The Development of Elderly Care Management Model of Local Administration Organization in Nonthaburi, Thailand

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Abstract
The purposes of this research were to study general condition, development model and evaluation of elderly care management model. This research adopted mix methods: quantitative and qualitative and the participatory action of collecting data from government organization and private organization. The research instruments which adopted questionnaire, interview form, observation and people forum. The quantitative data was analyzed by percentage, mean, standard deviation and the qualitative data was analyzed by content analysis. The research result showed as follow: 1) the general condition of elderly showed that they were living alone. They need supporting in health care and some of them were depression and self-reliance. The elderly need support from community and society in facilities of traveling, living place for homeless, suitable job for elderly, supporting funds and getting into government service. 2) Elderly care management model consists in 6 parts: planning, staff working management, directing, cooperating, working and reporting and budget. 3) The result of elderly care management model showed that before planning of staff working management, directing, cooperating, working result report and budget are in middle level but after using the model all parts are in high level. 4) The evaluation of elderly care

management model as the quality assurance in planning is at high level, staff working management is at high level, directing is at high level, cooperating is at high level, working result report is at the highest level and budget is at the highest level.
Keywords: Elderly Care, Management Model, Local Administration Organization, Model Development, Nonthaburi

Introduction

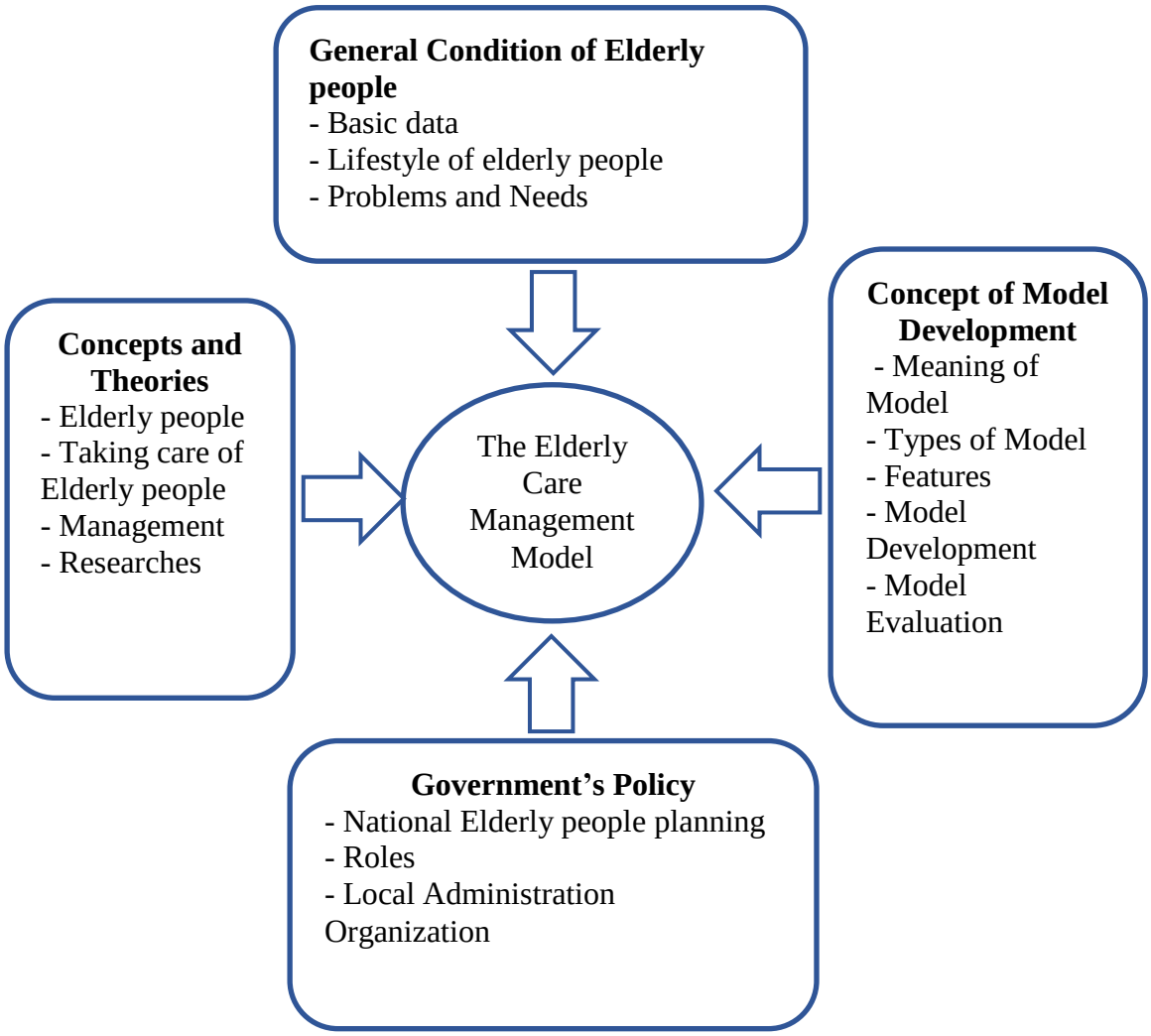
Elderly age was the age of change on deterioration because body system deteriorate in hold body and it would affect in physical health, emotional, social and soul. Taking care of elderly people need to help them to increase quality of life and long living. Elderly people should have abilities to do their daily routine by themselves and aware in value of their live. They got good taking care, generosity and get rewarded as person who did beneficiary for family, community, society and nation until they died. At the present, elderly people were large group of population in Thailand and the number of elderly people was increase every day and they had long living because of medical advancement. Public health needed to alert in preparing themselves to take care and support elderly people health. They needed to have knowledge on elderly nature, elderly changing and developing, elderly problems and health behavior risk, evaluation their health and even guideline to promote their health (Bunnarakorn, 2012).

