

MANAGEMENT EFFECTIVENESS OF THE ENERGY FOR HEALTH CARE AND ENVIRONMENT RESEARCH CENTER*

ประสิทธิภาพการบริหารจัดการของศูนย์วิจัยพลังงานรักษาสุขภาพและสิ่งแวดล้อม

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Abstract

Objectives of this research article were to study management effectiveness, the factors enhancing Management Effectiveness and propose guidelines for development of Management Effectiveness of the Energy for Health Care and Environment Research Center. The research was quantitative research, collected data from 384 samples who were patients by simple random sampling method with questionnaire as tools to collect data and were analyzed by statistical analysis of frequency, percentage, means, standard deviation and hypothesis testing by Pearson's correlation coefficient. Findings were that the management of the Energy for Health Care and Environment Research Center was at the highest level. Factors affected the effectiveness of the management consisted of principles of management and Buddhadhamma - Sangahavatthu IV, to be applied in providing services to patients. The guidelines for development of management was to combine the implementation of good management principles and the operations of the staff according to Sangahavatthu IV, which was mainly compassion so as to provide helpful and useful services to patients, helping and supporting them until they were satisfied, having good physical and mental health and overall result in well-being and happiness.

Keywords: Management; The Energy for Health Care and Environment Research Center; Effectiveness; Sangahavatthu IV

* Received February 10, 2020; Revised March 12, 2020; Accepted April 20, 2020

บทคัดย่อ

การวิจัยครั้งนี้มีวัตถุประสงค์เพื่อศึกษาประสิทธิผล ปัจจัยที่ส่งเสริมประสิทธิผลการบริหารจัดการ และเสนอแนวทางในการพัฒนาของการบริหารจัดการศูนย์วิจัยพลังงานรักษาสุขภาพและสิ่งแวดล้อม การวิจัยครั้งนี้เป็นการวิจัยเชิงปริมาณเก็บข้อมูลจากกลุ่มตัวอย่างที่เป็นผู้ป่วยจำนวน 384 คน เครื่องมือที่ใช้ในการเก็บรวบรวมข้อมูลเป็นแบบสอบถามและวิเคราะห์ข้อมูลด้วยสถิติ ค่าความถี่ ร้อยละ ค่าเฉลี่ยส่วนเบี่ยงเบนมาตรฐาน และการทดสอบสมมติฐานโดยใช้สัมประสิทธิ์สหสัมพันธ์ของเพียร์สัน ผลการวิจัยพบว่าการบริหารจัดการศูนย์วิจัยพลังงานเพื่อสุขภาพและสิ่งแวดล้อมอยู่ในระดับมากที่สุด ปัจจัยที่มีผลต่อประสิทธิผลของการจัดการประกอบด้วยหลักการจัดการหลักพุทธธรรมข้อสังคหวัตถุ 4 เพื่อนำไปใช้ในการบริการผู้ป่วย แนวทางการพัฒนาการจัดการ คือ การรวมการใช้หลักการการจัดการที่ดีและการปฏิบัติงานของพนักงานตามหลักสังคหวัตถุ 4 (ทาน คือการให้ จาคะ การเสียสละ โดยให้ความรู้ ความเข้าใจ ให้การบริการแก่ผู้ป่วยโดยไม่มีค่าใช้จ่ายในการรักษา ปิยวาจา คือพูดจาสุภาพให้การต้อนรับด้วยไมตรีจิต พูดจาให้กำลังใจผู้ป่วย อตถจริยา คือการปฏิบัติตนให้เป็นประโยชน์) ซึ่งเป็นความเห็นอกเห็นใจเป็นหลัก เพื่อให้การบริการที่เป็นประโยชน์แก่ผู้ป่วย โดยช่วยเหลือและสนับสนุนจนกว่าผู้ป่วยจะพอใจ การมีสุขภาพกายและสุขภาพจิตที่ดี จะส่งผลให้สุขภาพโดยรวมดีขึ้นและมีความสุข

คำสำคัญ: การบริหารจัดการ; ศูนย์วิจัยพลังงานรักษาสุขภาพและสิ่งแวดล้อม; ประสิทธิภาพ; สังคหวัตถุ ๔

Introduction

From the government policy on the reforming of national health system, it is necessary to draw the charter of national health system which mentioned the intend and joint obligation of the society, as a framework and direction to set up policy, strategy and operation process of national health system together with to enable all parties to utilize as a framework in operating on health to cover all dimensions of physical, psychology, wisdom and society. It was the joint desired scenario of health system to have charter of health system for each area and as a communication tool for the changing of health system in the future (Angkhasuwapla, 2016).

