



CHAPTER IV

RESEARCH FINDING

This study was survey research aimed to investigate the socio economic status, health seeking behaviors and the barriers of access to health service and the factors related with the barriers of access to health service of Shan migrant workers in San Phak Wan Sub – District, Hang Dong District, Chiang Mai Province. This researcher described the results of the study in 5 parts as follow;

Part 1 Socio – economic of Shan migrant workers participated in this study

Part 2 Health seeking behaviors of Shan migrant workers and what they do when they got minor sickness

Part 3 The barriers of accessing to health services of Shan migrants worker

Part 4 The satisfaction of Shan migrants worker to health service satisfied

Part 5 The factors related to the socio-economic data and the barriers of access to health service

Part 1 Socio – economic of Shan migrant workers participated in this study

Table 4.1 Socio – economic of Shan migrant workers participated in this study (n = 181)

Socio – economic	Frequency	Percentage
Hometown		
1. Taunggyi	5	2.8
2. Loilem	10	5.5
3. Kyaukme	3	1.7
4. Muse	5	2.8
5. Lang Khur	22	12.2



Table 4.1 Socio – economic of Shan migrant workers participated in this study (n = 181) (Cont.)

Socio – economic	Frequency	Percentage
6. Mong Pan	12	6.6
7. Keng Tong	9	5
8. Lashio	9	5
9. Techileik	5	2.8
10. Hsibaw	10	5.5
11. Mong Hsat	7	3.9
12. Mong Hpayak	3	1.7
13. Others	81	44.8
Gender		
1. Male	112	61.9
2. Female	69	38.1
Age		
1. 19 – 29	67	37.0
2. 30 – 39	69	38.1
3. 40 – 49	30	16.6
4. 50 – 59	15	8.3
Religion		
1. Buddhism	162	89.5
2. Christian	12	6.6
3. Muslim	6	3.3
4. Others	1	0.6
Length of Stay in Chiang Mai		
1. 1 – 4 years	60	33.1
2. 5 – 9 years	50	27.6
3. 10 – 14 years	61	33.7
4. 15 – 19 years	6	3.3
5. 20 – 25 years	4	2.2

Table 4.1 Socio – economic of Shan migrant workers participated in this study (n = 181) (Cont.)

Socio-economic Data		
Marital Status		
1. Single	54	29.8
2. Married	119	65.7
3. Widowed	3	1.7
4. Divorce	5	2.8
Number of Family in Thailand		
1. 0	23	12.7
2. 1 – 2	68	37.6
3. 3 – 4	78	43.1
4. > 5	12	6.6
Legal Status		
1. Passport	90	49.7
2. Labor Card	53	29.3
3. Health Card	7	0.6
4. Social Security Card	2	1.1
5. Others	35	19.3
Registration		
1. Registered	153	84.5
2. Unregistered	28	15.5
Education		
1. Illiterate	76	42.0
2. Primary School	53	29.3
3. Middle School	39	21.5
4. High School	12	6.1
5. Graduate	2	1.1

Table 4.1 Socio – economic of Shan migrant workers participated in this study (n = 181) (Cont.)