In the present time health problem due to risk behavior tended to increase and the ultimate goal of public health was people were healthy and their health led them to good quality of life. The way that led people to have good health was focusing on holistic care. This is because personal health was related to the factors that determined health which interacted to general health condition of individual. Physical health problem, elderly people tended to have deteriorating health problem with various diseases in both physical and brain diseases. People who were over 65 years often had brain changes that was Dementia, Alzheimer's disease, Depressive disorder. Economic problem, elderly people were poor and did not have any relative to take care or they might not have income or might not have enough income for their living or they might not have living place then they got difficulty in living. Knowledge problem, elderly people did not have any opportunities to get knowledge for self-development which match to their age, changing society and with young generation. Social problem, elderly people might not be regard by society as before, especially those who used to be civil servants which were in high position who used to have power and people who were under control when they retired they might regretted power and position. Then young people had bad attitude with them. They thought elderly people are obsolete, difficult to communicate and ineffective. Psychological problems, elderly people will not get any attention and warmth from their relative then that made them feel lonely. They might worry with many things such as their relative might leave them, worry about death and elderly often have emotional change such as sadness, indifference, self-centered and some elderly need to mundane happiness that was match with their age then they disappointed. Family problem, one of any problem of elderly people that should worry on was society change, in the present time Thai family especially in town mostly were single family. The children would work in town and leave their parents behind that made them live alone, did not get any attention and warmth like the in the past. Problem of value change, in present time economic and social change then young people had less appreciation on parents, teachers. Elderly people got less attention and needed to live in elderly house. In the future when Thailand turn to industry country like western society, Thai society might become western society which means separately living, no courtesy with each other, no compensate to their parents and the eldest child would not taking care their parents when they turn old.

From those problems, the researchers were interested in the studying the Development of Elderly Care Management Model of Local Administration Organization in Nonthaburi Province then the organization would able to apply in use in every area that they took responsibility.

The purposes of this research were to study the general condition of elderly people of Local Administration Organization in Nonthaburi Province and to develop the elderly care management model of Local Administration Organization in Nonthaburi Province. After the model was developed then trail the elderly care management model of Local Administration Organization in Nonthaburi Province. Therefore, evaluate the elderly care management model of Local Administration Organization in Nonthaburi Province.

Research Framework



Management concept by using core concept to scope the guide line for operation was POSDCoRB which consists 7 items as follow planning, organization, personal recruitment, staff working, directing, coordination, reporting and budget.

