

4036727 PPH / M : MAJOR : HEALTH ADMINISTRATION ; M. Sc. (PUBLIC HEALTH)

KEY WORDS : ASSESSMENT / URBAN PRIMARY HEALTH CARE
PERFORMANCE / HEALTH VOLUNTEERS

PRAKOBPORN SINTHURAT : PERFORMANCE ASSESSMENT OF HEALTH
VOLUNTEERS IN URBAN PRIMARY HEALTH CARE : AYUTTHAYA PROVINCE.

THESIS ADVISORS : NAWARAT SUWANNAPONG, PH.D., JUNYA PATTARARCHACHI,
Sc.D., SUMET CHAILERTWANICHAKUL, PH.D 128 p ISBN 974 - 662 - 572 - 1

The outcomes of urban health volunteers' performance remain unsatisfactory. The objectives of this survey research were to assess urban primary health care performance and then find relationships between urban health volunteers general characteristics, knowledge in 14 elements, attitude and motivation in urban primary health care. Three municipalities, namely Tharua, Sena and Ayutthaya, were selected to be the study areas. The 184 urban health volunteers who have worked on urban primary health care for at least one year were all interviewed during 18th December 1998 - 31st January 1999.

The results of the research showed that the majority of urban health volunteers were female (71.2 %) with an average age of 50.45 years, married (71.2 %), completed primary school education (75.0 %), were labourers (37.0 %), had average work experience 4 years and received training 5.12 times/year. The overall performance of urban health volunteers and the knowledge in 14 elements were found to be at a level which called for improvement (83.6 % and 45.7 % respectively). The attitude of urban health volunteers towards urban primary health performance and the motivation were found to be at a moderate level (64.7 % and 70.1 % respectively). The overall knowledge, the attitude and the motivation with each item were significantly related to the urban primary health care performance at the level of P-value = 0.025, 0.000 and 0.000, respectively. The results of multiple regression analysis revealed that the motivation could explain the variation of dependent variables at 28.97 %. So, it can be suggested that motivation (especially responsibility and supervision), should be improved and continuous training and supervision of urban health volunteers should be provided at least once a week in order to increase work effectiveness.