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SIVAPA KIATTANABUMRUNG : RELATIONSHIP BETWEEN PERSONAL FACTORS, JOB SATISFACTION AND JOB PERFORMANCE OF REGISTERED NURSES IN ELDERLY CLUBS, THE DEPARTMENT OF HEALTH, BANGKOK METROPOLITAN ADMINISTRATION. THESIS ADVISORS: SOMCHAI TOONKOOL, B.SC., M.S.N.(COMMUNITY HEALTH), CHANYA SIENGSANOR, B.SC., M.P.H. (SOCIAL MEDICINE), SUMALEE SINGHANIYOM, B.SC., M.SC.(BIOS). 84 P. ISBN 974-664-955-8

In Thailand, the changed population structure has created an increasing growth rate of the elderly. In addition, the majority of the elderly have health problems, particularly chronic diseases. Therefore, the health care of the elderly emphasizes prevention and health promotion. Nurses are important in health care. This study was a survey research to find out the relationship between personal factors, job satisfaction and job performance of Registered Nurses (RNs) in Elderly Clubs (ECs), the Department of Health, Bangkok Metropolitan Administration (BMA). The samples were 117 RNs, which consisted of 97.5% of the population (120) from 103 ECs. The instruments used in this study were questionnaires created by the researcher. The data were collected using structured questionnaires method during December 1999. The results of the study were statistically analyzed by SPSS computer software program. The results of this study showed that the majority of RNs were aged 40 – 49 years (Mean = 44.89 years, S.D.= 6.82). Almost all of them were educated in nursing with a bachelor's degree. Further, they had working experience in elderly services of an average of 3.5 years. Most of them had knowledge concerning elderly services at a moderate level (Mean=16.74, S.D.= 1.668). The attitude toward the elderly was found at a high level (Mean = 97.61, S.D. = 8.279). Data revealed that no RNs' attitude about the elderly group was at a low level. Most of the RNs had a moderate level of overall job satisfaction. The job satisfaction of overall motivator factors and hygiene factors were at a moderate level. Further, the majority of RNs had health activities and overall performance in ECs at a high level. Nevertheless, the other activities were at a low level.

The analysis found that personal factors (age, education in nursing, working experience in elderly care, knowledge concerning elderly service and attitude toward the elderly) had no relationship with the job performance (p-value = 0.133, 0.524, 0.488, 0.353, and 0.078). However, the overall job satisfaction had a statistically significant relationship with other activities and overall performance in ECs (p-value = 0.014 and 0.008).

After this study the researcher gave recommendations that, before assigning RNs to work in ECs, they should have been trained in health care activities and other activities. In addition, the communication system should be established to have clear communication among related organization. There should be job descriptions for RNs to work in ECs which could help RNs to work effectively and to have job satisfaction.