

Thesis Title : Communication Tools for Conflict Manage in the Thai Health Care System: A Case Study of Officers and Foreign Service Recipients in Samphran Hospital, Nakhon Pathom Province

Researcher : Miss Sunanta Outchareon

Degree : Master of Arts (Peace Studies)

Dissertation Supervisory Committee

- : Assoc. Prof. Dr. Phramaha Hansa Dhammahaso (Nitibunyakorn), Pali vi, B.A., M.A. (Philosophy), Ph.D. (Buddhist Studies)
- : Dr. Banpot Tonteerawong, M.D., M.P.H., Ph.D. (Buddhist Studies)

Date of Graduation : March, 14 2015

ABSTRACT

This research consists of 3 objectives, i.e., (1) to study communication problem between the officers and Burmese service recipients in the labour-room work section of Samphran Hospital, Nakhon Pathom Province; (2) to study the model of communication tool between the officers and Burmese service recipients in the labour-room work section of Samphran Hospital, Nakhon Pathom Province; and (3) to present the result of using communication tool between the officers and Burmese service recipients in the work of the labor-room in Samphran Hospital, Nakhon Pathom Province. This Dissertation is a research study by means of Quasi Experiment Research; the sample groups are from the coincident random from 30 Burmese pregnant women who come for service in the labour-room work section, Samphran Hospital, Nakhon Pathom Province. Data is collected by the notice of communication behaviors and the set of communication tool.

From this research, it is found that the communication problem between the officers and Burmese service recipients in the labour-room work section is that the service recipients are not able to communicate in Thai language with the officers; therefore, it affects steps of communication, i.e., document preparation, background searching or pregnancy information, etc.

From the mentioned problem, the researcher develops a set of communication tool called Communication Tool Set, 'Samphran Model' for testing the communication between the officers and Burmese service recipients in the labour-room work section.

The outcome of the experiment found that the total scores of communication understanding before and after the experiment are clearly different with the statistical significance at the level of 0.01. The behavior upon message receiving of Burmese service recipients after using the Communication Tool Set, 'Samphran Model' shows more positive change in that they can follow the officers' instruction; plus, the time decrease of the officers' communication in each step. It is concluded that the designed set of the communication tool can be truly used to lessen communication problem between the officers and Burmese service recipients in the labour-room work section of Samphran Hospital, Nakhon Pathom Province.