

# Characteristics of Elderly Home Care Volunteers in Western of Thailand

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## Abstract

Research characteristics of elderly home care volunteers in Western of Thailand have several objectives 1) to study the factors affecting the characteristics of elderly home care volunteers 2) to compare the differences in characteristics of elderly home care volunteers by personal factors and 3) to study the problems and obstacles while serve as an elderly home care volunteer. This research was mixed methods research. Key informants in the qualitative research were 20 elderly home care volunteers. Population in the quantitative research was elderly home care volunteers 17,760 people, area scope was province of Western Thailand which were Ratchaburi, Kanchanaburi, Tak, Prachuap Khiri Khan and Phetchaburi. The instrument used to collect data was semi-structured interview and questionnaire. Statistics used in data analysis were frequency, percentage, One -way MANOVA and Multiple Linear Regression Analysis. The results of this study revealed that most volunteers had a hard working and satisfied with their work. Elderly home care volunteers with different in gender, age, religion and occupation had the same characteristics, except the level of education, marital status and period of time work as the volunteers. All factors affecting the characteristics of elderly home care volunteers. Problems and obstacles that occurred when being an elderly home care volunteer was a multitude of bed ridden elder, participation with local government organizations is not high and there is a lack of participation from the elders.

**Keywords:** Characteristics, Elderly Home Care Volunteers, Western Thailand

## Introduction

The increasing number of elderly people is a consequence of the advancement in the medical profession, it results in a longer life expectancy and increased survival of the baby. Those have making Thai society face the crisis of aging society. In 2010, Thailand has over 70 million elderly people aged over 60, accounting for 11 percentage of the country's population 65.4 million people. The proportion that has risen slowly from 7 percent in the last 30 years has been rising rapidly. It is expected that the number of elderly people will increase to 25 percentage in 2030. In Thailand, there is one elderly in Thailand every 10 people. In the next 20 years, there will be one elderly in every four Thai people. The advancement of the aging society leads to an increase of dependency people both economically, socially and healthily. (Foundation of Thai Gerontology Research and Development Institute (TGRI), 2011: 7-8)

If the public service to the elderly is mentioned, the government is the main operator for example elderly allowance, elder foster home, supplementary occupations, habitat welfare, elderly recreation programs, healthcare utilization of the elderly. The provision of services to the elderly by the private sector is likely to increase in number and needs such as nursing homes for the elderly. New Public Service was a concept that emphasizes the involvement of stakeholders in public service who influencing public service in Thailand and the concept of reducing the size of the government, public service providing problems such as inequality in

service provision such as healthcare utilization of the elderly (Netithanakul, 2015) as well as decentralization to the local government. As a result, the public service of Thailand can not only be done by a single government agency but the nature of public service provision has become a collaborative effort between various agencies such as the government, the private sector and the public to provide public services to the people as well as provide public services to the elderly people.

In many countries around the world, volunteers are an important means of providing public services to the people. Volunteers support the community to participate in local and national development and support the community to access resources for local development and to improve needed services. The research, for example, studied a non-governmental organization (NGO) in Porto Alegre, Brazil found that volunteer work is a mechanism to promote quality of life among the elderly. (Souza, Lautert & Hilleshein, 2011) For Thailand, the participation of public especially "volunteers" are the mechanism of the state to help organize public services. It has been around since the reign of King Rama V called "Sala U-Nalom Red" or "The Thai Red Cross Society". The first volunteers called "Wild Tiger Corps", established in during the reign of King Rama VI, assisted the authorities in maintaining inner peace and at war. For volunteers who care for the elderly are called "elderly home care volunteers" built up around 2003. They involved in as the mechanism of the government to care for the elderly and work with the local government by helping careless, neglected, cannot self-help, overlook and amiss care of elderly, provide knowledge about the benefits to the elderly, educate family members and people in the community to properly care for the elderly, and also serves as a medium to coordinate and delivery of social welfare services to the elderly as well as provide social welfare services to people suffering misery and disadvantaged in the community. (Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups, 2010) Elderly home care volunteers worked with sacrifices, but they faced many problems for example, elderly family collaboration, time problem, travel, shortage of equipment, lack of volunteers, inadequate skills, redundant work due to other work and the problem from the government such as no budget support for making it work discontinuously, no compensation, lack of training to increase knowledge. These problems made recruiting volunteers to care for the elderly more difficult. The lack of elderly home care volunteers brings to the research question that what are the characteristics of elderly home care volunteers, what are the factor affecting the characteristics of elderly home care volunteers and what are problems occurred when being an elderly home care volunteer. Understanding the characteristics of elderly home care volunteers means that understanding characteristics of elderly home care volunteers will help the government comprehend the identity. Relevant agencies can recruit, maintain and motivate these volunteers to help the government to care for the elderly.

