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APPENDICES

APPENDIX A

DEMOGRAPHIC DATA FORM (ENGLISH VERSION)

Please provide information by filling in the blanks or putting a mark (✓) in front of the relevant answer number for each item or filling in the blanks. Your participation is essential if results that truly represent the thinking for professional nurses are to be obtained. All responses will be help strictly confidential.

Items
1. Age Years
2. Gender () Male () Female
3. Marital Status () Single () Married () Widowed () separated () Divorced
4. Education level () Auxiliary () Bachelor () Diploma
5. Years of working experience(more than six month equal year)
6. Special committee () In service education & clinical preceptor () Health education () Health education () infection control () Nursing audit () quality control () Work place safety () None assignment
7. Personal income per month (1 US. Dollar = 8,200 Kip) () 300.000-700.000 Kip () 700.001-800.000 kip () 800.001-900.000 kip () more than 1.000.000 kip
8. continuing education in nursing care during the last 5 years () Yes () No

DEMOGRAPHIC DATA FORM (LAO VERSION)

ຄຳຊີ້ແຈງແບບສອບຖາມມີທັງໝົດ 8 ຂໍ້

ກະລຸນາເຕີມຂໍ້ຄວາມລົງໃນຊ່ອງຫວ່າງຫຼືທຳເຄື່ອງໝາຍ X ລົງໃນ () ຕາມຄວາມເປັນຈິງ

ຂໍ້ຄຳຖາມ
1. ປະຈຸບັນທ່ານອາຍຸປີ
2. ເພດ () ຊາຍ () ຍິງ
3. ສະຖານະພາບສົມລົດ () ໂສດ () ຄູ່ () ໝ້າຍ () ຍ່າ () ແຍກ
4. ອຸດທິການສຶກສາພະຍາຍາມຂັ້ນສູງສຸດ () ອານຸປະລິນຍາ () ປະລິນຍາໂທ () ປະລິນຍາຕີ () ອື່ນໆໂປດລະບຸ
5. ລະຍະເວລາໃນການປະຕິບັດງານໃນວິຊາຊີບການພະຍາຍາມ.....ປີ (ເກີນ 6 ເດືອນນັບເປັນປີ)
6. ປະຈຸບັນທ່ານມີງານໃນໜ້າທີ່ພິເສດອື່ນໆທີ່ໄດ້ຮັບມອບໝາຍໃຫ້ເປັນກຳມະ ການ (ຕອບໄດ້ຫຼາຍກວ່າ 1 ຂໍ້ () ວິຊາການ () ສິ່ງແວດລ້ອມຄວາມປອດໄພ () ສຸຂະສິກສາ () ຄວບຄຸມປ້ອງກັນການຕິດເຊື້ອ () ກວດສອບມາດຕະຖານ () ກວດສອບບັນທຶກທາງການພະຍາຍາມ () ອື່ນໆໂປດລະບຸ.....
7. ລາຍໄດ້ທີ່ໄດ້ຮັບໃນປະຈຸບັນ () 300.000-700.000 Kip () 700.001-800.000 kip () 800.001-900.000 kip () more than 1.000.000 kip
8. ໃນລະຍະ 5 ປີຜ່ານມາທ່ານມີໂອກາດໄດ້ຮັບການພັດທະນາໃນວິຊາການ ພັດທະນາໃນວິຊາຊີບເພີ່ມເຕີມຫຼືບໍ່ () ບໍ່ເຄີຍ () ເຄີຍອົບຮົບ

APPENDIX B

**THE PROFILE OF ORGANIZATIONAL CHARACTERISTIC (POC)
(ENGLISH VERSION)**

The Questionnaire of Head Nurse Management Style as perceive by staff nurse. There are 50 items describing various management styles of your head nurse. Management style is characteristic and management of head nurse in wards as perceive by staff nurse. The answers to the questionnaire are used to study dimensions of your head nurse management style. Please show your opinion. Choose the number that the best applies to each item and circle it.

1= Disagree 2= Agree to some extent 3= Agree a little 4= Moderately agree
5= Pretty much agree 6= Mostly agree 7= Absolutely agree

items	disagree agree strongly
1. Head ward has confidence and trust in your performance.	1 2 3 4 5 6 7
2. You have confidence and trust in head ward.	
3. You are supported by head ward.	
...	
...	
...	
50. Head ward uses control data for working guidance.	

