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KEY WORD : COMMUNICATION BEHAVIORS / PROFESSIONAL NURSES / ORTHOPAEDIC PATIENTS

SUKJAI SRIPEALAIM : A STUDY OF PROFESSIONAL NURSES' COMMUNICATION BEHAVIORS CONCERNING PHYSICAL AND PSYCHOLOGICAL CARE WITH ORTHOPAEDIC PATIENTS IN HOSPITALS UNDER THE JURISDICTION OF THE DEPARTMENT OF MEDICAL SERVICES, MINISTRY OF PUBLIC HEALTH, BANGKOK METROPOLITAN. THESIS ADVISOR : ASSIS. PROF. POLICE MAJOR PAUNGPHEN CHOONHAPRAN, Ph.D. 215 pp. ISBN 974-635-015-3

The purposes of this research were to study professional nurses' verbal and non verbal communication behaviors and compared professional nurses' communication behaviors concerning physical and psychological care with orthopaedic patients in hospitals under the jurisdiction of the department of Medical Services, Ministry of Public Health, Bangkok Metropolitan. Non-participant observation was used. The population consisted of 30 professional nurses working in orthopaedic ward at Leard Sin and Rajavithi hospital. Research instruments were questionnaire enquiring the perception of professional nurses' roles, the reliability was 0.98 and an observational form on the nurses' communication behaviors concerning physical and psychological care with orthopaedic patients, the observational form reliability was 0.81. The data was analyzed by percent, mean, standard deviation and t-test.

The results of the study revealed as follows :

1. The mean score of professional nurses' positive communication behaviors concerning physical and psychological care with orthopaedic patients was higher than negative way. The mean score of communication concerning physical care was higher than psychological care and significant at the .01 level.
2. There was no significant difference between the mean score of professional nurses' communication behavior classified by age.
3. There was no significant difference between the mean score of professional nurses' overall communication behavior classified by marital status. But there was difference between the positive verbal, non verbal and time used in psychological care at the .05 level. Those who were single had higher mean scores than the married.
4. There were no significant difference between the mean scores of verbal, non-verbal and time of professional nurses' overall communication behaviors classified by work experience. But there were difference between the proxemic (overall), and physical distance at 18 inches to 4 feet at the .01 and .05 level and time used in psychological care at the .05 level. Those with more than 6 years experience had higher mean scores than those with 1-5 years experience.
5. There were no significant difference between the mean scores of verbal, non-verbal and time of professional nurses' overall communication behaviors classified by training. But there was difference between the mean score of proxemic (overall) at 4 to 12 feet at the .05 level. Those who had training had higher mean scores than those who had not.
6. There was no significant difference between the mean score of professional nurses' communication behavior classified by the perception of professional nurses' roles.

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