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INGAMPORN TONGDEE : JOB SATISFACTION AND ROLE PERFORMANCES OF GENERAL ADMINISTRATIVE SECTION HEADS IN COMMUNITY HOSPITALS. THESIS ADVISORS : NAWARAT SUWANNAPONG, PH.D., SURACHART NA NONGKHAI, M.S., CHAWEEWON BOONSHUYAR, B.ED., M.S. (APPLIED STAT., 1st HONS., M.S.P.H. (BIOS) 145 p. ISBN 974-662-035-5

The problems of administration in Community hospitals are the following; most of the administrators have limited knowledge, decision-making skills and motivation to administer jobs efficiently. This survey research was to study the level of job satisfaction and the relation between socio-demographic characteristics, job satisfaction and role performances in administration, services and other aspects of general administrative section heads in community hospitals. The data was collected from 224 general administrative section heads in 10, 30 and 60 beds community hospitals in Thailand. Of all mailed questionnaires 193 were returned completely (86.2 %) and were analyzed with descriptive and inferential statistics: percentage, arithmetic means, standard deviations, Chi-square Test and Fisher's Exact Test.

The results revealed the following; the majority of chiefs of general administrative section heads were male (51.8%) with an average age of 40.1 years, 17.3 service years, tenure duration of 7.9 years, coming from other different positions (68.4%), average income of 14,893 baht per month, married (74.6%) and graduated with bachelor degree or equivalent (80.8%). The overall job satisfaction was found to be at a moderate level. The motivation and maintenance factors were the same (73.1 % & 67.4 %). However, when comparing job satisfaction within the three groups of community hospitals, it showed that there was a low satisfaction level of some jobs in motivation factors in all types of community hospitals. Nevertheless, role performances at a low satisfaction level in administration, especially in controlling and nutrition servicing, were found, together with role performances at a high satisfaction level in being the hospital committee. Socio-demographic characteristics such as sex, age and education were significantly related to the role performances of general administrative section heads at the level of p-value = 0.0065, 0.0472 and 0.0044. The service year was significantly related to the role performances of general administrative section heads at the level of p-value = 0.0127. Tenure duration was the same at the level of p-value = 0.0416 and 0.0007. Job satisfaction in maintenance factors were significantly related to the role performances of general administrative section heads at the level of p-value = 0.0192.

The research suggested that there should be more encouragement, development and advancement in knowledge and role performances in administering because that greatly influenced their satisfaction and job efficiency.