THE PROFILE OF ORGANIZATIONAL CHARACTERISTIC (POC) (LAO VERSION)

ແບບສອບຖາມຮູບແບບການບໍລິຫານຂອງຫົວໜ້າໜ່ວຍຕາມການຮັບຮູ້ຂອງພະຍາບານປະຈຳການ ຄຳຊີ້ແຈງແບບສອບຖາມມີທັງໝົດ 50 ຂໍ້ ສຳລັບຜູ້ຕອບແບບສອບຖາມທີ່ເປັນພະຍາບານປະຈຳການ.

ແບບສອບຖາມຕໍ່ໄປນີ້ເປັນຂໍ້ຄວາມທີ່ກ່ຽວກັບຮູບແບບການບໍລິຫານຂອງຫົວໜ້າໜ່ວຍຂອງທ່ານຊຶ່ງເປັນລັກສະນະການຈັດການພາຍໃນພະແນກຕາມການຮັບຮູ້ຂອງພະຍາບານປະຈຳການຄຳຕອບໃນແບບສອບຖາມນີ້ບໍ່ໄດ້ປະເມີນຄວາມຖືກຄວາມຜິດຂອງຮູບແບບການບໍລິຫານແຕ່ເປັນການສຶກສາຮູບແບບການບໍລິຫານຂອງຫົວໜ້າໜ່ວຍໃນປະຈຸບັນວ່າມີລັກສະນະຢ່າງໃດ.

ກະລຸນາສະແດງຄວາມຄິດເຫັນຂອງທ່ານທີ່ມີຕໍ່ຂໍ້ຄວາມເລົ່ານີ້ໂດຍວົງອ້ອມຮອບຕົວເລກທີ່ກົງກັບຄວາມຄິດເຫັນຂອງທ່ານຫຼາຍທີ່ສຸດ ທັງນີ້ຕົວເລກດັ່ງກ່າວມີເກນການພິຈາລະນາດັ່ງນີ້

- 1= ໝາຍເຖິງບໍ່ເຫັນດ້ວຍ
- 2= ໝາຍເຖິງເຫັນດ້ວຍ
- 3= ໝາຍເຖິງເຫັນດ້ວຍຂ້ອນຂ້າງໜ້ອຍ
- 4= ໝາຍເຖິງເຫັນດ້ວຍປານກາງ
- 5= ໝາຍເຖິງເຫັນດ້ວຍຂ້ອນຂ້າງຫຼາຍ
- 6= ໝາຍເຖິງເຫັນດ້ວຍຫຼາຍ
- 7= ໝາຍເຖິງເຫັນດ້ວຍຫຼາຍທີ່ສຸດ

ຂໍ້ຄວາມ	ບໍ່ເຫັນດ້ວຍ			ເຫັນດ້ວຍຫຼາຍທີ່ສຸດ			
	1	2	3	4	5	6	7
1. ຫົວໜ້າໜ່ວຍມີຄວາມເຊື່ອໝັ້ນແລະໄວ້ວາງໃຈທ່ານໃນເລື່ອງວຽກງານ							
2 ທ່ານມີຄວາມເຊື່ອໝັ້ນແລະໄວ້ວາງໃຈຫົວໜ້າໜ່ວຍໃນເລື່ອງວຽກງານ							
3 ຫົວໜ້າໜ່ວຍໃຫ້ການຊ່ວຍເຫຼືອເກື້ອກຸນທ່ານໃນເລື່ອງງານ							
...							
...							
...							
50. ຫົວໜ້າໜ່ວຍນຳຜົນການກວດສອບການປະຕິບັດງານໃນໜ່ວຍງານມາໃຊ້ເປັນແນວທາງໃນການປະຕິບັດງານຂອງບຸກຄະລາກອນທຸກລະດັບໃນໜ່ວຍງານ.							

APPENDIX C

MASLACH BURNOUT INVENTORY (MBI) (ENGLISH VERSION)

There are 22 items describing your possible feelings. Please read carefully, then look at the rating scale and decide how frequently it fits for you. Choose the number that best fits for you and tick $\sqrt{}$ in the one appropriate box according to your feeling. There is no right or wrong answer for each item. Many items look similar; do not worry that. Please be as honest as you can in rating your feeling.

