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 SUDAWAN AUM-AUNG : ORGANIZATIONAL COMMITMENT OF PERSONNEL WORKING AT THAI FOOD AND DRUG ADMINISTRATION.
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This research is a cross-sectional study. The objectives of this study were to examine the commitment of personnel working at Thai Food and Drug Administration and study the correlation between the commitment and factor affecting it and its outcomes. This study was based on organizational commitment concept that comprised three component parts proposed by Allen and Meyer. These components are affective, continuance and normative commitment. Questionnaire was used as an instrument to collect data. The Cronbach Alpha estimated were 0.9361, 0.8391 and 0.8395 for work conditions, organizational commitment and outcomes instruments, respectively.

Survey questionnaires were distributed to 490 government officials and permanent employees of the Thai FDA in October 1999. The 337 returned and completed questionnaires, generated a returned rate of 68.78% which was then analyzed.

The results revealed that personnel working at Thai Food and Drug Administration had a moderate level of organizational commitment, i.e. all three components of commitment were at a moderate level. Factors related to affective commitment were age, education, organizational tenure, five dimensions of job characteristics, work experiences (except for co-workers' continuance commitment) and job satisfaction. Factors related to continuance commitment were education, position, task significance, some work experiences and job satisfaction. Finally, factors found related to normative commitment were education, position, five dimensions of job characteristics, work experiences (except for participatory management and co-workers' continuance commitment). Affective and normative commitment were found to be positively correlated with job behavior, job performance and extra-role behavior and negatively correlated with intent to leave, absenteeism and work tardiness. Continuance commitment was correlated to intent to leave, job behavior and extra-role behavior but in low degree of correlation.

Therefore, one factor which was considered to have close relationship with the effectiveness of organization was organizational commitment. The organization should provide better working conditions to increase the level of organizational commitment of personnel which will eventually lead to desirable outcomes.