## **Research Objectives**

Research about characteristics of older persons home care volunteers in Western of Thailand have three objectives 1) to study the factors affecting the characteristics of elderly home care volunteers 2) to compare the differences in characteristics of elderly home care volunteers by personal factors and 3) to study the problems and obstacles while serve as an elderly home care volunteer.

## **Literature Review**

Researchers have divided the variables into two levels: personal factors and social factors. The details are as follows: Personal factors, factors affecting volunteerism personal factors include their own capital, such as skill, gender, age, duration of volunteering, career, religion,

social class and activity (Becker and Dhingra, 2001; Casey, 2001; Hilal, 2003; Collins, 2001) In this research defines variables as 1) personal factors, including gender, age, religion, education, marital status, occupation, and duration of volunteering, career. Social variables and skills are not used as variables because both variables are the variables used in the study in western societies where there is color separation, which does not appear in Thai society. The research hypotheses are as follows.

Assumption 1: The characteristics of elderly home care volunteers by personal factors differs. On the issue of characteristics formation, Berger and Luckmann (1966) argue that characteristics is created by social processes. Plummer (1981) states that the meaning of characteristics is created within the context of social interaction. The characteristics does not naturally occur. It is a process of socialization. It takes place from the social agency (social agency) that plays a role in socialization for members in society. The main social actors in this role are: 1) family 2) school 3) friends 4) religious agents 5) mass media 6) occupational groups and interest groups In addition, the researcher found additional variants from qualitative research, namely, community and governmental agencies. Both variables were analyzed to confirm the findings.

Factors based on the concept of characteristics from Presthus (1962) McLeod (2008) Burke and Stets (2009) and Uairat Sirisupadilokpat (2017) divided into 4 type by hard working - not hard working and satisfied and unsatisfied in work, so that the characteristics in this research were 1) Upward Mobiles 2) Indifference 3) Ambivalent-Conservers and 4) Ambivalent-Zealots. The researcher has set the following assumptions:

Assumption 2: Factors that affect the characteristics of elderly home care volunteers are families, educational institutions, friends, religion, mass media, occupational groups and community interest groups, community and relevant government agencies.

## Methods

**Population and Sample:** Phase 1 for finding factors that affecting the characteristics, researcher selected key informant as elderly home care volunteers 20 people from 5 provinces; Ratchaburi, Kanchanaburi, Tak, Prachuap Khiri Khan and Phetchaburi as provinces where elderly home care volunteers having a high involvement in public service with the government. (Whangmahaporn, Whangmahaporn, & Simmonds, 2018) After that draw lots two districts per province and draw lots again to get one local government. The selection of key informants by using snowball technique appropriated to study because it allows the researcher to check backlinks between each key informant. The criteria of choosing key informants were the elderly home care volunteer under the local government and worked as elderly home care volunteer at least 1-2 years. Research instrument used to collect data was In-depth interview by using semi-structured interview. Researcher took the results from the qualitative research obtained from the interview and literature review about theories and related research are combined as variables used in quantitative research. As summarized, the synthesis of variables in Table 1

**Table 1** Synthesis factors from qualitative research and literature review, theories and related research

Factors	Qualitative research	Literature review, theories and related research	Factors used in Quantitative research
Personal factors		Becker and Dhingra,2001; Casey, 2001; Hilal, 2003; Collins, 2001	
Gender		✓	✓
Age		✓	✓
Marital status		✓	✓
Occupation		✓	✓
Religion		✓	✓
Education		✓	✓
Period of time work as the volunteers		✓	✓
Factors affecting characteristics		Berger and Luckmann,1966; Charon,1980; Plummer,1981; Adivattanasit et al., 2001	
Family	✓	✓	✓
School	✓	✓	✓
Religious doctrine	✓	✓	✓
Community Support	✓		✓
Government Support	✓		✓
Friends		✓	✓
Mass media		✓	✓
Occupational groups and community interest groups		✓	✓

Factors based on the concept of characteristics from Presthus (1962) McLeod (2008) and Burke and Stets (2009) divided into 4 type by hard working - not hard working and satisfied and unsatisfied in work, so that the characteristics in this research were 1) Upward Mobiles 2) Indifference 3) Ambivalent-Conservers and 4) Ambivalent-Zealots.