Research Methodology

This research was adopted mixed methods research which consisted quantitative research, qualitative research and participatory action research as follow;

(1) The population of the research were directors and staff who take care elderly people in Local Administration Organization in 6 districts.
(2) The samples of the research were directors and staff who take care elderly people in Local Administration Organization by random from half of staff of each districts and total number was 23 organization.
(3) The way to collect the data was applying many techniques to get the data which belong to the research's purposes.
Key-informants: To collect the data the researcher collected the data from staff who worked in two organizations in the community as follow:
1. Government organization, the researchers collected the data from the sectors in Local Administration Organization, Nonthaburi province that related in elderly taking care from six districts and data was collected only half from each district.
2. Community organization, the researchers collected the data from elderly community on the result of using elderly care management model from the presidents of elderly club, community of the club and its members
Research Instrument: The research of The Development of Elderly Care Management Model of Local Administration Organization in Nonthaburi Province adopted research instrument as follow:
1. Quantitative data was collected from the general condition of elderly people by adopting questionnaires which consists 4 parts as follow:
Part 1 General information of people who did questionnaires 6 items
Part 2 The opinion of staff which related to general condition of elderly people 8 items
Part 3 The elderly management model in 6 points which were 47 items
Part 4 Open questions
2. Qualitative data was collecting by in-depth-interview, informal interview, participatory observation, non-participatory observation and group discussion
3. Participatory action
Data Analysis: The data analysis was analyzed into 2 groups.
1. Quantitative data which collected the data from the questionnaires, and it was analyzed by statistic that consisted mean, percentage and standard deviation.
2. Qualitative data which collected form interview analyzed by focusing on each point which related to the research's purposes.

Result and Conclusion

General information of population: The information from sample group showed that majority of sample group were female, and their age were around 30-40 years. Their education was in Bachelor Degree and working experience with elderly people around 3-5 years. Their position in the department were the staff who took responsibility on taking care of elderly people and the reason to work with them was responsibility.
General condition of elderly people: The majority of elderly people were living alone because their family members were working outside. They needed help and support from society and they always get sick, depress and self-reliance. They needed activities for old people and the organization need to encourage their family, community and society to help them. They should get good facilities such as education without fee. Government should prepare jobs that suit with them and also they should build funds for them, then they could reach good service in health. Government should prepare living place for elderly people in case that they did not have their place and preparing comfortable and safe public transportation to them.
Elderly taking care management model: The model of elderly taking care management consist;

1) Planning, the organization needed to define goals and policy which related and followed the Elderly Person Act. The organization needed to, push on job for elderly people to increase their quality of life, had clear policy to encourage welfare and to protect their rights. They were able to get into their rights and service under organization responsibility. The organization needed to define standard control as the legal measure and needed to define elderly development plan that was conform to elderly people's problems and also, they needed to define working plan and indicator in elderly taking care. They needed to build cooperative in academic about elderly taking care and needed to support related network and support on social to elderly to get income.
2) Staff working management, the organization needed to determine right people for the job about taking care of elderly people. The organization gave them moral support in working and also rotate staff to work in each sector then they would get knowledge and skills in working. For staff development, the organization needed to build academic cooperative network in elderly care management and also needed to develop staff in elderly care including their family, community and network members which were the parts to push on and run the elderly taking care in the area. The organization needed to support staff in the field of elderly taking care. They should get suitable benefit, payment and welfare. The organization should have standard evaluation on working, staff and they should have way to run process in elderly care management.
3) Directing, the organization has director who had good vision and led the organization to change. He adapted new knowledge to develop work on taking care of elderly. He always has good leadership style to inspire and motivate staff to work. The director has good relationship on working and build understanding in organization obligations and the goals were to get effectiveness and efficiency in the organization. He decentralized and spread duty to staff then they were able to make decision which belong to the working plan. He should support the organization to have good working environment and equipment (R&D) which would provide comfortable on taking care elderly people work. He was the leader and the person who push on cooperation in elderly care job and he had ethic and transparency management.
4) Cooperating especially by government sector, private sector, society and community to continua in elderly care work and the cooperation and supporting was to have elderly club because it would be a part to run work on elderly care in community. The organization supported local community to be the center to create activities for elderly people. The organization supported community and local area on having elderly care system. The organization developed working motivation system in working for elderly; people with work, people and people and others order network. The organization cooperated to build network in academic, management to serve elderly people. They had efficiency in cooperative system in both outside organization and inside organization and elderly people can get through the service easier.
5) Working and Reporting, the evaluation of working process in elderly care as development plan found that the organization presented problems and obstacle in their working. They developed system in follow-up and assessment as elderly care development plan. The organization used the result to develop and improve working process on elderly care to get efficiency. The organization reported present situation of elderly people in each point and it would be data for planning on elderly care development. The organization propagandized and publicized knowledge in elderly care, and local community would know and understand it. The organization was preparing information of elderly people on system to be an instrument in elderly care management efficiency and they had guideline for successful reporting.
6) Budget, to manage enough budget with the number of elderly people which was likely increase. Managing budget for elderly fund and to provided adequate management for proportion of elderly. The process to managed budget which suit to staff payment who take

