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KANNIKA SUWANNASAKCHAI : JOB PERFORMANCE ASSESSMENT OF NURSES IN
COMMUNITY HOSPITALS, KANCHANABURI PROVINCE. THESIS ADVISORS : PIYATHIDA
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Job performance assessment is important for work and human development. This cross-sectional explanatory research was to assess job performance of nurses and to find out the relationships between the personal characteristics, stress and job satisfaction, and the job performance of nurses in community hospitals, Kanchanaburi Province. The study population of this research consisted of 329 technical and professional nurses in community hospitals. The data was collected by self-administered questionnaires during the 27th of September to the 15th of October, 1999. The data was analyzed by using descriptive statistics (Pearson's product moment correlation coefficient and multiple regression analysis).

The results of the study showed that the overall job performance levels of nurses were high. Job performance consisted of a role in nursing care, a role in other assigned job and a role in administration which were at high levels. The role in academic work was at a middle level. Most nurses were between 21-30 years with bachelor's degree, an average working experience of 6 years and average salary of 8,850 bahts. The stress and overall job satisfaction of nurses were at middle levels. The job satisfaction was analyzed in many aspects. Status, achievement and responsibility levels were higher than those of other aspects, but advancement (20.4%) and possibility of growth (28.9%) were found at high levels. Supervision technique (20.4%) and salary (19.7%) were at low levels. Personal characteristics (age, education, working experience and received salary), overall job satisfaction, motivation factors (achievement, recognition, work itself, responsibility, advancement and possibility of growth), hygiene factors (salary, policy and administration, supervision technique, working conditions and factors in personal life) were all positively and significantly correlated with job performance at the level of p-value < 0.05. However, status, job security and interpersonal relations were not correlated with job performance of nurses. Stress had negative relationship with job performance. The result of multiple regression analysis showed that education (Bachelor's degree and higher degree), received salary, stress, responsibility, and policy and administration were reliable factors for job performance with a predictive capacity of 32.0 percent. This research suggests that hospitals should have a standard performance for quality assurance and continuous assessment of job performance. Supervisors should have an opportunity for participation in policy formulation. Decreased stress of nurses and promotion of job satisfaction should be done by supporting their continued education and the number of nurses should be appropriate to the quantity of work. Supervisors should properly perform their duties regarding delegation and decentralization of power as well as equity and justice in the administration. As a result, the nurses will keep on working in the hospitals for a long time.