Phase 2 for study factors affecting the characteristics of elderly home care volunteers, compare the differences in characteristics of elderly home care volunteers by personal factors and study the problems and obstacles while serve as an elderly home care volunteer. Sample were elderly home care volunteers 400 people from population 17,760 people by using Taro Yamane sample size at acceptable error  $\pm 5\%$ . If the population were 15,000 people, the sample size would be 390 people. Researcher determined sample size 400 people by using multistage sampling. First, researcher used cluster sampling to divide population as Ratchaburi, Kanchanaburi, Tak, Prachuap Khiri Khan and Phetchaburi provinces and used simple random sampling by draw lots districts from each province to get two districts per province. Then, researcher draw lots 10 local governments and sampling 40 elderly home care volunteers who under each local government. Lastly, researcher used accidental sampling by asked for cooperation of local government to distributed questionnaire to elderly home care volunteers and collected for those sample within 3 weeks.

**Level of Measurement:** This research used questionnaire to measure personal factors and factors affecting characteristics as below.

Personal factors had 7 questions to measure gender, age, marital status, occupation, religion, education and period of time work as the volunteers

Family: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "You have been a volunteer because parents or family members are generous to help others." "The instruction or statement of parents or family members make you conscious of helping others or community activities." "Parents or family members have activities to help the community or others, so that you want to help others or the community as well."

School: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "You participated community activities during the course in the school." "During the course, you have learned and understood how to help others or the community from school. Schools are an important part of getting you to work as a volunteer."

Friends: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "Your friends accept and praise your knowledge." "You take the example of helping others or the community from your close friends." "Group for your close friend help each other and share both joy and suffer together."

Religious doctrine: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "You frequently visits temples, churches or mosques and also helps with activities in there." "You are very generous and have compassion for others because of your religious doctrine." "You often have the opportunity to discuss religious doctrine with monks or priests and apply it to life."

Mass media: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "You regularly follow the news to help the underprivileged or victims from media such as television, newspapers, radio, etc." "You have model to be a volunteer that you see work to help others from media such as television, newspapers, etc." "By following up on news from the media to help the underprivileged or the victim, you have the means to help others or your community."

Occupational groups and community interest groups: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "Your colleague support to your volunteer work." "You were praised by colleague as being generous to others." "Discussion or activities with your colleague motivate you to work as a volunteer."

Community: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "People in your community honor and accept your role as a volunteer." "Community leaders or people who play an important role in your community see the importance of your volunteer." "You proud of being part of your community because you have contributed to the activities in your community."

Relevant government agencies: had question to measure 3 items which are 6 rating scale; strongly agree to strongly disagree: "Government agencies support your work of volunteers to help others or your community." "You have been accepted and praised volunteer work from relevant government agencies." "Relevant government agencies regularly organize and support volunteer activities."

Characteristics of elderly home care volunteers: were the question about the characteristics of elderly home care volunteers and were 6 rating scale, strongly agree to strongly disagree that consist of hard working and work-satisfied, not hard working but work -satisfied, not hard-working, and also unsatisfied in work and hard -working but unsatisfied in work. Each characteristic were 5 items as:

1. Hard working and work-satisfied: "You serve as a volunteer to take care of the elderly at home with full capacity." "You are dedicated to be a volunteer and you achieve your goals such as the health of the elderly improved." "When you work as elderly home care volunteer, you have been praised by the government for example get the certificate and acclaim" "When you work as elderly home care volunteer, it make me known and accepted by people in the

community.” “You feel self-valued because you have helped the government work for the elderly in the community.”

2. Not hard working but work -satisfied: “You feel satisfied with your volunteer work, even if you are not able to work with full capacity.” “You sometime help the government work by being elderly home care volunteer, but you are willing to work.” “You are conducive to government work by helping older people in the community even if you have not done completely, but you are proud of yourself.” “Even if you are not fully work as elderly home care volunteer, but it make you are known and accepted by people in the community.” “You use half the effort in caring for the elderly because I have to work to support my family, but I'm happy for now.”