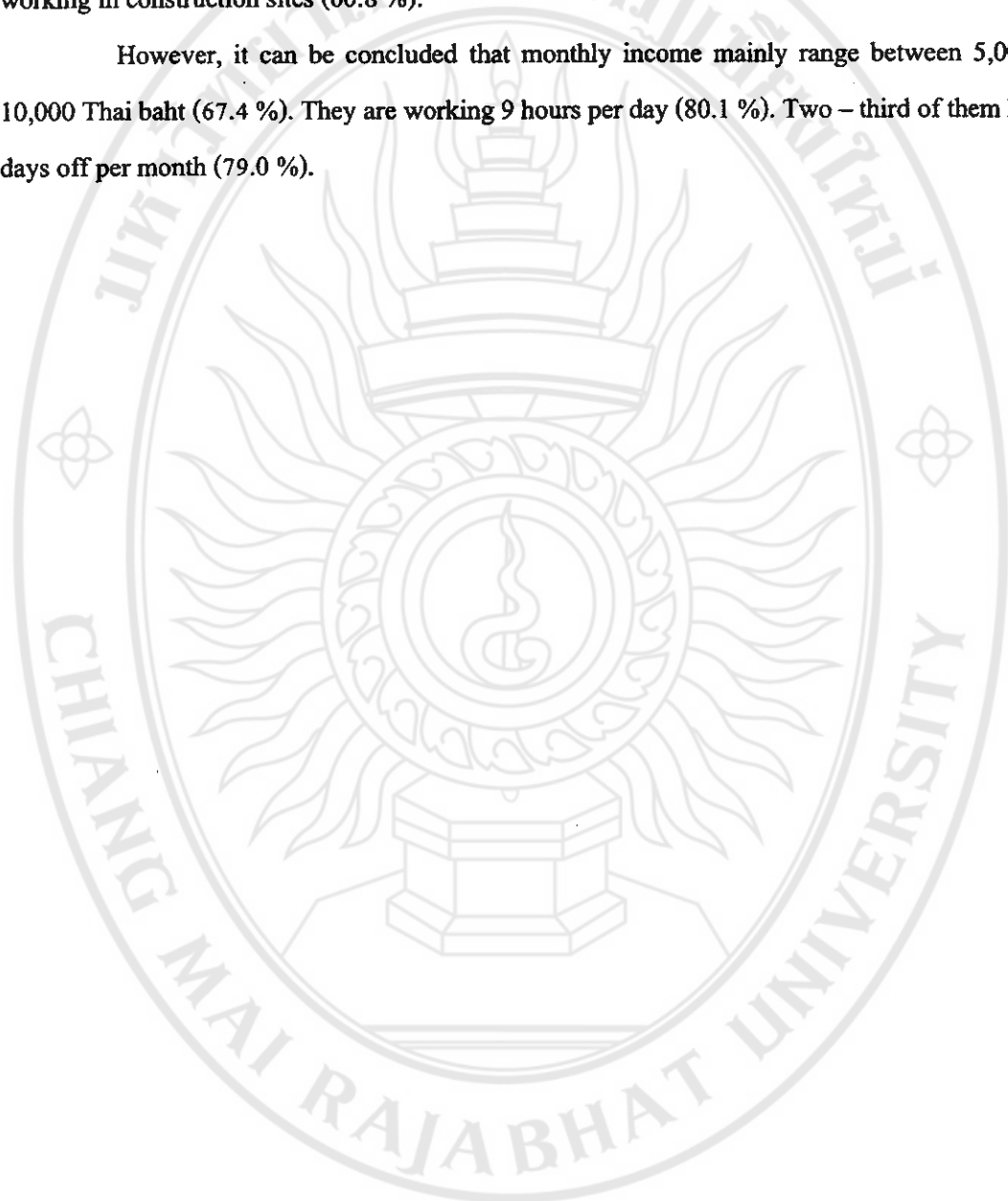
Socio – economic	Frequency	Percentage
Occupation		
1. Construction Worker	110	60.8
2. Factory Worker	34	18.8
3. Hotel Staff	11	6.1
4. Farming	3	1.7
5. Other	23	12.7
Monthly Income		
1. < 5,000 THB	54	29.8
2. 5,000 – 10,000 THB	122	67.4
3. 10,000 – 15,000 THB	3	1.7
4. >15,000 THB	2	1.1
Working Hours/Day		
1. < 9 hrs.	154	80.1
2. 9 – 11 hrs.	36	19.9
Number of Day Off/Month		
1. 0 days off per month	21	11.6
2. 1 days off per month	1	0.6
3. 2 days off per month	5	2.8
4. 3 days off per month	1	0.6
5. 4 days off per month	143	79.0
6. 5 days off per month	10	5.5

The Socio – economic of 181 respondents showed that main part of hometown was un – notified the second was Lang Khur (12.2 %). Most of them were male (61.9%) aged between 30 – 39 years old (38.1%).

Most of the respondents were Buddhism (29.5 %) they stayed in Chiang Mai between 10 to 14 years (33.7 %) and the second between 1 to 4 years (33.1 %).

About half of the respondents were married (65.7 %). They had three to four family members in Chang Mai (43.1 %). It can be seen from the table that around half of Shan migrants workers had passport (49.7 %) and most of them were registered (84.5 %). According to educational status, more than one third of respondent were illiterate (42.0 %). Shan migrant workers are mostly working in construction sites (60.8 %).