responsibility on elderly taking care. They had the budget to support on environment in physical that was suitable and safe for elderly people in community. The organization pushed on the integration management budget for elderly people with good system by cooperative with other sectors that related. To manage budget for supporting and developing job for elderly people and cooperating with business private sector to support job for elderly in different types of jobs and to build cooperative in budget or academic work to develop in elderly work.

Table 1 The analysis of elderly care management model

Item	Management	$\overline{X}$	S. D.	Assessment Level
1	Planning	3.89	0.70	High
2	Person recruitment	3.84	0.79	High
3	Directing	4.10	0.94	High
4	Coordination	3.94	0.81	High
5	Reporting of working result	4.00	0.77	High
6	Budget	4.03	0.81	High
		3.97	0.80	High

Trial the elderly care management model: Trial the elderly care management model of Local Administration Organization in planning, the level before trial was in middle level ($\overline{X}$ =2.76) and after trail showed as high level ($\overline{X}$ =4.38). For staff working management, the level before trial was in middle level ($\overline{X}$ =2.89) and after trail showed as high level ($\overline{X}$ =4.44). In Directing, the level before trial was in middle level ($\overline{X}$ =2.79) and after trail showed as high level ($\overline{X}$ =4.46). For cooperating, the level before trial was in middle level ($\overline{X}$ =2.66) and after trail showed as high level ($\overline{X}$ =4.43). In working and reporting, the level before trial was in middle level ($\overline{X}$ =2.88) and after trail showed as high level ($\overline{X}$ =4.47) and for budget, the level before trial was in middle level ($\overline{X}$ =2.77) and after trail showed as high level ($\overline{X}$ = 4.41).

The result of evaluation the elderly care management model: The result of evaluation showed that the standard in overall was in high level ($\overline{X}$ = 4.33). For staff working management showed the standard in overall was in high level ($\overline{X}$ = 4.42) and in directing showed that the standard in overall was in high level ($\overline{X}$ = 4.45). Cooperating showed that the standard in overall was in high level ($\overline{X}$ = 4.44) and working and reporting showed that the standard in overall was in the highest level ($\overline{X}$ = 4.58). Finally, the budget showed that the standard in overall was in the highest level ($\overline{X}$ = 4.54).

Discussion

The result of The Development of Elderly Care Management Model of Local Administration Organization in Nonthaburi Province showed as follow:

1) Planning, the planning in elderly care management in the management system defined policy, vision and the activities project to run the project clearly because these were duty that local administration organization need to do because it was duty as the government policy, the elderly person Act and the elderly person plan (2002-2021). However, there was some limitations that was budget because it was not enough for activities continuation for the elderly people and it was not balance with the number of elderly people which likely increase every year. The local organization needed to use integrate management with local sector to cooperate in work to save cost (Prapaiwatcharapan et al., 2005) beside this their family

needed to taking care in health and society because they were closer and they needed to build the understanding between them (Sritamrong et al., 2009). Planning of elderly taking care needed to have clear plan and related with the policy goal of the organization.

2) Staff working management, this point needed mention on staff rotation that would make them got knowledge and skills in different position to develop them by building cooperative network in elderly management and to define working standard evaluation of sectors and staff which was suitable because the working process was in middle level. Because of that situation, the organization needed to be rush and developed structure of the organization that match in working for people who came and contacted for help about elderly people in each area. Especially staff who had to give basic advice in taking care elderly people and also other activities for elderly people. Taking care elderly people needed to do as holistic (Sintawanon, 2009). The organization distributed power to staff who take responsibility by decentralization to responsibility because it would be good for elderly development and staff development. They would confident in their work in different style.

