

Thesis Title The Organizational Commitment of Personnel Responsible for Health Services in Municipal Health Centers in Bangkok Metropolis

Name Manee Taworntaweewong

Degree Master of Science (Public Health)
major in Public Health Administration

Thesis Supervisory Committee

 Thonglaw Dejthai, D.H.Sc.

 Vason Silpasuwan, Dr.P.H.

 Vajira-Singhakajen, M.A.(Demog.)

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ABSTRACT

Several studies of turnover rates among personnel working in service industries have indicated the low level of organizational commitment which in turn affects the organizational effectiveness. Thus the objectives of this survey research were to identify the level of organizational commitment of personnel responsible for health services in municipal health centers in Bangkok Metropolis, and to study factors related to their commitment, especially personal characteristics, job characteristics, and work experiences. A total of 280 municipal health personnel in 56 health centers were included in the study by using self-administered questionnaires. There were 252 usable questionnaires (90.00 %) returned for statistical analysis.

The findings showed that more than half of the personnel (56.35 %) had a moderate level of organizational commitment whereas the high and low levels were at 23.02 % and 20.63 % respectively.

It was also found that factors like age, tenure, position, task identity, task autonomy, job challenge, feedback, opportunities for career mobility, group attitudes toward the organization, personal importance to the organization, organizational dependability, social involvement, and personal development were positively significant related to the organizational commitment.

The stepwise multiple regression analysis on various variables showed that six variables listed according to order of importance as social involvement, job challenge, organizational dependability, group attitudes toward the organization, age, and personal importance to the organization were able to predict the degree of commitment of municipal health center personnel at 65.28 percent.

It is, therefore, recommended that the municipal health centers in Bangkok Metropolis concentrate on teamwork, decentralization of authority, improving working environment, providing resources, increasing incentives, developing shared value policy and new administrative structure.