

**Thesis title :** The Use of Managerial Information by the Community Hospital Directors in the Northern Region

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### **ABSTRACT**

The objectives of this research were (1) to study the use of managerial information by the community hospital directors in the northern region, (2) to compare and correlate the use of managerial information by the community hospital directors, and (3) to study the problems and obstacles together with the suggestions on the use of managerial information by the community hospital directors.

161 directors of the community hospitals in the northern region were given questionnaires about the use of the managerial information with 0.93 level of reliability. The statistics used for data analysis were percentage, mean, standard deviation, t-test, one-way analysis of variance and chi-square test.

The research findings were that most of the community hospital directors highly used managerial information on the Internet in Thai; the purposes of using information were studying and planning. They searched for information every day from 12.01 p.m. to 12.00 a.m. and collected all information through the network and frequently updated the data. The forms of printed materials that they mostly used were scholarly articles. There was no difference in the use of managerial information among the community hospital directors who differed in gender, educational background, experiences, and provincial locations and sizes of the hospitals they worked in, with the exception of the age difference. The relation of information use regarding the behavior of information use revealed that the age, gender, educational background, experiences, and provincial locations and sizes of the hospitals where they worked were related to the use of information resources, access to information, duration and frequency of use, languages used, forms of printed materials used, the objectives of information use, and administrative activities ( $p < .05$ ). The problems and obstacles of managerial information use by the directors of community hospitals of three different sizes had been found to be similar, namely, frequently- changed policies, incomplete and outdated information.

**Keywords:** Information Use, Use of Managerial Information, Management of Community Hospitals