29	
3.2 Prioritize problems properly.	1/4	2/4	2/3	2/3	1/4	1/3	3/3	3/2	1/4	2/3	18/33	
4. Problems analysis (2Items,8 points)												
4.1 Indicate causes of problem accurately.	2/3	1/3	2/4	2/4	1/4	2/3	3/3	1/4	2/3	3/3	19/34	
4.2 Accurate analysis on causes of problem.	2/4	1/3	1/4	1/3	2/4	2/3	2/3	1/3	2/2	3/3	17/32	

The Comparison of Pre and Post Training Test Score on Supervisors'

Knowledge. (continue)

Knowledge Pretest/Posttest	Supervisors (n = 10)										Total
	1	2	3	4	5	6	7	8	9	10	\bar{x}
5. Objective Designation (2Items,8 points)											
5.1 Explicit working goals and procedures.	2/3	1/3	1/2	1/3	2/3	3/3	3/2	2/3	1/3	2/3	18/28
5.2 Indicate time limitation clearly, measurably, and possibly.	2/3	1/2	1/3	1/3	2/4	3/3	2/3	2/3	1/3	1/4	16/31
6. Strategies Designation (2Items,8 points)											
6.1 Indicate key strategies and support strategies properly.	2/3	2/3	2/3	1/4	2/4	2/4	4/4	2/3	1/4	2/3	20/35
6.2 Indicate proper directions and activities to solve problems.	1/2	2/2	2/3	1/4	1/3	1/4	4/4	2/3	1/4	2/3	17/32
7. Target setting (8 points)											
7.1 Specify numbers of work which will be successfully implemented.	1/3	2/3	4/3	1/4	1/3	1/4	3/4	2/3	1/4	1/4	17/35
7.2 Identify accurate and explicit target groups.	1/3	3/3	4/3	1/2	1/4	2/4	4/4	2/3	1/2	1/4	20/32
8. Project Preparation											
8.1 principle and rationale (8 points)											
- Seeking for causes of problems.	1/4	3/3	2/4	1/3	1/3	4/4	3/4	2/4	2/3	2/4	21/36
- Specify causes of problems.	1/4	3/4	2/4	2/3	2/3	3/3	2/3	2/4	1/3	1/4	19/35
- Prioritize the problems accurately.	1/3	2/3	0/4	4/4	2/3	2/3	2/4	2/3	2/3	2/3	19/33
- The project responded to government policies.	1/3	2/3	2/3	2/3	2/3	2/3	2/3	0/3	2/4	0/4	15/32

The Comparison of Pre and Post Training Test Score on Supervisors'

Knowledge. (continue)

Knowledge Pretest/Posttest	Supervisors (n = 10)										Total \bar{x}
	1	2	3	4	5	6	7	8	9	10	
8.6 Evaluation , results of evaluation relevant to the set objectives and goals of the project. (4 points)	2/3	2/3	2/3	1/3	2/3	2/3	2/3	2/4	2/3	2/3	19/31
8.7 The expectation of benefits. (4 points)											
- Specify outcome expectation if the work has been implemented as the set objectives.	1/3	1/3	2/3	0/3	2/3	2/3	2/3	0/4	2/3	0/3	12/31
Pretest Overall	38	43	44	42	45	57	58	47	38	45	
Posttest Overall	79	74	81	83	85	79	80	81	79	85	

Assessment Form on Knowledge and Skills of Supervisee from Report and Presentation. (continue)

Assessment Activity	Supervisees																		Remark
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	
8.1 Expected advantage (4 points) - Identify aimed outcome and impact if succeed	2	2	3	3	3	4	4	3	3	2	3	3	2	3	4	3	2	3	
9. Implementation (8 points) - Action plan and implementation	6	7	6	6	7	7	7	8	6	7	7	7	6	8	7	7	6	8	
10.Evaluation (6 points)																			
10.1Planning	2	2	1	1	1	2	2	2	2	1	2	2	2	1	2	2	2	2	
10.2Implementation	2	1	2	2	2	2	1	2	2	1	2	2	1	1	2	2	2	2	
10.3Evaluation	2	2	2	2	2	2	1	1	1	2	1	2	2	1	1	1	2	1	
Overall 100	90	85	82	87	84	89	96	82	83	86	84	85	80	80	84	85	83	92	

General Information of 18 Supervised Staffs of 6 Health Centers Groups of supervised staffs

Health Center 1: composed of 3 health staffs, as:

Staff 1: a 43 year old female. Her fundamental education was Midwifery diploma and continued her education for Bachelor's Degree on Public Health at Sukothai Thammathirat University. Her current position is Head of Health Center and has been working for 21 years, and responsible for general administration; elderly health promotion; coordination with other sectors; nutriment; planning; and act as health officer according to health regulations.

Staff 2: a 30 year old female. Her fundamental education was Midwifery diploma and continued her education for Bachelor's Degree on Health Education, has been working for 8 years, responsible for nursing care; non-communicable disease control; vaccination; home health care; and office supplies management.