In this current situation, it is found that many patients go to get healing from doctors of conventional medicine in hospitals. Those patients

have both basic life-threatening illnesses and the necessary symptoms that prompt healing is needed. However, doctors who are going to heal in those hospitals are insufficient to provide healing services. The lack of doctors made the patients suffering from illness and sometimes even serious once they could not be healed in time. From the problem as mentioned above, therefore, the alternative medicine had played an important role in healing patients. The research topic “Management Effectiveness of the Energy for Health Care and Environment Research Center (EHC & ERC)” had background of study and focused on the benefits that people who faced with the illness could have the alternative curing. Empirical studies were found the alternative medicine was one of alternatives of healing patients. The Energy for Health Care and Environment Research Center (EHC & ERC) had provided such services to the public for more than 14 years which is in line with the health policy of the government in promoting alternative medicine and holistic medicine according to national health system 2009. (National Health Commission Office, 2009). The healing services to patients of the Energy for Health Care and Environment Research Center (EHC & ERC) using the management with Buddhaddhamma – Sangahavattthu IV to serve patients so they had better condition of physical health, mental health, well-being, happy and good attitude for joyful life.

There were many researchers with related researches in management on services to patients, on healthcare and on public services as follows: Panomprai Chaiyong and Jintana Tiumtiporn (2011) researched on the research topic of “The integration of physical education, health and recreation activities for the mental and physical health promotion of senior citizens in Central of Thailand”. Boonwas Somwong and Parinya Roonpo (2017) researched on the research topic of “Health Care of Physically and Mentally of The Elders in Bangkhae District, Bangkok”. Sompot Siriwatthaiporn (1980) had researched the subject “A study of private hospitals management in Bangkok Metropolis”. Acting Sub LT. Songdej Manojinda (2014) had researched the subject “Factors Enhancing Alternative Medicine Services”. Nittaya Srijaroenjira (2003) had researched the subject

“A Study of Alternative Medicine in Private Hospitals in Bangkok”. Danai wongamornakarapant (2011) had researched the subject “People’s satisfaction in public service of lawyers council of Thailand in accordance with Sangahavatthu IV”

From the above, the researcher was interested to study the effectiveness of the Energy for Health Care and Environment Research Center (EHC & ERC) on the efficiency of management and team and the factors enhancing the effectiveness of management including the guidelines for further development of the Energy for Health Care and Environment Research Center (EHC & ERC) to be more effective.

The research topic entitled “Management Effectiveness of the Energy for Health Care and Environment Research Center (EHC & ERC)” had background of study and focuses on the benefits that people who face with the illness could had the alternative curing. Empirical studies were found the alternative medicine was one of the alternatives of healing patients which the Energy for Health Care and Environment Research Center (EHC & ERC) had provided such services to the public for more than 14 years which was in line with the policies of the government in the promotion of alternative medicine and holistic medicine, according to national health system 2009.

In this current situation, it was found that many patients went to healing from doctors of conventional medicine in hospitals. Those patients had both basic life-threatening illnesses and the necessary symptoms that urgent healing was needed. But doctors who were going to be healed in those hospitals was not enough to provide healing services. And hospitals were not enough in these features made the patient had been suffering from illness and sometimes even dangerous to life that could not be healed in time. The problem as mentioned above.

