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WORANUCH BUNYAKAMOL : THE RELATION BETWEEN INDIVIDUAL FACTORS, MOTIVATION AND JOB SATISFACTION OF HEALTH VOLUNTEERS IN MINI HEALTH CENTERS IN BANGKOK. THESIS ADVISORS: SUNE LAGAMPAN, Ed.D., CHARUVAN HEMATORN, M.P.H., ROMSAI KLASOONTORN, Dr.P.H., 123 p.

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A study of health volunteers in mini health centers in Bangkok showed that 33.24 percent of volunteers were out of work (unwilling to work, laid off). Thus, the purpose of this research was to study the relation between individual factors, motivation and job satisfaction of health volunteers in mini health centers in Bangkok. The sampled population consisted of 350 volunteers who worked in mini health centers in Bangkok chosen by Multiple Stage method. Data was collected by survey method. Statistics used in this study were Chi-square test, Pearson Product Moment Correlation and stepwise multiple regression.

The result of this study showed that 82.60 and 60.30 percent of health volunteers had high level of job satisfaction and motivation, respectively. The factors that were positively related with job satisfaction of the health volunteers were motivation factors and hygiene factors. The factors that could predict job satisfaction of health volunteers were the motivation factors achievement and possibility of growth, and hygiene factors working conditions and benefits. Together these two factors could predict about 14.90 percent of job satisfaction.

The problems and difficulties on role practice were low payment, no benefits, and low education in volunteers' villages. People in the villages lacked knowledge about mini health center, and were not confident in health volunteers. As a result, people did not cooperate with health volunteers.

It is suggested from this research that increasing job satisfaction of health volunteers is required, which would affect the efficiency and effectiveness of jobs. Individual factors and motivation should also be encouraged. Creation of the motivation factors can be done by promoting achievement, improving working conditions, co-operating in work among health volunteers and others, and providing recognition. Problems should be solved by the health volunteers. Suggestions of health volunteers should also be considered.