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CHAIYONG KHAMRAT: QUALITY OF WORK LIFE OF THE
PROVINCIAL HEALTH PERSONNEL IN THE NORTHEAST OF THAILAND.

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The objectives of this research were to assess the quality of work life (QWL) and develop a linear structural relationship model on the quality of work life of provincial health personnel. The self-administered questionnaires were sent to 477 health personnel in the northeast of Thailand from October 22 – November 15, 1998 and 440, (92.24%), were returned. The computer program SPSS/PC⁺ was used to determine the percentage, mean and standard deviation of the variables. The LISREL program version 8.14 was used for testing the measurement and the structural models.

The results revealed that the majority of the provincial health personnel were females (73.9%) with an average age of 37 years, married (74.3%), holding a bachelor degree (63.4%) and having an average tenure experience of 15 years. The overall quality of work life, organizational climate, organizational communication, work behavior and job satisfaction of provincial health personnel were at the moderate level of 68.6%, 73.3%, 55.9%, 61.4% and 69.5%, respectively. The developed model was consistent with empirical data with Chi-square=278.621, df=261 (P=0.217), GFI=0.956. The model accounted for 59% of the variance in quality of work life. Job satisfaction had a significant ($p < 0.05$) direct effect on the quality of work life with the size of direct effect at 0.504. Organizational climate and work behavior had significant ($p < 0.05$) indirect effects on the quality of work life with the sizes of indirect effect at 0.386 and 0.389, respectively. Therefore, the top administrators of the Provincial Health Offices should consider improving the factors affecting QWL, especially the welfare and compensation for the personnel to be more adequate, relevant and equitable. Human resource development is essential for increasing staff capacity. Promoting and facilitating team work and being a learning organization will help improve the quality of work life.