3) Directing, in this point leadership characteristic was important for directing in organization because it would lead elderly care management development reach the goals. For elderly care management development, the director needed to have vision that led organization change and apply new knowledge to develop job for elderly and also the director needed to decentralize and spread duty to staff as a plan because that would affect to work efficiency. In processing of elderly care, they needed to study about the rules that showed how to work because the government system or controlling would affect to work; if you are too strict, it will create obstacle and led difficulty in applying policy in practice (RuapRuam, 2013). The staff needed to use discretion to find the way to solve limitation that would appear and also, they needed to use their experience, necessity and saving to work under rules, law or even other regulation that the organization setting. Directing in elderly taking care would be one of important factor of local administration organization that organization needed to work on. It should suitable with context in each area then it would success.

4) Cooperating, cooperation was a process that was very important in elderly care development because in the past there was effectiveness cooperation especially in academic about elderly care management in community and cooperative system from inside and outside of organization. It was comfortable and match with elderly service and it was in middle level. The coordination in academic between the relevant organization in the area which was local administration organization, hospital, public health of Tambon and community needed to cooperate with other in each area that the local administration organization took responsibility. The process started from created database together, analyzed data about problem and need, to define the project, activities and taking care elderly people and combine them in the plan for developing together that was necessary and important in elderly taking care management especially using Tambon database integrate with budget and inside and outside potential (Chankam, 2015). The coordination, to get good result in elderly care development they needed to build understanding between organization because if they did not do it, it will be trouble in working and effect on work.

5) Reporting and Working, for reporting the researchers found that the presentation of problems and obstacle in elderly working of sectors, the development of follow-up and assessment system as the developing elderly plan and reporting of present situation about elderly in each point to collect data in elderly development planning was in middle level. Reporting on working was very necessary and important because it would be the data to apply in define policy and planning in elderly care development of local administration organization and other sectors because of effectiveness in resources management. Role integration in community and the database of elderly people in community would be important factors that support good elderly care (Jitmontri, 2016). Good reporting about

elderly care should have plan and needed to have clear pattern of report, systematic, on first part which was present situation of basic of elderly taking care, equipment that used in elderly development activities and working process in taking care elderly people, the way of running and the result, especially the effect that affected to quality of elderly people life in physical and mind. Therefore, the report in working process in each activates of elderly people in local administration organization would be a guideline of solving and developing on elderly people activities that related to their need and affect to work efficiency continuation.

6) Budget, managing budget to take care elderly people was important and needed to manage enough budget for activities and the number the elderly people that was likely increase and related to their need. In general, budget that organization managed to elderly people mostly focus on social activities such as community tradition, elderly study trip, elderly vocational development because developing in elderly career would make them had moral support. Their life was stable because of quality of life development. Health and living for elderly taking care focus on 4 dimensions; long-term taking care elderly people, development of the potential of elderly people in term of career, elderly preparation and organize friendly environment for elderly (Chankam et al., 2015). For allocating budgets to elderly care, the organization should integrate budget and activities with responsibility organization in elderly taking care in each area.

Suggestion

Academic suggestion

1) The elderly care management model of Local Administration Organization would adopt in elderly development which had the same context including economic social and culture.

2) Participation of related sectors in taking care of elderly people, working cooperation in integrated working, budget, activates and other support especially academic activities

3) Building awareness and support participation in community by using principles of participation process which consists; thinking, doing, improving and taking benefit in taking of elderly people and community was the closest with the elderly people, so it knew the true condition.

The suggestion for the continuation research

1) The researchers should study in detail on quality of elderly management in each point which consists planning, work integration, directing, cooperating, working and reporting and budget.

2) The researchers should study the principle from using the elderly care management model of Local Administration Organization and it affected to elderly quality of life in economic social culture and the relation between family and elderly.

3) The researchers should research and develop participation strategy in elderly quality of life development in taking care of elderly people of Local Administration Organization in Nonthaburi.

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