

**Thesis Title** Selected Factors Associated to Ambiguity and Conflict in Roles of Head Nurses in Regional Centre Hospitals

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## Abstract

The purposes of this study were to describe the levels of role conflict and role ambiguity and the relationships among selected factors of age, level of education, years working in present position and the preparation before entering into the position and role ambiguity and role conflict. The subjects, obtained by using proportional stratified random sampling method, were 203 head nurses in Regional Centre Hospitals. The instrument used in this study consisted of 2 parts : specific demographic data and role ambiguity and role

conflict questionnaires, adapted from Rizzo, House, & Lirtzman (1970). The internal consistency reliabilities of role ambiguity and role conflict, using Cronbach's alpha coefficient were 0.85 and 0.84. The statistics used in this study were frequency, percentage, the mean, standard deviation, Pearson's product moment correlation and chi - square.

The findings showed that role ambiguity of head nurses was at a low level ( $\bar{X} = 2.37$ ) while role conflict was at a moderate level ( $\bar{X} = 2.60$ ). The subjects identified pedagogic and research roles as the first ranked while the service role as the last one. There were no significant relationship between age and role ambiguity while age was low negative significant relationship with role conflict ( $p < 0.05$ ). There were no significant relationship among level of education and role ambiguity and role conflict. There were low negative significant relationships among years working in present position and role ambiguity and role conflict ( $p < 0.05$ ,  $p < 0.05$ ), however, there were no significant relationship among the preparation before entering into the position both with role ambiguity and role conflict.