However, it can be concluded that monthly income mainly range between 5,000 to 10,000 Thai baht (67.4 %). They are working 9 hours per day (80.1 %). Two – third of them had 4 days off per month (79.0 %).



Part 2 Health seeking behaviors of Shan migrant workers and what they do when they got minor sickness.

Table 4.2 Top five activities of health seeking behaviors of Shan migrants worker when they got minor sickness.

<u>Always</u>	50	27.6
1. Go to Local Drug Store		
<u>Often</u>	47	26.0
1. Take western medicine		
<u>Sometimes</u>	36	19.9
1. Take a rest		
<u>Rare</u>	29	16.0
1. Take a rest		
<u>Never</u>	50	27.6
1. Go to factory clinic		

Table 4.2 showed that the health seeking behavior of respondent what they do when they got minor sickness most top five activities (ordinal number) were as the following.

1. They always go to local drug store (27.6 %)
2. They often take western medicine (26.0 %)
3. They sometimes take a rest (19.9 %)
4. They rarely take a rest (16.0 %)
5. They never go to factory clinic (27.6 %)

Table 4.3 Health seeking behaviors of Shan migrant worker and what they always do when they got the minor sickness. (n = 181)

Take a rest	23	12.7
Take western medicine	24	13.3
Ask family or friend to take medicine	18	9.9
Pray for well being	20	11.0
Go to government hospital	8	4.4
Go to government health center	3	1.7
Go to local drug store	50	27.6
Go to private clinic	33	18.2
Go to see a monk/astrologer	2	1.1
Total	181	100.0

Table 4.3 showed that the health seeking behaviors of respondents regarding what they always do when they got minor sickness were going to local drug stores (27.6 %) and the lowest was seeing a monk or astrologer was (1.1 %).

Table 4.4 Health seeking behaviors of Shan migrant worker and what they often do when they got the minor sickness. (n = 181)

Take a rest	24	13.3
Take western medicine	47	26.0
Take Myanmar traditional medicine	7	3.9
Take Thai traditional medicine	5	2.8
Ask family or friend to take medicine	6	3.3
Pray for well being	14	7.7
Do nothing	1	0.6
Go to government hospital	13	7.2
Go to government health center	8	4.4
Go to NGO health service	2	1.1
Go to local drug store	32	17.7
Go to private clinic	22	12.2
Total	181	100.0

Table 4.4 showed that the health seeking behaviors of respondent regarding what they often do when they got minor sickness the most was taking western medicine (26.0 %) and the lowest was do nothing was (0.6 %).

Table 4.5 Health seeking behaviors of Shan migrant worker and what they sometimes do when they got the minor sickness. (n = 181)

Sometimes	Frequency	Percentage
Take a rest	36	19.9
Take western medicine	29	16.0
Take Myanmar traditional medicine	23	12.7
Take Thai traditional medicine	13	7.2
Ask family or friend to take medicine	14	7.7
Pray for well being	10	5.5
Do nothing	13	7.2
Go to government hospital	12	6.6
Go to government health center	5	2.8
Go to local drug store	11	6.1
Go to factory clinic	2	1.1
Go to private clinic	9	5.0
Go to see a monk/astrologer	4	2.2
Total	181	100.0

Table 4.5 showed that the health seeking behaviors of respondent regarding what they sometimes do when they got minor sickness were taking rest (19.9 %) and the lowest was go to factory clinic was (1.1 %).

Table 4.6 Health seeking behaviors of Shan migrant worker and what they rare do when they got the minor sickness. (n = 181)

Rare	Frequency	Percentage
Take a rest	29	16.0
Take western medicine	24	13.3
Take Myanmar traditional medicine	27	14.9
Take Thai traditional medicine	13	7.2
Ask family or friend to take medicine	10	5.5
Pray for well being	13	7.2
Do nothing	13	7.2
Go to government hospital	14	7.7
Go to government health center	11	6.1
Go to local drug store	14	7.7
Go to private clinic	8	4.4
Go to see a monk/astrologer	5	2.8
Total	181	100.0

Table 4.6 showed that the health seeking behaviors of respondent regarding what they rare do when they got minor sickness were take a rest (16.0 %) and the lowest was go to see a monk or astrologer was (2.8 %).

