

Abstract

The study topic is “Work Performance Capacity of Health Volunteers in Operating Activities of Mini Health Center, Health Department, Bangkok Metropolitan Administration”. The objectives of the study include the study of work performance capacity, obstacles and solutions to solve the problems of health volunteer. Questionnaire is used as a tool to collect data from 241 health volunteers who work at 5 mini health center, Regional Center 6, Taksin Group. For data analysis, statistics of percentage, average value, standard deviation, t-test and F-test values are applied. The results of the study are as follows:

Most volunteers are female with an average age of 53.71 years who already got married. They have primary education and work as a seller/ have their own businesses. Average household income is 9,629 baht/ month. They work as a volunteer for more than 10 years and live in the community for 40 years. Their members of family support them to work as a health volunteer. The work place is the mini health center which is also used as homes for health volunteers, community leader or other people. Work performance of volunteers in 4 areas including community's information center, service and activity operations, patient delivery, and other health activity operations shows that health volunteers have medium level of work performance. Three obstacles in operations comprising problems caused from health volunteers themselves, health center management and problems caused from people and community are found but in low level. The result of the assumption test shows that obstacles in operations of health volunteers themselves, health center management and problems caused from people and community are in relations with all areas of work performance, except the referral patient. The result of the relationship test between supporting factors and work performance shows that supports of family members affect all areas of work. Income alters the work of information center. Location of mini health center does not influence work performance at all. However, volunteers have an idea that the work area should be expanded and should be located separately from a living quarter to provide convenient service to people.

To improve efficiency in health volunteers' work performance, the researcher suggests that Department of Health and Public Health Service Center should develop the work performance of health volunteers concerning the publication of posters, leaflets, eye care training, network building, morale supports, essential materials and equipment and consistent training for health volunteers.