The most important factors were the government had promoted the alternative medicine and holistic healing policy by passing provisions into the Act of the national health system of category 7 to promoted to used and development of health Indigenous knowledge of Thai traditional and

alternative medicine. In the current situation, patients who had been healing in hospitals and many establishments in treatment by modern medicine. But there were also many problems whether personnel in modern medicine was not covered to provided services for those said patient. As a result, patients had full covered for illnesses cost of healing in higher cost, which were quite costly and expensive, including their limited budget from the government and problems from the impact of patients who used drugs and chemotherapy for the healing that were affecting side effects to patients. But alternative medicine and holistic healing event accepted in all hospital. This was focused on management effectiveness of the Energy for Health Care and Environment Research Center for providing healing services for patients. The importance of healing by the alternative medicine called the Holistic Healing.

Research Objectives

1. To study Management Effectiveness of the Energy for Health Care and Environment Research Center.
2. To study the factors enhancing Management Effectiveness of the Energy for Health Care and Environment Research Center.
3. To propose guidelines for development Management Effectiveness of the Energy for Health Care and Environment Research Center.

Methodology

Methodology was the quantitative research. The population in this study consisted of 9,100 patients, these numbers were from the registration of patients who came to received healing from the Energy for Health Care and Environment Research Center. The sample size had been calculated using the formula of Taro Yamane. The samples used in this study were 384 patients who came to obtained healing services from the Energy for Health Care and Environment Research Center by accidental sampling. The data were analyzed by frequency, percentage, mean, standard deviation and hypothesis testing by finding the Pearson's product moment correlation coefficient. The tool used for data collection were questionnaires.

Results

From the research, the researcher found that as follows:

Table1: Mean and Standard Deviation of sampled patients' opinion on overall Management Effectiveness of the Energy for Health Care and Environment Research Center (n=384)

Management Effectiveness of the Energy for Health Care and Environment Research Center	$\bar{X}$	S.D.	Level
1. Physical Health of patients	3.87	.682	High
2. Mental Health of patients	4.41	.595	Highest
3. Attitude of patients	4.20	.646	High
4. Satisfaction of patients	4.45	.643	Highest
Overall	4.23	.571	Highest

From table 1, the result of research on sampled patients' opinion on overall Management Effectiveness of the Energy for Health Care and Environment Research Center in overall was at the highest level ($\bar{X}$ =4.23, S.D.=.571). When considering a list of aspects were found to been highest level had two items (satisfaction of patients ($\bar{X}$ =4.45), mental health of patients ($\bar{X}$ =4.41)) and there were two items of high (attitude of patients ($\bar{X}$ =4.20), physical health of patients ($\bar{X}$ =3.87)).

Table 2: Mean and Standard Deviation of sampled patients' opinion on overall Management Factor (n=384)

Management Factor	$\bar{X}$	S.D.	Level
1. Management	4.46	.511	Highest
2. Man	4.54	.551	Highest
3. Money	4.20	.656	High
4. Material	4.33	.601	Highest
Overall	4.38	.500	Highest

From table 2, the overall result of sampled patients' opinion on overall management factor affecting to Management was at highest level ($\bar{X}$ =4.38, S.D.=0.500). And when considering a list of aspects were found to

been highest level has three items (management ($\bar{X}$ =4.46), man ($\bar{X}$ =4.54), material ($\bar{X}$ =3.33), and there was one level of high (money ($\bar{X}$ =4.20).

Table 3: Mean and Standard Deviation of sampled patients' opinion on overall Sangahavatthu IV (n=384)

Sangahavatthu IV	$\bar{X}$	S.D.	Level
1. Dana	4.07	.672	High
2. Piyavaca	3.91	.810	High
3. Atthacariya	3.94	.736	High
4. Samanattata	4.28	.680	Highest
Overall	4.05	.637	High

From table 3, the overall result of sampled patients' opinion on overall Sangahavatthu IV affecting was at the high level ($\bar{X}$ =4.05, S.D.=.637). And when considering a list of aspects were found to been highest level of one item (Samanattata ($\bar{X}$ =4.28)) and there were three items of high (Dana ($\bar{X}$ =4.07), Atthacariya ($\bar{X}$ =4.94) and Piyavaca ($\bar{X}$ =3.91)).