3. Not hard-working, and also unsatisfied in work: “You perforce work as elderly home care volunteer and you do not want to do it” “Goals of elderly care such as the health of the elderly improving did not succeed because you were not hard working.” “ You work as elderly home care volunteer with not exceed the government regulation because you feel that volunteer work is not fun.” “Your work as elderly home care volunteer is not fully done, it make you unknown and did not accepted by people in the community” “You work for the elderly as far as you can, you will not be blamed from the community.”

4. Hard -working but unsatisfied in work: “You unsatisfied your volunteer work even you do your best.” “ Even if you are fully dedicated to be volunteer, but you still cannot achieve the goal as the health of elderly did not improve.” “Even you work hard to be an elderly home care volunteer, but the government does not accept and praise or give anything in return for your intentions.” “ Your fully work as elderly home care volunteer, but you still unknown and did not accepted by people in the community.” “You help the government to fully care for the elderly in the community, but you still feel worthless.”

**Quality of Instrument:** Researcher checked the quality of instrument by take the questionnaire to let the experts who have knowledge and experience in the research 5 people check all items for validity check, after that researcher calculated Item Objective Congruence: IOC which were 0.8 - 1 and compared it to the criteria of 0.7 is considered. Then, researcher try out 40 questionnaires, analyze Cronbach alpha coefficient and determine level of confidence is more than 0.7 As a result, Cronbach alpha coefficient of this questionnaire is 0.935 which is acceptable.

**Data Analysis:** General data analysis of elderly home care volunteers and identifying the type of characteristics used frequency, percentage, standard deviation, one - way MANOVA and analysis of factors affecting the characteristics of elderly home care volunteers used multiple linear regression analysis.

## Results

The result in comparison of personal factors on the characteristics of elderly home care volunteers, study factors affecting the characteristics of elderly home care volunteers and study the problems and obstacles while serve as an elderly home care volunteer found that

**General information:** From 400 questionnaires have send to sample, researcher got back all 400 questionnaires, it calculated to 100 percentage. Result of personal factor analysis revealed that majority of respondents were female, it calculated to 82 percentage. Respondents age between 50-59 years old, it can calculate to 30.30 percentage and respondents are Buddhist, it calculated to 97.50. Respondents graduated primary school, it calculated to 46.30 percentage, married calculated to 64.50, employee calculated to 24.30 and have more than 6 years work as elderly home care volunteers calculated to 40.30.

**Characteristics of elderly home care volunteers:** the characteristics of elderly home care volunteer's analysis showed that characteristic of hard working and work-satisfied have average score at 4.96, not hard working but work -satisfied have average score at 4.95, not hard-working, and also unsatisfied in work have average score at 2.73 and hard -working but unsatisfied in work

have average score at 2.90. The average of characteristic indicated that characteristic of hard working and work-satisfied, and not hard working but work -satisfied were in high level, the average of characteristic of hard -working but unsatisfied in work was in moderate and the average of characteristic of not hard-working, and also unsatisfied in work was in low level.

Factors affecting the characteristics of elderly home care volunteers: there were 8 factors affecting the characteristics of elderly home care volunteers and all 8 factors had average in high level which in descending order as the highest average was religion factor which calculated to 5.18, family calculated to 5.15, friends calculated to 5.10, occupation calculated to 5.07, community calculated to 5.04, school calculated to 4.99, mass media calculated to 4.90 and the lowest average was government support, it calculated to 4.89.

Comparison the differences in characteristics of elderly home care volunteers by personal factors: found that the volunteers who have different in marital status, education and period of time work as the volunteers will have different characteristic. Elderly home care volunteer without learning has a level of characteristic as format 3 (Not hard-working, and also unsatisfied in work) and format 4 (Hard -working but unsatisfied in work). Elderly home care volunteer who were single has a level of characteristic as format 3 (Not hard-working, and also unsatisfied in work) and format 4 (Hard -working but unsatisfied in work). Elderly home care volunteer who work more than 6 years as volunteer has a level of characteristic as format 3 (Not hard-working, and also unsatisfied in work) and format 4 (Hard -working but unsatisfied in work). This research result revealed that whether male or female, how old they are, believe in what religion and what occupation they do, elderly home care volunteers were hard working and work-satisfied for being volunteers. The elderly home care volunteers who were single (10 percentage), unlearned (10 percentage) and more than 6 years work as volunteer (40 percentage) had characteristic of not hard-working, and also unsatisfied in work. Tin Pratchayaphrut called them as not active working groups, but balance with unsatisfied in work, so they do not harm for the agency as same as withdrawn group of Barber. This type of person focuses on duty for replace acceptable from others in the low level. It was because they unsatisfied in work, the volunteers with this characteristic (more than 6 years work) will tend to quit.