Table 4.7 Health seeking behaviors of Shan migrant worker and what they never do when they got the minor sickness. (n = 181)

Take a rest	15	8.3
Take western medicine	5	2.8
Take Myanmar traditional medicine	30	16.6
Take Thai traditional medicine	4	2.2
Ask family or friend to take medicine	1	0.6
Pray for well being	21	11.6
Do Nothing	20	11.0
Go to government hospital	3	1.7
Go to government health center	1	0.6
Go to NGO health service	16	8.8
Go to factory clinic	50	27.6
Go to private clinic	7	3.9
Go to see a monk/astrologer	5	2.8
Other	3	1.7
Total	181	100.0

Table 4.7 showed that the health seeking behaviors of respondent regarding what they never do when they got minor sickness were going to factory clinic (27.6 %) and the lowest was go to government health center was (0.6 %).

Part 3 The barriers of access to health services of Shan migrants worker.

Table 4.8 Number and percentage of the barriers of access to health service. (n = 181)

1.	Afraid of being absent from work	6 (3.3 %)	53 (29.3 %)	16 (8.8 %)	40 (22.1 %)	66 (36.5 %)
2.	Afraid of treatment	2 (1.1 %)	38 (21.0 %)	21 (11.6 %)	27 (14.9 %)	93 (51.4 %)
3.	Complicated medical procedure	3 (1.7 %)	60 (33.1 %)	18 (9.9 %)	42 (23.2 %)	58 (32.0 %)
4.	Discrimination	3 (1.7 %)	48 (26.5 %)	34 (18.8 %)	30 (16.6 %)	66 (36.5 %)
5.	Fear of being an illegal	1 (0.6 %)	24 (13.3 %)	38 (21.0 %)	35 (19.3 %)	83 (45.9 %)
6.	Finical Problem	1 (0.6 %)	27 (14.9 %)	18 (9.9 %)	72 (39.8 %)	63 (34.8 %)
7.	Language Barrier	0 (0.0 %)	17 (9.4 %)	21 (11.6 %)	62 (34.3 %)	81 (44.8 %)
8.	Long Distance	3 (1.7 %)	29 (16.0 %)	17 (9.4 %)	55 (30.4 %)	77 (42.5 %)
9.	Long Queue	8 (4.4 %)	71 (39.2 %)	17 (9.4 %)	53 (29.3 %)	32 (17.7 %)
10.	Not Free Time	1 (0.6 %)	42 (23.2 %)	35 (19.3 %)	45 (24.9 %)	58 (32.0 %)
11.	No friend accompanying	1 (0.6 %)	35 (19.3 %)	38 (21.0 %)	43 (23.8 %)	64 (35.4 %)
12.	Not allowed to take leave	0 (0.0 %)	23 (12.7 %)	24 (13.3 %)	59 (32.6 %)	75 (41.4 %)
13.	Not seriously ill	0 (0.0 %)	58 (32.0 %)	23 (12.7 %)	60 (33.1 %)	40 (22.1 %)
14.	Poor service	5 (2.8 %)	39 (21.5 %)	25 (13.8 %)	62 (34.3 %)	50 (27.6 %)
15.	Difficulty of transportation	0 (0.0 %)	33 (18.2 %)	22 (12.2 %)	77 (42.5 %)	49 (27.1 %)

Table 4.8 showed that the top 3 agreed with the barriers of access to health service mainly were long queue or long wait to get treatment (39.2 %) complicated medical procedure (33.1 %) and not seriously ill (32.0 %)

Table 4.9 The value of mean (\bar{X}) and standard and definition (S.D.)

for the berries of Shan migrants worker access to health service center.

