

Metinee Tanongkit 2010: Interpersonal Citizenship Behavior, Social Responsibility, Perceived Organizational Support and Team Cohesiveness Affecting the Emergency Medical Service Team Effectiveness in the Middle of Thailand's Hospitals. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Miss Sayamon Akakulanan, Ph.D. 143 pages.

The purpose of the study were to find influence among interpersonal citizenship behavior, social responsibility, perceived organizational support, team cohesiveness, and team effectiveness in Emergency Medical Service Team. Samples were 146 teams from Hospital's Emergency Medical Service Team. The questionnaires used in collecting data was divided in to 3 parts: team and member data forms, team effectiveness in Emergency Medical Service Team, and factors affecting the team effectiveness. The data was analyzed by program for social-science research. The statistics analyzed were mean, S.D., Pearson's product moment correlation, and path analysis.

The results were as following: (1) the proposed model was modified to fit the data ($X^2 = 1.15$ p-value = .28 GFI = 1.00 AGFI = .95 SRMR = .01 RMSEA = .03) interpersonal citizenship behavior, social responsibility, perceived organizational support, and team cohesiveness accounted for 52 percent of the variance in team effectiveness. (2) Team cohesiveness had the highest influence on the team effectiveness. (3) Interpersonal citizenship behavior had direct and indirect influence on the team effectiveness. (4) Social responsibility had direct and indirect influence on the team effectiveness. (5) Perceived organizational support had indirect influence on the team effectiveness. (6) Team cohesiveness had direct influence on the team effectiveness.

Student's signature

Thesis Advisor's signature