

Thesis Title Factors Affecting Job Performance of Tambon Health Officers of the Tambon Health Officer

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Date 13 May 1986

Abstract

The main purposes of this thesis are to study Tambon health officers work conditions, the factors affecting their performances and the characteristics of affected performance especially in job factors and individual factors. Comparative case study is the design of this study where anthropologies methodology was the measure in data collection. Depth interview and participation observation were used in seven health officers from three health centers. Those of which, defined as good, fair and poor performance, are working in selected health centres which have connected boundaries in one district of a province in the Northeast.

The result from this study found that the good performance health center is the place that can attain the quantitative work target, i.e; it's a high number of patient come to receive curative health services. For the preventive, promotive and primary health care services, it is found that most of services can achieve the

target as being set in the report. However in the qualitative consideration, it is also indicated that the Tambon health officer perform function not as in the MOPH policy. Most of their work load are based on curative activities which is beyond the scope of work, under the MOPH regulation. For the preventive, promotive and primary health care services which are the major Public Health Policy, it is found that Tambon health officer paid their less attention, gave less working time and no creative thinking about this kind of works.

However, for the work which is beyond the scope assigned by MOPH, made the health officer being accepted by the people about their high capability about work. Therefore, high number of the patients come to receive health services at health center. This acceptance should be a good condition for them to work in promotive and preventive care. In fact, the Tambon health officer still perform the curative care rather than the promotive and preventive care because it is reflected the villager's needs, reflected their self-interest and also gained the acceptance from their supervisor.

The fair performance health center, similar to the good performance one, is the place where the Tambon health worker's work is accepted by the villagers. But because of the conflict among the officers, lack of unity and responsibility neglected especially to fill the report and statistics forms, thus it is not well accepted by their supervisor.

The poor performance health center where new health officers worked, they paid their attention to the curative, preventive, promotive and primary health care as the same proportion. For example, in curative services, health officer followed all the regulation assigned by the WHO: never use dangerous injection drugs. This cannot gain the well acceptance from the villagers who rely on curative activity rather than preventive and promotive activities. For the preventive and promotive care including PHC, although the Tambon health worker found that it is important but the less acceptance from the villagers and less of field experience cause the Tambon health worker could not perform a good function in work. Moreover, the villagers, health officers themselves, and health officer from above level seem to think that this kind of health center is not working successfully.

From the above mentioned 3 types of health centers, the following are reflected the factors which can be influenced to the Tambon health worker's performance.

These are ;

1. Community factors, especially the acceptance of health officers by the villagers, are the most important factor influenced to the job achievement and job behavior of the health officer.
2. Job factors and individual factors are the secondary influenced to their achievement. The study found that job factors did not play an important role in their performance setting. The government job factors cannot make a real action through the policy. Many job factors were found to be obstacle to the quality activity. In case of individual factors, it was found that being a local people was an advantage for the health officers to understand the way of life and thought of the villagers, including having a good attitude

patients and community. Overall job attitude of well-accepted officers was good. On the contrary, bad attitudes toward the were found among those who were not accepted by the community.