

Thesis Title	The Effect of Personal Characteristics and Satisfaction in Job Environment on Performance of Urban Health Volunteers, Primary Health Care Project, Rachaburi Province.
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Date of Graduation	June 2, 1988

#### ABSTRACT

The purposes of this study were to determine the effect of personal characteristics and satisfaction in job environment on the performance of urban health volunteers, Primary Health Care Project, Rachaburi Province. The sample consisted of 93 urban health volunteers, 66 of them were still active as urban health volunteers and 27 were retired from the job. Data on satisfaction in job environment were collected using interviewing form prepared by the researcher. The reliability value of the interviewing form was 0.94. Data on performance were collected from the health volunteers' daily records. Data were analyzed by computer using SPSS programme; the statistics used

included frequency, percentage, mean, t-test, median test, pearson product moment correlation coefficient and multiple regression.

The results of the study were as follows :

1. Most of the active health volunteers were males, aged between 41-60 years old, their education was grade 4. Most of them were merchant and married.

Most of the retired health volunteers were females, aged between 20-40 years old, their education was also grade 4. Most of them were married and their predominant occupation were labourer and civil servant.

2. Most of the active health volunteers' satisfaction levels on job environment was high (72 %). Only 18.5 % of the retired health volunteers' satisfaction was high and 51.9 % was rather high and 29.6 % was rather low.

3. The satisfaction level on job environment of the active health volunteers was statistically different from that of the retired group at 0.01 level.

4. Most of the active health volunteers stated that their major work problem was the inadequate supervision from the health personnel. Next was the fact that there were already health services available in the community. The retired health volunteers pointed out that their work problems were lack of confidence, knowledge and ability, also lack of cooperation from their neighbors as well as lack of supervision and insufficient time to work.

5. Most of the active health volunteers' performance was at the low level (71.2 %) and the rest was at the rather low level (28.7 %).

6. The personal characteristics of the active health volunteers were not related to their satisfaction in job environment.

7. The active health volunteers' satisfaction about role perception, work itself and cooperation from community and the overall satisfaction in job environment were positively related to their performance at a 0.05 and 0.01 levels.

8. The personal characteristics of the active health volunteers were not related to their performance.

9. The active health volunteers' satisfaction in job environment were related to their performance and 15.46 % that it could predicted the volunteers' performance.

However, when different aspects of work were determined, it appeared that there was a positive relationship between sex and community cooperation and for 23 % it could predict the volunteers' performance as well as their co-ordinator role and other work. Marital status was positively related to community role, also it could predicted the community role for 5.95 %.

From the findings, recommendations regarding selection and training of urban health volunteers, community preparation, supervision and motivation of these volunteers were made.