The proposal for development guidelines of Management Effectiveness the Energy for Health Care and Environment Research Center consisted management principles were necessary and the basic body of knowledge that used to managed and consolidate resources in the center to achieved effective operations. The management of the center required management planning, operational procedures, recommendations for patients, and services provided respectively. The staff must have an understanding of the operation and enthusiastically in solving problems for patients, including polite speech. The center must have a sufficient budget to carried out public relations activities and expenses within the center. The center's place must be clean, with adequate restrooms, and a waiting seat for the service to patients in order to creating good standards of hygiene.

Management guidelines for the effectiveness of the Energy for Health Care and Environment Research Center should been an evaluation of

both the Center department that provided service to patients and patients who regularly accessed the service to provide better service development and to evaluate the results after the healing of patients in term of physical health, mental health, and lifestyle attitudes to ensuring the happiness of life or well-being. The Energy for Health Care and Environment Research Center used Buddhadhamma - Sangahavatthu IV, to be applied in providing services to patients. The guidelines for development of management was to combine the implementation of good management principles and the operations of the staff according to Sangahavatthu IV, which was mainly compassion so as to provided helpful and useful services to patients, helping and supporting them until they were satisfied, having good physical and mental health and overall result in well-being and happiness.

Discussions

From the synthesis of the data on “Management Effectiveness of the Energy for Health Care and Environment Research Center” can be discussed as follows:

1. The result of the research on “Management Effectiveness of the Energy for Health Care and Environment Research Center” in overall has average at the highest level. Because of the center and the center's staff have managed appropriately. Including an understanding of the operation. Have ability to heal patients both physically, mentally or the holistic healing and to adapt patients’ attitude to think positively. After patients came to the center found that the mental health of patients and the satisfaction of patients, with a mean average at the highest level. For the physical health and attitudes of patients, with a mean average at the high level. The result is in line with the research of Sompot Siriwatthaporn (1980) has researched the subject “A study of private hospitals management in Bangkok Metropolis” It was found that the study found that management styles of private hospitals were different depending on the size of the hospitals. The important factors affecting management styles were objectives of services, structure of the organizations and the nature of personals.

2. The result of analysis of factors enhancing “Management Effectiveness of the Energy for Health Care and Environment Research Center” in overall has average at the highest level. Because of The center has appropriate management, planning and education models for patients. Staff of the center understand the operation and enthusiastic in solving problems for patients. The center has sufficient budget to manage public relations activities and internal costs. Including the location of the center, with readiness to provide services to patients appropriately. The result is in line with the research of Songdej Manojinda (2014) has researched the subject “Factors Enhancing Alternative Medicine Services” it was found the factors affecting the intention to use alternative medicine services consisted of beliefs affecting intention at the statistically significant level of .05; beliefs affecting trust at the statistically significant level of .01, and beliefs affecting attitudes at the statistically significant level of .01. Trust affected the intention at the statistically significant level of .01 and trust affected attitudes at the statistically significant level of .01. The reference group and the environmental social group affected beliefs at the statistically significant level of .01. Support for conducting research affected beliefs at the statistically significant level of .01. It is also in line with the research of Danai Wongamornakarapant (2011) has researched the subject “People’s satisfaction in public service of lawyers council of Thailand in accordance with Sangahavatthu IV” It was found overall people’s satisfaction in service of Lawyers Council of Thailand in accordance with Sangahavatthu IV are at high level.

3. The proposing of guidelines for development Management Effectiveness of the Energy for Health Care and Environment Research Center has consisted of the management, as well as the service plan clearly. There are rules and regulations to develop and manage the Energy for Health Care and Environment Research Center, and the problem of the patient services to bring further information to the development. The result is in line with the research of Sasithorn Prawang (2015) has researched the subject “Development of a Service Process in an Alternative Medicine

Center, Mae Fah Luang University Hospital, Chiang Rai Province” It was found that in order to provide effective services to consumers, the work process needs to be continuously improved. The purpose of this developmental study was to improve the service process in an Alternative Medicine Center, Mae Fah Luang University Hospital, Chiang Rai Province. It is also in line with the research of Sarothon Rengsomboonsuk (2012) has researched the subject “Guidelines for the developing management of Chulalongkorn University Sports Center” it was found management of resources and function management have an effect on development.