Item	\bar{X}	S.D.	Mean Interpretation
1. Afraid of being absent from work	2.82	1.05	Neutral
2. Afraid of treatment	2.49	0.98	Disagree
3. Complicated medical procedure	2.85	1.04	Neutral
4. Discrimination	2.56	1.12	Disagree
5. Fear of being an illegal	2.27	0.95	Disagree
6. Finical problem	2.61	0.87	Neutral
7. Language barrier	2.41	0.81	Disagree
8. Long distance	2.58	0.92	Disagree
9. Long queue	3.12	1.05	Neutral
10. No free time	2.54	1.06	Disagree
11. No friend accompanying	2.43	1.04	Disagree
12. Not allowed to take leave	2.45	0.87	Disagree
13. Not seriously ill	2.85	1.01	Neutral
14. Poor Service	2.72	1.04	Neutral
15. Difficulty of transportation	2.67	1.91	Neutral
Total	2.62	0.22	Neutral

Table 4.9 showed that the barriers in health seeking behaviors of Shan migrants worker access to health care service and the mean and standard deviation (S.D.) and outcome result, Neutral with the barriers access to health service of Shan migrants worker as following;

1. Long Queue $\bar{X} = 3.12$ and S.D. = 1.05
2. Complicated medical procedure $\bar{X} = 2.85$ and S.D. = 1.05
3. Not seriously ill $\bar{X} = 2.85$ and S.D. = 1.05

Part 4 The satisfaction of Shan migrants worker to health service.**Table 4.10** Satisfied larval of respondent to health service.

No.	Item	Poor	Average	Good	Excellence
		No (%)	No (%)	No (%)	No (%)
1. Nurse and staff					
1.1	Skill and knowledge	8 (4.4 %)	88 (48.6 %)	80 (44.2 %)	5 (2.8 %)
1.2	Politeness and friendliness	5 (2.8 %)	93 (51.4 %)	79 (43.6 %)	4 (2.2 %)
1.3	Kindness and helpfulness	10 (5.5 %)	78 (43.1 %)	83 (45.9 %)	10 (5.5 %)
1.4	Readiness to assist you	13 (7.2 %)	78 (43.1 %)	88 (48.6 %)	2 (1.1 %)
1.5	Social communication	5 (2.8 %)	70 (38.7 %)	91 (50.3 %)	15 (8.3 %)
1.6	Giving information/instruction	5 (2.8 %)	80 (44.2 %)	84 (46.4 %)	12 (6.6 %)
1.7	Know your difficulties and show your empathy to you	3 (1.7 %)	85 (47.0 %)	87 (48.1 %)	6 (3.3 %)
2. Physician					
2.1	Professional medical skills	5 (2.8 %)	50 (27.6 %)	118 (65.2 %)	8 (4.4 %)
2.2	Social communication	3 (1.7 %)	62 (34.3 %)	103 (56.9 %)	13 (7.2 %)
2.3	Friendliness and kindness	3 (1.7 %)	59 (32.6 %)	117 (64.6 %)	2 (1.1 %)
2.4	Pay attention to you	3 (1.7 %)	61 (33.7 %)	114 (63.0 %)	3 (1.7 %)
2.5	Medical condition and treatment	3 (1.7 %)	60 (33.1 %)	113 (62.4 %)	5 (2.8 %)
2.6	Know your difficulties and show empathy to you	3 (1.7 %)	64 (35.4 %)	110 (60.8 %)	4 (2.2 %)
3. Service					
3.1	Waiting time to register	3 (1.7 %)	94 (51.9 %)	75 (41.4 %)	9 (5.0 %)
3.2	Waiting time to see a doctor	3 (1.7 %)	84 (46.4 %)	91 (50.3 %)	3 (1.7 %)
3.3	Waiting time for check – up (blood test – ray, etc.)	10 (5.5 %)	72 (39.8 %)	93 (51.4 %)	6 (3.3 %)
3.4	Waiting time at the cashier	1 (0.6 %)	73 (40.3 %)	99 (54.7 %)	8 (4.4 %)
3.5	Waiting time at the pharmacy unit	4 (2.2 %)	75 (41.4 %)	95 (52.5 %)	7 (3.9 %)

Table 4.10 Satisfied larval of respondent to health service. (Cont.)

3.6	Medical service /fees	0 (0 %)	72 (39.8 %)	100 (55.2 %)	9 (5.0 %)
3.7	Location	2 (1.1 %)	71 (39.2 %)	102 (56.4 %)	6 (3.3 %)
3.8	Cleanliness	0 (0 %)	78 (43.1 %)	94 (51.9 %)	9 (5.0 %)
3.9	Facilities	0 (0 %)	68 (37.6 %)	108 (59.7 %)	5 (2.8 %)
4. Overall satisfaction					
4.1	Will you come to visit again	0 (0 %)	85 (47.0 %)	86 (47.5 %)	10 (5.5 %)
4.2	Will you recommend to your family and friend	0 (0 %)	86 (47.5 %)	85 (47.0 %)	10 (5.5 %)

Regard, the satisfaction of respondent toward nurse and staffs, the satisfaction of social communication of nurse and staffs (50.3 %) readiness to assist patients (48.6 %) and know your difficulties and show empathy to you (48.1 %) but they was replied average result with politeness and friendliness (51.4 %).