- 0: No feeling
- 1: I have this feeling 2-3 times in a year
- 2: I have this feeling once a month
- 3: I have this feeling 2-3 times a month
- 4: I have this feeling once a week
- 5: I have this feeling 2-3 times a week
- 6: I have this feeling every day

items							
1. I feel emotional drained from my job.							
2. I feel tired at the end of daily work.							
3. I feel fatigued when getting up in the morning and have to work another day.							
...							
...							
...							
22. I feel patients blame me for their problems.							

MASLACH BURNOUT INVENTORY (MBI) (LAO VERSION)

ແບບສອບຖາມຄວາມຫຍຸ້ງໃນວຽກງານ

ຄວາມຫຍຸ້ງໃນວຽກງານໝາຍເຖິງການຕອບສະໜອງຕໍ່ຄວາມກົດດັນທີ່ເກີດຂຶ້ນຈາກການບໍລິການແກ່ບຸກຄົນອື່ນມາເປັນເວລາຕໍ່ເນື່ອງຍາວນານຈຶ່ງສະແດງອາການທີ່ປະກອບດ້ວຍ 3 ລັກສະນະຄື ຄວາມອ່ອນລ້າທາງອາລົມ ການລົດຄວາມເປັນບຸກຄົນໃນຜູ້ອື່ນ ແລະ ການລົດຄວາມສໍາເລັດສ່ວນບຸກຄົນຄໍາແນະນໍາ

ກະລຸນາຂີດເຄື່ອງໝາຍ X ລົງໃນຊ່ອງທີ່ຕົງກັບຄວາມຄິດເຫັນຂອງທ່ານຫຼາຍທີ່ສຸດພຽງຄໍາຕອບດຽວໂດຍມີເກນໃຫ້ເລືອກຕອບດັ່ງນີ້

- | | | |
|---|---------|--|
| 0 | ໝາຍເຖິງ | ທ່ານບໍ່ມີຄວາມຮູ້ສຶກເຊ່ນນັ້ນເລີຍ |
| 1 | ໝາຍເຖິງ | ທ່ານມີຄວາມຮູ້ສຶກນັ້ນປະມານ 2-3 ຄັ້ງ |
| 2 | ໝາຍເຖິງ | ທ່ານມີຄວາມຮູ້ສຶກເຊ່ນນັ້ນເດືອນລະ 1 ຄັ້ງ |
| 3 | ໝາຍເຖິງ | ທ່ານມີຄວາມຮູ້ສຶກເຊ່ນນັ້ນເດືອນລະ 2-3 ຄັ້ງ |
| 4 | ໝາຍເຖິງ | ທ່ານມີຄວາມຮູ້ສຶກເຊ່ນນັ້ນອາທິດລະ 1 ຄັ້ງ |
| 5 | ໝາຍເຖິງ | ທ່ານມີຄວາມຮູ້ສຶກເຊ່ນນັ້ນອາທິດລະ 2-3 ຄັ້ງ |
| 6 | ໝາຍເຖິງ | ທ່ານມີຄວາມຮູ້ສຶກເຊ່ນນັ້ນທຸກວັນ |

ຂໍ້ຄວາມ	0	1	2	3	4	5	6
1. ຂ້ອຍຮູ້ສຶກຈິດໃຈຫ່ຽວເນື່ອງມາຈາກການເຮັດວຽກ							
2. ຂ້ອຍຮູ້ສຶກໝົດແຮງເມື່ອເວລາສິ້ນສຸດການເຮັດວຽກ							
3. ຂ້ອຍຮູ້ສຶກອ່ອນເພີຍເມື່ອຕື່ນນອນຕອນເຊົ້າແລະຮູ້ວ່າຈະຕ້ອງປະເຊີນກັບສະພາບການເຮັດວຽກເຊ່ນເດີມອີກຄັ້ງ							
...							
...							
...							
22. ຂ້ອຍຮູ້ສຶກວ່າຄົນເຈັບຫຼືຜູ້ຮັບບໍລິການຕໍານິຂ້ອຍໃນບັນຫາທີ່ເຂົາເອງເປັນຕົ້ນເຫດ							