Staff 3: a 34 year old male, with academic diploma of health officer and with 12 years of working experiences, responsible for communicable disease control; health benefits cards; primary health care; health information; financial and accounting.

Areas of work that all three staffs have to cooperate are nursing care, school health, vaccination, conduct training for health volunteers, and promote knowledge to local population.

Heath Center 2: composed of 3 health staffs, as:

Staff 1: a 48 year old female, her fundamental education was Midwifery diploma, later, continued for her Bachelor's Degree on Health Education. Her current position is Head of Health Center and has been working for 22 years, and responsible for general administration; health promotion; coordination with other sectors; nutriment; planning; and act as health officer according to health regulations.

Staff 2: a 30 year old female, her fundamental education was Nursing diploma and later continued for her Bachelor's Degree on Public Health at Sukothai thammathirat. Her current position is Community Health Officer; rank 5, and has been working for 8 years, responsible for nursing care; non-communicable disease control;

vaccination provision; home health care; visiting chronic disease patients; and financial and accounting.

Staff 3: a 25 year old female, education level of a diploma of Health Officer, current position is Community Health Officer; rank 2, and has been working for 3 years, responsible for communicable disease control; health benefits cards; primary health care; health information; office supplies management, disease control and prevention; environmental health; health information; health benefits program; office supplies management.

Areas of work that these three health staffs have to cooperate are school health, vaccination provision, home health care, conduct training for health volunteers, promote knowledge for local population.

Health Center 3: composed of 3 health staffs, as:

Staff 1: a 43 year old female, obtained her education diploma on Fundamental Nursing, her current position is Head of Health Center, and has been working for 21 years, responsible for general administration; planning; nutriment; cooperation with other sectors, and act as health officer according to health regulations.

Staff 2: a 29 year old female, with Midwifery diploma. Her current position is Community Health Officer; rank 5, and has been working for 9 years, responsible for communicable disease control and prevention; environmental health; health information; health benefits program, office supplies management.

Staff 3: Areas of work that these three health staffs have to cooperate are nursing care, school health, vaccination provision, and conduct training.

Health Center 4: composed of 3 health staffs, as:

Staff 1: a 41 year old female, education level at Midwifery diploma, current position is Head of Health Center; rank 6, with 18 years of working experiences, responsible for general administration; coordination; elderly health; health promotion; and act as health officer according to health regulations.

Staff 2: a 37 year old female, with a degree of Midwifery diploma, her current position is Community Health Officer; rank 6, and having 15 years of working experiences, responsible for communicable disease control and prevention; primary health care; environmental health; and nutriment.

Staff 3: a 30 year old male, fundamental education level of Health Officer diploma and later continued for Bachelor's Degree, positioning as Technical Health Officer, with 8 years of working experiences, responsible for planning; conduct training; non-communicable disease control and prevention; nursing care; financial and accounting.

Areas of work that these three health staffs have to cooperate are nursing care, vaccination provision, school health, and home health care.

Health Center 5: composed of 3 health staffs, as:

Staff 1: a 36 year old female, obtained education level of Health Officer diploma, current position is Head of Health Center, and has been working for 14 years, responsible for general administration; planning; coordination with other sectors; non-communicable disease control; and primary health care.

Staff 2: a 26 year old female, obtained education of Health Officer diploma, later continued for Bachelor's Degree on Health Education. His current position is Community Health Officer; rank 2, has been working for 3 years, responsible for health information; health benefits cards; communicable disease control and prevention; financial and accounting; environmental health; and nutriment.

Staff 3: a 28 year old female, with a degree on Fundamental Nursing and Midwifery diploma, current position is Community Health Officer, has been working for 6 years, responsible for media promotion; nursing care; and health promotion.

Areas of cooperative work are nursing care, school health, vaccination provision, and conduct training.

Health Center 6: composed of 3 health staffs, as:

Staff 1: a 42 year old male, fundamental education level was Health Officer diploma, and later continued his education for Bachelor's Degree on Public Health. His current position is Head of Health Center, and responsible for administration; planning; coordination; and communicable disease control.

Staff 2: a 28 year old female, with a degree of Health Officer diploma, her current position is Community Health Officer; rank 3, responsible for health promotion; non-communicable disease control; financial and accounting, and nursing care.

Staff 3: a 22 year old male, with a degree of Health Officer diploma, positioning as Government Officer, has been working for 1 year, responsible for environmental health; nutriment; health information; and health benefits cards.

Areas of cooperative work are nursing care, school health, conduct training, and vaccination provision.

