

THESIS TITLE : ACTUAL AND EXPECTED ROLES OF HEAD NURSES AS
PERCEIVED BY HEAD NURSES, EXECUTIVE NURSES AND
STAFF NURSES IN THE NORTHEAST REGIONAL HOSPITAL,
MINISTRY OF PUBLIC HEALTH

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ABSTRACT

This descriptive research concerns the actual and expected roles of head nurse's as perceived by head nurses, executive nurses, and staff nurses in the Northeast Regional Hospital, Ministry of Public Health. A sample of 359 people was taken from Udomthani Hospital, Khon Kaen Hospital, Maharaj Hospital in Nakornrachasima, and Saphasittiprasong Hospital in Ubolrajthanee Province. A stratified random sampling was used for staff nurses, but an entire sample was used for the head nurses and the executive nurses. The research instruments were questionnaires which consisted of three parts: 1) General data 2) An evaluation of the actual and expected roles of head nurses 3) The problems, obstacles, and suggestions in the work of head nurses. The researcher used the Cronbach's Alpha Coefficient test to check the accuracy of the questionnaires. The reliability coefficient of the questionnaires was 0.95. After scrutinize in each sector, the coefficient of nursing administration was 0.92, academic field was 0.95, and nursing service was 0.98. Data were analyzed by using SPSS/PC⁺ for frequency, percentage, mean, and standard deviation. The actual and expected roles of head nurses were compared using t-test,

Research finding were :

1. The head nurses and executive nurses acknowledged the actual and expected roles of head nurses and anticipated that they would work systematically in the following areas : in nursing service administration, in the academic field, and in nursing services. It was thought that there should be enough nurses in the patients' wards all around the clock ; there should be a work orientation session for every new nurse, and the types of patients should be classified distinctively. The staff nurses organized the actual and expected roles of head nurses as follows : systematic administration in nursing service, academic fields, and services. They also agree there should be preventative measures to minimize risks in the ward ; an orientation for new staff, and classification of types of patients. The perceived roles of head nurses in three aspects of duty and in the expectation of systematic performance included the providing a sufficient and safe staffing room during the night shift conducting research with ward staff, and the summary of individual patient's nursing performances before releasing and evaluating the connecting resources in the patients' area in order to continuously take care in Home Care Center. These three aspects above are expected to be performed systematically.

2. The head nurses, executive nurses, and staff nurses acknowledged the actual role which had a statistical significant difference of $\alpha = 0.05$

3. The head nurses, executive nurses, and staff nurses perceived the expected roles which had a statistical significant difference of $\alpha = 0.05$

4. The actual and expected roles of head nurses was compared among head nurses, executive nurses, and staff nurses and had a statistical significant difference of $\alpha = 0.05$.

5. Problems and obstacles of head nurses from open-ended questionnaires as perceived by head nurses, executive nurses, and staff nurses revealed that in nursing administration:

Because of the work load, and inadequate personnel, and slow and poor quality of service in the academic field; the nurses could not organize seminars as planned. The problem applied to nursing services and difficulties involved with too many patients, many of whom had to be sent to the general wards all over the place. It was suggested that training sessions be arranged so as to increase nurses' skills in administration before they become head nurses.