

ABSTRACT

SATISFACTION LEVELS AMONG HMONG CLIENTS USING THE SERVICES OF SHAMANS IN FRESNO COUNTY, CALIFORNIA

The purpose of this study was to gain an understanding in satisfaction levels among Hmong in Fresno County who used shamans' services with respect to the gender of shamans, the use of live or dead animals, and ritual practices inside or outside of the client's home. The PEN-3 model by Airhihenbuwa was used to guide this study. The instrument was translated into Hmong language for preference of the respondents. A total of 115 participants were recruited (87 males and 28 females).

A significant difference in clients' satisfaction levels was found by the shamans' practice inside or outside the client's home. A significant difference found in clients' satisfaction according to the use of live or death animals in the shaman's practice. Clients who had shamans who use live animals were significantly more satisfied than those who use death animals. There were no significant differences in regard to the gender of shamans.

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