According to the analysis on general information of 18 supervised staffs, found that, 6 supervised staffs who positioned as Head of Health Center was males equivalent to females, while 12 health center staffs; 7 persons out of these were females. Most of Heads of Health Center aged between 41-51 years old (4 persons), average age at 41.5 years, while most of health center staffs (10 persons) aged between 20-30 years old and average age at 29 years. As for education level 3 Heads of Health Center received Bachelor's Degree and other 3 received academic diploma, while most of health center staffs (8 persons) obtained diploma and other 4 obtained Bachelor's Degree. Most Heads of Health Center have been working between 11-20 years (3 persons) and other 2 have been working between 21-30 years, while most health center staffs (5 persons) have been working between 11-20 years.

Part 2: The satisfaction towards the second supervision, year 2001 (May 2000)

Number 1-6 are questions concerned supervisors' characteristic.

1. This recent supervision enhanced your knowledge and understanding on your responsible works.

Very average less

2. This recent supervision, the supervisors are skillful at the following aspects:

2.1 working skills (academic, administration, techniques, and methods).

Very average less

2.2 skills on building human relationship (for instance, create friendly atmosphere loving and caring

Very average less

2.3 teaching skills (create pleasant atmosphere, teaching techniques)

Very average less

2.4 leadership skills

Very average less

3. Supervisors are well prepared for conducting supervision

Very average less

4. Supervisors are act neutrally, with wide vision, accept when staffs are unable to work and find ways to solve problems.

Very average less

5. Supervisors are well qualified on their knowledge and competent

Very average less

6. Supervisors are having good personality: dress properly

Very average less

Any suggestion other than above questions?

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Number 1-9: Level of satisfaction with supervision procedures

1. The supervision focussed on lower work performance and has been monitored continually

Very average less
2. Prior to the supervision, supervisors informed explicitly the purposes of accelerated policies on working goals.

Very average less
3. Once the problems are found during supervision, supervisors are able to provide assistance each time.

Very average less
4. The supervision has followed supervision forms and manual.

Very average less
5. Supervisors compared work performance to the set goals in order to indicate the success of work.

Very average less
6. The supervision focussed on recent technical knowledge and techniques rather than finding faults.

Very average less
7. One by one supervision at each work area enhanced better understanding and able to ask questions.

Very average less
8. Supervision was done spontaneously with examining the accuracy of data, report, and promptness.

Very average less
9. Supervisors are coordinators of supervised staffs and executives.

Very average less

Any suggestions other than the above questions.

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Number 1-6: The satisfaction towards supervision process

1. Supervisors and supervised staffs are participated in analyzing data of local areas in order to seek for problems and solutions.

Very average less

2. Supervisors have coordinated supervision's plans and operation plans of health center.

Very average less

3. The supervision plan was set as annually and informed 1 month in advance.

Very average less

4. The supervision emphasized on solving problems with the process of technical knowledge and suggest for the adoption to their works (technical knowledge process consisted of situation analysis, data collection, data analysis, problems seeking, problems prioritization, finding solutions, project outlining, and evaluation)

Very average less

5. The supervision enhanced your ability to evaluate the works by yourself.

Very average less

6. The recent supervision has monitored the improvement of previous supervision.

Very average less

Any suggestions other than the above questions

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Number 1-4: The satisfaction towards time period of supervision

1. Time period of each supervision is suitable to your work loads.

Very average less

2. Time duration of each supervision is appropriate. (once in every 4 months)

Very average less

3. The supervision plan is flexible.

Very average less

4. The supervision was done during afternoon and not when health center opened for special clinics.

Very average less

Any suggestions other than the above questions

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Number 1-8: The satisfaction towards contents of supervision

1. The coverage of technical knowledge contents, techniques and methodology, as well as, the accuracy and promptness. (answer only your responsible work)

1.1 Administration Very average less

1.2 Servicing Very average less

1.3 Technical knowledge Very average less

2. Supervisors informed standards of each work operation explicitly, either prior to the supervision or during supervision.

Very average less

3. Other than the supervision done as the regular plan, supervisors have repeated the supervision in case of any request or when health center cannot deal with such problems.

Very average less

6. Prior to this recent supervision, what level was your knowledge and understanding on process of problems solving?

Very average less

7. After this recent supervision, how well was your knowledge and understanding on process of problems solving?

Very average less

8. In what level is your ability to analyze and evaluate your own work operation?

Very average less

9. This recent supervision emphasized on data collection, data analysis, problems seeking, problems analysis, problems prioritization, the indication of problems solution strategies, outlining problem solving project, and evaluation, you can adopt these knowledge to your responsible works.

Very average less

10. At present, you are able to transfer knowledge on local problems solving process to your colleagues

Very average less

Any suggestions other than the above questions

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Curriculum Vitae

Name : Umporn Boon-nark

Date of birth : September 26, 1948

Sex : Female

Nationality : Thai

Marital Status : Married

Educational Background : Certificate on Midwifery, 1970, Midwifery School,
Lumpang Province.

: Certificate on Nursing and Midwifery, 1980, Bhuddha
Chinarat Nursing College, Pitsanuloke Province.

: Bachelor of Public Health, 1985, Sukhothai Thamathirat
University.

Present Position : Chief of Chun District Health Office, Chun District,
Phayao Province.