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NUSARA ARJNARONG : THE RELATION BETWEEN SELECTED FACTORS AND QUALITY OF SERVICE IN DISTRICT HOSPITALS. THESIS ADVISORS :

TASSANEE NONTASORN, Ph.D., CHARUVAN HEMATORN, M.P.H., WILAI

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The main purpose of this study was to assess the quality level of nursing services in district hospitals. Also, the relations between predisposing, enabling and reinforcing factors and the quality of nursing services in district hospitals and satisfaction of patients were assessed. The sample consisted of 168 professional nurses who worked in wards, and 60 admitted patients. Nurses were selected by systematic sampling, and the patients by simple random sampling. Interviews and questionnaires were used to test the research hypotheses.

The results of the study showed that 54.8 percent of professional nurses in wards had a moderate quality level of nursing services in district hospitals. It was also found that the attitude towards outcome standard, policies, documents, training for quality nursing services, resources support, administrative systems, the skills of nursing services in the nursing process and support by the chief of the department and co-workers were statistically correlated with the quality of nursing services in a positive way. The interviews with patients showed that 65.0 percent of the patients were very satisfied with the quality of nursing services in district hospitals.

The result of this study suggested that the hospital should support policies, training, resources, administrative systems and improvement of skills of nursing services in nursing process. Also the chief of the department and the co-workers should support the quality of nursing services.