Correlation coefficient of factors and characteristics of elderly home care volunteers: Correlation coefficient ( $r$ ) between independent variable ( $X$ ) 8 variables have positive relationship with dependent variable at the level of significant 0.01. According to linear regression analysis, all 8 independent variables had  $VIF \geq 10$  and Tolerance = 1 that can be conclude that all 8 independent variables had not multicollinearity or the problem that independent variable had too high level of relationship with each other. After Linearity test found that  $F$  was 13.13 at the level of significant  $< 0.01$  (Sig = 0.00) that means independent variable and dependent variable had linear relationship at the level of significant followed the regulation of linear regression analysis. About sampling distribution reveals that at significance level of the test Sig. = 0.164 and Kolmogorov-Smirnov test = 1.118 which more than the level of significant (Sig.  $> 0.05$ ) showed that there was normality or normal distribution followed the regulation of multiple linear regression.

Result of multiple linear regression analysis: factors affecting characteristic of hard working and work-satisfied elderly home care volunteer at the level of significant 0.05 were 2 variables in descending order as government support factor ( $X_8$  Beta = 0.15) and occupation factor ( $X_7$  Beta = 0.06). Factors affecting characteristic of not hard working but work-satisfied elderly home care volunteer at the level of significant 0.05 were 2 variables in descending order as religion factor ( $X_4$  Beta = 0.21) and school factor ( $X_6$  Beta = 0.16). Factors affecting characteristic of not hard-working, and also unsatisfied in work elderly home care volunteer at the level of significant 0.05 were 2 variables in descending order as community factor ( $X_5$  Beta = 0.25) and friends factor ( $X_2$  Beta = 0.23). Factors affecting characteristic of hard -working but unsatisfied in work elderly home care volunteer at the level of significant 0.05 were 3 variables in descending order as

Community factor ( $X_5$  Beta = 0.21), friends factor ( $X_2$  Beta = 0.16) and mass media factor ( $X_3$  Beta = 0.15).

**Table 2** Correlation coefficients (r) between independent variables and dependent variables

Dependent Variables (Y)	Independent Variables (x)	hard working and work-satisfied (y1)		Not hard working but work -satisfied (y2)		Not hard-working, and also unsatisfied in work (y3)		Hard - working but unsatisfied in work (y4)	
		®	Sig.	®	Sig.	®	Sig.	®	Sig.
Factors affecting characteristics of elderly home care volunteers	X1Family	0.32	.00**	0.22	.00**	0.42	.00**	0.31	.00**
	X2Friends	0.36	.00**	0.28	.00**	0.31	.00**	0.23	.00**
	X3Mass Media	0.33	.00**	0.37	.00**	0.39	.00**	0.36	.00**
	X4Religious	0.38	.00**	0.40	.00**	0.28	.00**	0.29	.00**
	X5Community	0.34	.00**	0.38	.00**	0.24	.00**	0.39	.00**
	X6School	0.45	.00**	0.39	.00**	0.33	.00**	0.42	.00**
	X7Work-related	0.40	.00**	0.39	.00**	0.29	.00**	0.28	.00**
	X8Public Organization	0.38	.00**	0.30	.00**	0.34	.00**	0.44	.00**

