Thesis Title , Factors Effecting the Performance of
Quality Control Circle Activities
Among the Nursing Personnel of
Maharaj Nakorn Chiangmai Hospital.

Name Miss Dinlaga Tripiboon

Degree Master of Science (Public Health)

Thesis Supervisory Committee Associate Professor Prabha Limprasutr.

Associate Professor Wichit Srisuphan.

Assistant Professor Pravit Rabieb.

Associate Professor Nilobol Nimkingratana.

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- Abstract

The objectives of this research were to study the relationships between predisposing, enabling, reinforcing factors and Quality Control Circle (Q.C.C.) activities and to compare thier effects to Q.C.C. activities. Predictive weights of these factors on Q.C.C. activities were also studied. The study sample was from 242 nursing staff who had been participated in the training program for Q.C.C. and work in 8 nursing departments of Maharaj Nakorn Chiangmai Hospital. The research instruments were 2 sets of questionnaire consisted of 6 parts : demographic data; attitude towards Q.C.C. activities; supporting of organizational systems for Q.C.C activities; human behaviors related to Q.C.C. activities; perception of Quality Control Circles and organizational climate. The statistical treatments include frequencies, percentages, arithmetic means, standard deviations, t-test, Chi-square, Kendall's tau b, Somer's d and Multiple Classification Analysis.

The results of the study were as follows :

1. Regarding to predisposing factors, the study fround that perception of Q.C.C. had a significant relationship with Q.C.C.

activities (P < 0.05). Nurses who participated in the Q.C.C. activities group were significantly more likely to have higher perception regrading to Q.C.C. than those in non-participated group. However, attitude toward Q.C.C. were similar in the 2 groups.

2. As far as the enabling factors were concerned, the study revealed that supporting of organizational systems for Q.C.C. activities had a significant relationship (P < 0.01) with Q.C.C. activities. Nurses who participated in the Q.C.C. activities group were significantly more likely to report recieving support from organizational systems than non-participated group. But the organizational climate had no significant relationship with Q.C.C. activities.

3. For reinforcing factors, the study found that human behavior related Q.C.C. activities had a significant relationship (P < 0.05) with Q.C.C. activities. Nurses who participated in the Q.C.C. activities group reported receiving supports and help from persons related to Q.C.C. activities more than nurses in non-participated group.

4. For demographic factors, income and work experienes were significantly associated with Q.C.C. activities. Nurses who participated in the Q.C.C activities group were significantly to have higer income and higer work experiences than those in non-participated group. Marital status of nurses who participated in Q.C.C. activities group was similar to non-participated group.

5. Q.C.C. activities could be predicted or explained by predisposing, enabling, and reinforcing factors. The contribution of these factors on Q.C.C. activities was only 16.3 percent, however, the contribution was statistically significant. (P <0.01) The most important factor was enabling factor followed by predisposing and reinforcing factors.