Regard, the satisfaction of physician, professional medical skills was at (65.2 %), friendliness and kindness of physician was at (64.6 %) and pay attention to patients of (63.0 %).

The satisfaction of service was in good results. The facilities of health center was at (59.7 %), location of health center was at (56.4 %), and medical fees (55.2 %).

The satisfaction of overall was in good level (47.5 %), agreed to come and visit again health center and recommended to family and friend (47.0 %).

Table 4.11 The larval of satisfaction of Shan migrant workers to health service.

No.	Item	\bar{X}	S.D.	Mean interpretation
1. Nurse and staff		2.51	0.08	Good
1.1	S kill and knowledge	2.45	0.62	Average
1.2	Politeness and friendliness	2.45	0.59	Average
1.3	Kindness and helpfulness.	2.51	0.68	Good
1.4	Readiness to assist you	2.44	0.64	Average
1.5	Social communication	2.64	0.67	Good
1.6	Giving information/instruction	2.57	0.66	Good
1.7	Know your difficulties and show your empathy to you	2.53	0.59	Good
2. Physician		2.66	0.03	Good
2.1	Professional medical skills	2.71	0.59	Good
2.2	Social communication	2.70	0.62	Good
2.3	Friendliness and kindness	2.65	0.53	Good
2.4	Pay attention to you	2.65	0.54	Good
2.5	Medical condition and treatment	2.66	0.56	Good
2.6	Know your difficulties and show empathy to you	2.64	0.55	Good
3. Service		2.58	0.06	Good
3.1	Waiting time to register	2.50	0.62	Good
3.2	Waiting time to see a doctor	2.52	0.56	Good
3.3	Waiting time for check – up (blood test – ray, etc.)	2.52	0.65	Good
3.4	Waiting time at the cashier	2.63	0.57	Good
3.5	Waiting time at the pharmacy unit	2.58	0.60	Good
3.6	Medical service/fees	2.65	0.57	Good
3.7	Location	2.62	0.57	Good
3.8	Cleanliness	2.62	0.58	Good
3.9	Facilities	2.65	0.53	Good

Table 4.11 The larval of satisfaction of Shan migrants worker to health service. (Cont.)

4. Overall satisfaction		2.58	0.01	Good
4.1	Will you come to visit again	2.59	0.59	Good
4.2	Will you recommend to your family and friend	2.58	0.59	Good
	Total	2.58	0.08	Good

Table 4.11 showed that total satisfaction of respondent to health care service was in good level ($\bar{X} = 2.58$, S.D. = 0.01) when considered in nurse and staff was in good level ($\bar{X} = 2.51$, S.D. = 0.08). Physician was in good level ($\bar{X} = 2.66$, S.D. = 0.03) service was in good level ($\bar{X} = 2.58$, S.D. = 0.06) and overall satisfaction was in good level.

Part 5 The factors related to the socio-economic data and the barriers of access to health service.

Table 4.12 The relationship between the socio – economic and the barriers of access to health service.

1.	Hometown	45.000	39	0.235
2.	Gender	12.750	13	0.467
3.	Age	26.750	26	0.423
4.	Religion	-	-	-
5.	Length of Stay in Chiang Mai	90.000	78	0.166
6.	Marital Status	27.857	26	0.366
7.	Number of Family in Thailand	45.000	39	0.235
8.	Legal Status	56.000	52	0.327
9.	Registration	-	-	-
10.	Education	45.000	39	0.235
11.	Occupation	45.000	39	0.235
12.	Monthly Income	12.917	13	0.454
13.	Working Hours/Day	15.000	13	0.307
14.	Number of Day Off/Month	11.875	13	0.538

Table 4.12 showed that the relationship between all socio – economic and barriers of access to health service of Shan migrant workers were not related significantly.