Body of Knowledge

Researcher had synthesized and discovered new knowledge shown as below:

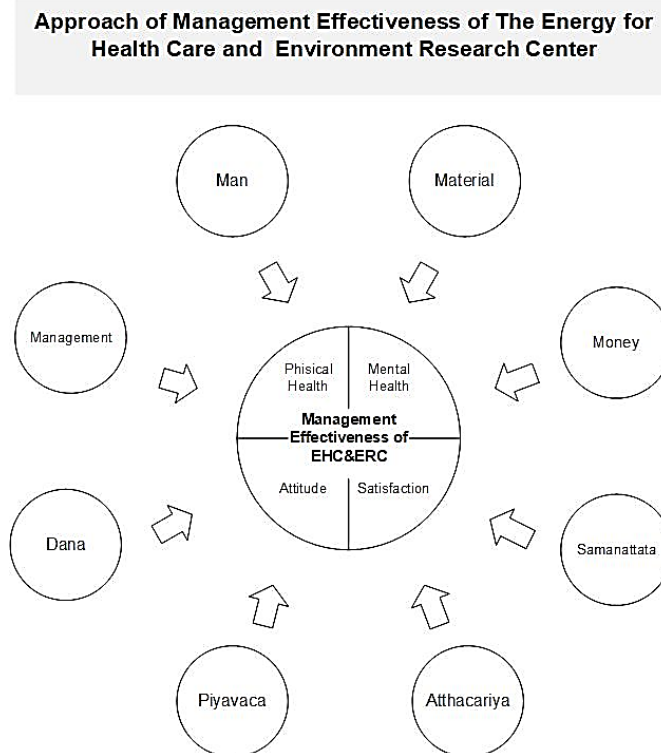


Figure 1: Management Effectiveness of the Energy for Health Care and Environment Research Center for Public Service of Model

Source: Thitithorn Bumbud (2020)

The integration of effective management when applied to Buddhaddhamma - Sangahavatthu IV, which was the foundation of the assistance. The Dhamma was the bond of kindness, which was to hold the mind of the people and the people in harmony. The resulting in the management effectiveness of the Energy for Health Care and Environment Research Center in the providing patients with effective services that were evident.

From this study, summarized in figure, it shown that the management effectiveness of the Energy for Health Care and Environment Research Center consisted of 4 results that were empirically effectiveness in giving patient healing service included.

1. The physical health found that patients after the receiving healing from the center were more healthy, able to exercised and perform their tasks in daily life better.

2. The mental health found that patients after the receiving healing services from the center found that there was a stable emotional state, there was no hope in life, be mindful and others understanding, including being optimistic.

3. The attitude found that patients after the receiving healing services from the center, the patients had a positive attitude towards the center, the relying on the patients with believed that the healing from the center could cure the illness and the healing from the center was safe. It was worthwhile and cost saving.

4. The satisfaction found that patients after the receiving healing from the center were satisfied with better physical health, the recovery from pain and illness, and also saved the cost of healing, and in a state of mind could still been mindful when problems occurred, the patients could solve problems for themselves better.

Recommendations

"Management Effectiveness of the Energy for Health Care and Environment Research Center" that researcher has studied the following suggestions:

1. The Energy for Health Care and Environment Research Center should be assigned the management, as well as the service plan clearly. There were rules and regulations to developed and management the Energy for Health Care and Environment Research Center.

2. The management factor of the Energy for Health Care and Environment Research Center should be planned for operational process management (Management, Man, Money, Material). Advising for patients, the encourage for staffs understood the services and the location of the center should be cleaned and comfortable to the patient. Performance according of Sangahavattthu IV for staffs should been planning to performed their work. Concentrating on the job, there were sacrifice and service mind that could been classified as an activity to increased performance.

3. The Energy for Health Care and Environment Research Center should be assigned the management, as well as the service plan clearly. There were rules and regulations developed to manage the Energy for Health Care and Environment Research Center, and the problem of the patient services to brought further information to the development.

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