APPENDIX D

THE CROBACH'S ALPHA COEFFICIENT OF INSTRUMENTS

Subscales	α
Profile of Organization Characteristic (PO	.92
The Maslach Burnout Inventory (MBI)	.80
Emotional exhaustion	.74
Depersonalization	.72
Personal accomplishment	.76

APPENDIX E

PROTECTION OF HUMAN SUBJECT (IRB)



No.054/2010

CERTIFICATE OF ETHICAL CLEARANCE

Research Ethics Review Committee

Faculty of Nursing, Chiang Mai University

The Research Ethics Review Committee of the Faculty of Nursing,
Chiang Mai University declares approval of

Research Project Title : Head Nurse Management Style and Staff Nurse
Burnout in Central Hospital, Lao People's Democratic Republic

Principal Investigator : Ms. Lamnguen Silavong

Participating Institution : Master of Nursing Science of Nursing
Administration International Program, Faculty of Nursing Chiang Mai
University

The above research project does not violate rights, well being, and/or
endanger human subjects and is justified to conduct the research procedures
as proposed.

This clearance is valid from the date of approval to March 22, 2011

Date of approval March 22, 2010

A handwritten signature in black ink, appearing to read 'Wichit Srisuphan'.

.....
(Professor Dr. Wichit Srisuphan)
Chair, Research Ethics Review Committee
Faculty of Nursing, Chiang Mai University

A handwritten signature in black ink, appearing to read 'T. Suwanprapisa'.

.....
(Associate Professor Dr. Thanaruk Suwanprapisa)
Dean of Faculty of Nursing, Chiang Mai University

APPENDIX F

PERMISSION OF DATA COLLECTION LETTER

Faculty of Nursing
Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No.6393 (7)/ 1329

Director of Mahosot Hospital,
Vientiane, Lao, PDR

March 23, 2010

Dear Sir,

Regarding Mrs. Lamngeun Silavong Code 511231802, a student in the Master program at the Faculty of Nursing, Chiang Mai University, her thesis on "Head Nurse Management Style and Staff Nurse Burnout in Central Hospitals, Lao People's Democratic Republic" has been approved. Associate Professor Dr. Ramoul Nantsupawat and Lecturer Dr. Orn-Anong Wichaikhum are her thesis advisors. She would like to collect data from nurses in Mahosot Hospital, for 20 cases during March, 2009 to April 2010 by using Profile of Organization Characteristic Scale, Maslach Burnout Inventory Instrument and Questionnaire. The result from this process will be used to test and improve the quality of the instrument.

The Faculty of Nursing, Chiang Mai University would like to request the permission for student to collect data for testing quality of the instrument in order for it to be beneficial for the student's research. All data will be collected by student.

Please be so kind as to consider this request.

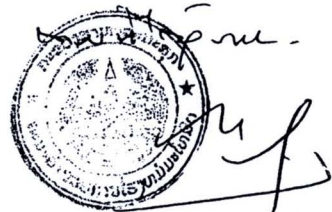
Yours sincerely,

Sujitra Tiansawad

Sujitra Tiansawad, D.S.N., R.N.
Deputy Dean
Faculty of Nursing, Chiang Mai University

โรงพยาบาลมหาราชนครเชียงใหม่	
เลขที่
วันที่รับ	24/3/10
เวลา

นางสาว รุ่งเรือง สิริขันธ์
นางสาว นันทิยา สิริขันธ์



รศ.ดร.บุญทอง สิริขันธ์

APPENDIX G

INFORM CONSENT (ENGLISH VERSION)

Principal Investigator:

Mrs. Lamngeun Silavong Master Student of Faculty of nursing,

Chiang Mai University

Performance contact: Cardio Vascular Surgery Department Mahosot Hospital,
Vientiane Lao PDR

Telephone number: 004 856 21-314858, 004 856 20-2205770

Dear participants,

My name is Lamngeun Silavong. I am a student from the Nursing Science Program in nursing Administration, Faculty of Nursing, Chiang Mai University, Thailand. I am conducting a research project entitled 'Head Nurse Management Style and Staff Nurse Burnout in Central Hospitals, Lao People's Democratic Republic.' I wish to include your opinions on the nature of your daily nursing work in my study. The information provided by you will contribute and serve as evidence for hospital administrators and nurse managers for efficient plans and strategies to promote participative group style management. It is also expected that burnout among staff nurses would be diminished in the future.