**Table 3** Determinants predicting characteristics of elderly home care volunteers.

IV DV		X <sub>1</sub>	X <sub>2</sub>	X <sub>3</sub>	X <sub>4</sub>	X <sub>5</sub>	X <sub>6</sub>	X <sub>7</sub>	X <sub>8</sub>
y <sub>1</sub>	<b>B (a) = 1.48</b>	0.93	0.02	0.03	0.11	0.07	0.03	0.20	0.14
	<b>S.E.(a)=0.32</b>	0.06	0.05	0.06	0.07	0.07	0.07	0.07	0.05
	<b>P-value</b>	0.09	0.73	0.65	0.09	0.36	0.67	0.00**	0.00**
	R = 0.52 R <sup>2</sup> = 0.27								
y <sub>2</sub>	<b>B (a) = 1.16</b>	0.10	0.08	0.13	0.27	0.14	0.21	0.10	0.07
	<b>S.E.(a)=0.37</b>	0.07	0.06	0.07	0.08	0.08	0.08	0.08	0.06
	<b>P-value</b>	0.12	0.21	0.04	0.00**	0.10	0.01*	0.17	0.23
	R = 0.50 R <sup>2</sup> = 0.25								
y <sub>3</sub>	<b>B (a) = 2.53</b>	0.18	0.42	0.21	0.27	0.56	0.17	0.14	0.11
	<b>S.E.(a)=.73</b>	0.13	0.12	0.13	0.16	0.16	0.17	0.15	0.12
	<b>P-value</b>	0.16	0.00**	0.12	0.09	0.00**	0.29	0.36	0.35
	R = 0.28 R <sup>2</sup> = 0.08								
y <sub>4</sub>	<b>B (a) = 2.06</b>	0.00	0.31	0.32	0.10	0.50	0.05	0.21	0.09
	<b>S.E.(a)=.77</b>	0.14	0.13	0.14	0.16	0.18	0.17	0.16	0.13
	<b>P-value</b>	0.99	0.02*	0.02*	0.53	0.00**	0.78	0.19	0.46
	R = 0.27 R <sup>2</sup> = 0.07								

Problems and obstacles while serve as an elderly home care volunteer were elderly home care volunteers in Western of Thailand faced a lot of bed ridden elder problems that was 132 people, it calculated to 33.00 percentage of respondents and lack of participation with local government organizations was 95 people, it calculated to 23.80 percentage of respondents as well as lack of participation from the elders was 66 people, it calculated to 16.50 percentage of respondents. In addition, researcher found that relevant government agencies did not



accept and support volunteer work was 65 people, it calculated to 16.30 percentage of respondents and volunteers faced travel problem was 57 people, it calculated to 14.30 percentage of respondents.

## Conclusions and Discussion

The comparison of characteristics of elderly home care volunteers classified by personal factor based on the findings of this research. Whether male or female of any age, any religion and occupation, when deciding to be an elderly home care volunteer. These volunteers hard working and work-satisfied for the elderly. Single elderly home care volunteers (10 percentage), unknowledgeable (10 percentage) and have more than 6 years work as elderly home care volunteers (40 percentage) were the characteristic of not hard-working, and also unsatisfied in work. Tin Pratchayaphrut called them as not active working groups, but balance with unsatisfied in work, so they do not harm for the agency as same as withdrawn group of Barber. This type of person focuses on duty for replace acceptable from others in the low level. It was because they unsatisfied in work, the volunteers with this characteristic (more than 6 years work) will tend to quit.

Unknowledgeable, single, more than 6 years work as volunteers of elderly home care volunteers who had the characteristic of not hard-working, and also unsatisfied in work or Zealots concept of Downs (1964) were the quest of power and the glory of their own, optimistic, active and hard-working, but never satisfied in their work. The agency must be careful and find a solution. Otherwise, they can do something foolhardy and reckless, so relevant agency should be cautious this volunteer group about resigning from the elderly home care volunteer because if they unsatisfied in work because local government are not be able to respond this group working. Volunteers will resign and it is difficult to find new volunteers. The recognition and facilitation of these volunteers to work happily will keep the volunteers from continuing to work with the government.

Result of Multiple Linear Regression analysis supported the concept of characteristics and factors affecting characteristics that was the characteristics created by social processes, it may be fixed, modify or even change the style depending on the situation and the social relationship. Characteristics is a blend of interaction through interpersonal interaction in the organization. (Presthus,1962; Berger and Luckmann,1966; Hall,1976). Factors affecting characteristics such as family, school, friend, religion, mass media and occupational group (Adivadhanasit et al, 2000).

Volunteers who have characteristic of hard working and work-satisfied believed that working is a part of life and live for work, respect rules and working processes, set the high life goals, valuable for organization and advance towards achievement (Presthus,1962; Barber,1992). Factors affecting characteristic of hard working and work-satisfied the most was government agency factor for example central, provincial or local government agencies which involved in elderly home care volunteer's work play a role in supporting the budget, materials, equipment, buildings, training, facilities, and coordination, thus supporting and facilitating for elderly home care volunteers make elderly home care volunteers work without pay, built satisfaction, motivation, willingness to work, and pleased with work. Government support was the main factors that make the work of the volunteers successful. Furthermore, adaptation for unstable work such as changing local leader that may reduce the government support make volunteers must adjust so that this group of volunteers has the ability to adapt for uncertainty.

