

Abstract

The objective of this study, titled "The relationship among emotional intelligence, psychological empowerment and service quality of perioperative nurses as perceived by supervisors" : A Case Study of perioperative nurses Siriraj Hospital.

One hundred fifty two perioperative nurses and Nineteen supervisors have participate in this study. There are two questionnaire .The first, questionnaire for perioperative nurses consist of 3 part : personal factor, emotional intelligence and psychological empowerment. Second, the questionnaire of service quality according to the perception of supervisors.

The statistics in this study was analyzed by SPSS program for frequency , percentage, mean, standard deviation and the hypothesis testing with statistics methods such Pearson' s product moment correlation and stepwise regression analysis. The result were as follow:

1.The perioperative nurses have the mean of emotional intelligence and emotional intelligence's components are high level.

2.The perioperative nurses have the mean of psychological empowerment at moderate level. Then, the component of psychological empowerment is meaning at high level, competence, self- determination and impact at moderate level.

3.The mean of service quality according to the perception of supervisors at high level. Then, the component of service quality according to the perception of supervisors are tangibility, responsive, assurance and empathy at high level but the component of service quality according to the perception of supervisors is reality at moderate level.

4.There is positive correlation between emotional intelligence and service quality according to the perception of supervisors. ($r = .54, p < .01$)

5.There is positive correlation between psychological empowerment and service quality according to the perception of supervisors. ($r = .47, p < .01$)

6.There is positive correlation between emotional intelligence and psychological empowerment ($r = .64, p < .01$)

7.The component of emotional intelligence is self- regulation , The component of psychological empowerment is meaning and The component of emotional intelligence is self- awareness were the most predictive variables of service quality according to the perception of supervisors by 31.6 %.

The finding in this study will be used as a guideline to increase the level of the emotional intelligence, psychological empowerment and service quality. These will motivate the perioperative nurses to work effectively.