Your participation in this study is important, and depends on your interest; you can withdraw at any time without stating a reason. All of your information will be anonymous and strictly confidential. Under no circumstances will your identity be revealed. Your signature or thumbprint below indicates that you accept and agree to participate in this study. If you have any queries now or at any time during the study, please do not hesitate to contact or talk with me at the above address.

Thank you for your participation

Mrs Lamngeun Silavong

For participants

I _____, was informed of the details of the research entitled “Head Nurse Management Style and Staff Nurse Burnout in Central Hospitals, Lao People’s Democratic Republic”. I understand and I am willing to participate in this study.

Signature or thumbprint of participant

APPENDIX H

LETTER OF CONSENT TO USE POC

Faculty of Nursing
Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No.6393 (7)/ 174

The Graduate School
Chiang Mai University
50200 Thailand

April 20, 2010

Dear Dean Graduate School, Chiang Mai University

Regarding Mrs. Lamngeun Silavong Code 511231802, a student in the Master program at the Faculty of Nursing, Chiang Mai University, her thesis proposal on "Head Nurse Management Style and Staff Nurse Burnout in Central Hospitals, Lao People's Democratic Republic" has been approved with Associate Professor Dr. Ramoul Nantsupawat and Lecturer Dr. Orn-anong Wichaikum are her thesis advisors. She would like to ask for permission to use the Profile of Organizational Characteristic (POC) by Likert 1967 instruments of Miss Siriporn Winyaratana; Thesis graduate school; year 2000; Chiang Mai University that has copyright. This instruments will be used for conducting the thesis research as mentioned above.

The Faculty of Nursing, Chiang Mai University would like to request the permission to use instruments for this thesis and it will be beneficial for the student's research.

Please be so kind as to consider this request.

Yours sincerely,

Sujitra Tiansawad

Sujitra Tiansawad, D.S.N., R.N.
Deputy Dean
Faculty of Nursing, Chiang Mai University

APPENDIX I

LETTER OF CONSENT TO USE MBI

CPP Agreement

From: CPP Permissions <perms@cpp.com>

[View Contact](#)

To: lam SLV <lam_slv@yahoo.com>

Silavong 18592.pdf (536KB)

Dear Mrs. Silavong,

Attached please find your fully signed Agreement with CPP, Inc. and paid invoice.

Thank you for your interest in our products and services, and good luck with your thesis.

Best,

Ann

Ann Douglas

Legal Coordinator

1055 Joaquin Road , 2nd Floor

Mountain View , CA 94043

perms@cpp.com

800-624-1765

650-969-8608 (Fax)

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APPENDIX J

LETTER TO ETHICAL COMMITTEE, CMU

Lao People Democratic Republic
Peace Independence Democracy Unity Prosperity



University of Health Sciences
Faculty of Nursing Sciences

Vientiane Capital, 14/5/2010

To : Ethical Committee, CMU

Regarding the agreement from the Rector of University of Health Sciences has appointed Mr.Souksavanh PHANPASEUTH , Assistant Dean of Faculty of Nursing Sciences, UHS. Lao PDR to be the expert to validate the research instruments of Mrs. Lamngeun SILAVONG, Code 511231802, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Head Nurse Management Style and Staff Nurse Burnout in Central Hospitals Lao PDR".

Acting to this, I have already examined and improved the student's research instruments for validity and correction some word related to Lao and English language.

ໄຊສະວັນ ຟັນປາເສຸທ.ຣນ..ມ.ນ.ສ

Assistant Dean, Faculty of Nursing Sciences

CURRICULUM VITAE

Name Mrs. Lamngeun Silavong

Date of birth September 23th, 1966

Educational Background

2004 Bachelor in Nursing Science
(Ministry of Education) College of Health



Professional experience

2008-Present Deputy of Head Nurses, Cardio Vascular Surgery

Department at Mahosot Hospital

Vientiane capital of Lao PDR

1993-2004 Head nurses, Emergency Room Department at

Mahosot Hospital, Vientiane capital of Lao PDR province

Lao, PDR