From the concept of the characteristic, the characteristic of not hard working but work -satisfied was people who do not claim authority, status or role are rarely harmful to the organization (Presthus,1962) and the characteristic of not hard working but work -satisfied the most was religion factor such as religious doctrine that elderly home care volunteer

believes in. It affects elderly home care volunteer work or way of life. These behaviors are consistent with the concept of Prosocial behavior which said that motivation of behavior for community links with altruism. Factors affecting are religious practices because all religions teach people to help the underprivileged. (Knickerbocker, 2003; Collins, 2001)

From the concept of the characteristic, the factor that impact the most on the characteristic of not hard-working, and also unsatisfied in work as elderly home care volunteers were community factor because of unacceptable work from the community. The community felt that elderly home care volunteers were strangers who distrustful in accordance with Barber's (1992) about Withdrawn concept. According to this concept, this type of person focuses on duty for replace acceptable from others in the low level or they tend to quit or escape from conflict.

Factor affecting the characteristic of hard-working, but unsatisfied in work as elderly home care volunteers were community factor. It was because elderly home care volunteers work as volunteer because they need to be accepted from other people in the community (Thorard, 2001) especially relatives of the elderly who care for themselves. Volunteer requires that the relevant government agencies, especially the local government, promote the work of elder home care volunteers so that they are known to work effectively and to be accepted. The influence of community factors on this type of characteristic is not different from not hard-working, and also unsatisfied in work.

Result of multiple linear regression analysis found that Family factor did not affecting any characteristic. It is not followed in the concept of socialization that values the family as an influential role model. Parents will provide direct training with verbal precautions or actions to let children know what to do or not to do and indirect training that children have to observe themselves which is a training unconscious (Adivadhanasit et al, 2000). In contrast, family factors have no effect on the characteristic of elderly home care volunteers. Thai society in the rural, children are often not with parents and always with grandparents because parents have to work in the city. The duty of training is to become a school. The influence of friends, mass media, religion, community, and relevant agencies are more affecting the characteristic than family.

The result of the research indicated that a lot of elderly people currently need help while the number of volunteers who care is insufficient. Elderly home care volunteers also work as other types of volunteers so that volunteer's work is a hard task and have not time for self and family. As a result, the lack of people who want to work as volunteers. The proportion of volunteers who taking care of elderly per person is high. Besides, some elderly home care volunteers suggest that local government still do not provide the opportunity to participate and support the budget and equipment that causes problems and obstacle in volunteer's work such as projects that do not meet the needs of the elderly and lead to lack of motivation to work as elderly home care volunteers. Many local governments have limited support because the elderly home care volunteers of any local government depend on preparedness, it was not a compulsion from the Ministry of Social Development and Human Security. The preparedness means the budget to support work and the realization of the volunteer's importance in the responsible area of the leaders of the local government. There is no formal volunteer support available, it depends on preparedness which make elderly home care volunteer's work is not sustainable in some areas. The operational policy changes over the tenure of the leader and with or without support budget. As a result, the work of elderly home care volunteers became a liaison with other volunteers in particular in village health volunteers. Elderly home care volunteers will be more closely than public relations or public relations activities such as the work of village health volunteers.

## Recommendations

The results of the study found that factors the most affecting the hard-working and work satisfied characteristic of the elderly home care volunteer's work was the relevant government agencies, this type of characteristic is desirable of the government sector. Therefore, the relevant agencies need to facilitate, provide support to elderly home care volunteers in the form of budgets, materials and encouragement and praise them because volunteers work with the mind. Prioritizing and accepting volunteers will enable them to continue to work fully.

The results of the research found that factors the most affecting hard -working but unsatisfied in work characteristic of elderly home care volunteers and factors affecting not hard-working, and also unsatisfied in work characteristic of elderly home care volunteers were community factor such as the trust, acceptance and the cooperation of people in the community. Hence, the local government should be publicized and informed about the role and benefits of elderly home care volunteers to people in the community. It will make volunteers who unsatisfied in work or do not want to work give up to the government work.

