

# # C 786271 : MAJOR NURSING ADMINISTRATION

KEY WORD: NURSING SERVICE SUPERVISORY MODEL / HEAD NURSES /

PROFESSIONAL RELATIONSHIP / JOB SATISFACTION / STAFF NURSES

AMPORN NIEMKULRAK : NURSING SERVICE SUPERVISORY MODEL  
FOR HEAD NURSES , PRIVATE HOSPITALS , BANGKOK METROPOLIS.

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The purposes of this quasi experimental research were to develop nursing service supervisory model for head nurses and to study the effect of the implementation of the model on the professional relationship and job satisfaction of staff nurses . Research samples were 44 staff nurses working at the medical -surgical and pediatric units at Mission Hospital. The instruments which were developed and tested for their quality by the researcher were the followings: 1) the instrument used in collecting data for the construction of the supervisory model which was a survey of actual and expectation about nursing supervision of head nurses and staff nurses ; 2) a nursing service supervisory model which composed of 4 elements : principles and objectives , duty and characteristics of a head nurse , supervision process and supervision tools ; 3) the instrument used in monitoring the experiment which was a knowledge test and the appraisal of supervisory activities ; and 4) the instrument used in collecting data which were a questionnaire designed to measure professional relationship and job satisfaction of staff nurses , and a set of questions regarding opinions toward the model .

The major findings were the followings :

1. The mean scores of professional relationship of staff nurses after the experiment and 1 week follow up period were statistically higher than that before the experiment , at the .05 level.
2. The mean scores of job satisfaction of staff nurses after the experiment and 1 week follow up period were statistically higher than that before the experiment , at the 0.5 level.
3. There was no difference between the professional relationship and job satisfaction of staff nurses after the experiment and follow up period .

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