

ORAPEN PONGKLUM : RELATIONSHIPS BETWEEN HEAD NURSES' HELPFULLNESS AND PERCEIVED JOB SATISFACTION BY STAFF NURSES IN PRIVATE HOSPITALS, BANGKOK METROPOLITAN AREA. THESIS ADVISOR : ASSOCIATE PROF. PUANGRAT BOONYANURAK, Ed.D. 104 pp.
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The purposes of this research were to study the relationships between head nurses' helpfulness and perceived job satisfaction by staff nurses and to compare the nurses who have different years of work experiences and working in different departments from 9 private hospitals, Bangkok Metropolitan area. One hundred and ninety-nine subjects were selected by using the multistage sampling technique. Two instruments developed by the investigator were head nurses' helpfulness and job satisfaction questionnaires which were validated and tested for internal reliability which were .79 and .96 respectively.

The major findings were as follows:

1. Staff nurses perceived head nurses' helpfulness in the work of assignment and nursing rounds which indicated the moral model while in change of shift report was the moral and enlightenment model and in self development was compensatory model.
2. Staff nurses perceived job satisfaction at high level in all aspects of satisfaction which were achievement, acceptance, job characteristics, responsibility and job advancement.
3. Head nurses' helpfulness with moral model positively related to perceived job satisfaction of staff nurses at .01 significant level.
4. Head nurses' helpfulness with compensatory model did not related to perceived job satisfaction of staff nurses at .05 significant level.
5. Head nurses' helpfulness in enlightenment model negatively related to perceived job satisfaction of staff nurses at .05 significant level.
6. Head nurses' helpfulness as perceived by staff nurses classified by different years of experiences and different working departments were no statistically significant differences.
7. Staff nurses who had more than 3 years experience perceived job satisfaction higher than those who had 1 - 3 years experience at .05 significant level.
8. Staff nurses who have been working in medical-surgical, obstetric-gynecological and pediatric nursing departments perceived no statistically significant differences in job satisfaction.