The results of the research found that factors the most affecting not hard working but work -satisfied characteristic of elderly home care volunteers was religion factor. This type of characteristic of elderly home care volunteers was inferior to the hard-working and work satisfied characteristic. People who sacrificed and do social benefits were rare. Government agencies such as the Ministry of Education and Ministry of Social Development and Human Security should be instilled social benefits in the youth, you reap what you sow, know the sacrifice, help other people by taking the youth to temple or do activities for the community.

The results of the research found that elderly home care volunteers with different in gender, age, religion and occupation will have no differ about the type of characteristic except the level of education. It means learned volunteers will be hard-working and work satisfied and not hard working but work -satisfied characteristic of elderly home care volunteers, but the elderly home care volunteers who unlearned will be the third type of characteristic (not hard-working, and also unsatisfied in work) and the fourth type of characteristic (affecting hard -working but unsatisfied in work). The number of volunteers who did not attend school was small, but due to lack of people want to work for the collective and to keep the unlearned volunteers continue to work. The government cannot determine the criteria for the study to be used in the selection of volunteers. If they want hard-working and work satisfied characteristic of the elderly home care volunteer, they cannot choose the high education volunteers. Ministry of Social Development and Human Security and local government must provide training for general health knowledge, physical therapy, nutrition, and mental health to the elderly home care volunteers continuously.

Based on the findings of the study, marital status as single of elderly home care volunteers was the third type of characteristic (not hard-working, and also unsatisfied in work) and the fourth type of characteristic (affecting hard -working but unsatisfied in work). According to the interview reveals that single 40-50 years old work for the family but the majority of married, widowed and divorced elderly home care volunteers are aged 50 and over who were the hard-working and work satisfied and not hard working but work -satisfied characteristic. Elder people or retirees some have children take care or have more free time or was the farmer. They can spend more time volunteering and work more. Therefore, in order to receive those who wish to work as elderly home care volunteers, it is recommended that people aged 50 and over. To increase the number of elderly home care volunteers to younger people in order to continue volunteer's work. Ministry of Social Development and Human Security and local government should organize volunteer programs for elderly people to cultivate volunteerism and citizenship in all ages.

The results of the research found that about period of time work as volunteers, the volunteers who work as volunteers more than 6 years was the third type of characteristic (not hard-working, and also unsatisfied in work) and the fourth type of characteristic (affecting hard - working but unsatisfied in work). It shown that people who work as volunteers for long time may less put to work and unsatisfied in work or people were more time work as volunteer, they were fainter. In government sector such as local government should encourage elderly home care volunteers who work long time for example organizing field trips to study local government organizations that have been successful in organizing activities for the elderly and praise the teamwork to make the volunteers feel accepted.

The results of the research found that problems and obstacles while serve as an elderly home care volunteer were a lot of bed ridden elder but the number of elderly care volunteers at home is small. Ministry of Social Development and Human Security and local government should increase number of volunteers by issuing regulations for elderly home care volunteers, have welfare and travel insurance as an incentive to work.

Based on the findings of the study, elderly home care volunteers were lack of participation for working with local government. Therefore, giving the opportunity to present projects for elderly, participating in the planning and evaluating made elderly home care volunteers were accepted and local government will have more projects that solve problem and meet the needs of the elderly.

Based on the findings of the study, elderly home care volunteers did not get participation for elderly and elderly's family. Local government must introduce volunteers to be known even if many elderly home care volunteers already were other type of volunteers. The role of elderly home care volunteers was also essential.

Based on the findings of the study, elderly home care volunteers faced travel problems. Thus, Ministry of Social Development and Human Security or local government should be head of elderly home care volunteers and provide legal support elderly home care volunteer's work by taking the regulations of village health volunteers may be used as an example.

### **Recommendations for Future Research**

The elderly home care volunteers are responsible for helping government to provide public services. The work of these volunteers reflects the civic commitment to sacrifice for the public by caring and imparting knowledge to relatives and lineage of the elderly. In the next research, researcher should study the knowledge management of elderly families who received the information from volunteers. If the elderly families have good knowledge management, it shows that people in the community can help themselves.

Some elderly home care volunteers received elderly home care volunteers prize so that the next research can study the process of transferring knowledge from these elderly home care volunteers as an example to future volunteers.

In the next research, research can be conducted on the factors of success in knowledge management of elderly home care volunteers. The variables that may be studied such as culture, technology leaders, etc. and should be mixed method both quantitative and qualitative research. In qualitative research, group discussions should be organized.

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