

Thesis Title The Conflict of Expected Role and Actual Role of Nurses in Governmental Hospitals, Eastern Region, Thailand.

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ABSTRACT

The purposes of this study were (1) to examine the levels of role-conflict between expected role and actual role as perceived by nurses, and (2) to compare the expected-actual role conflicts of nurses with the factors that involved in that conflict, i.e., personal characteristics, work environment and interpersonal relationships in governmental hospitals, in the eastern region, Thailand. Five hospitals were selected. A total of 325 professional nurses were surveyed and 263 questionnaires (80.9 %) responded to the survey. Percentage, arithmetic

means and standard deviation were used to analyse the variables. One - Way Analysis of Variance and t-test were computed for hypothesis testing. Results showed that the most of the professional nurses (85.6 %) had low role - conflict and 14.4 % had moderate role - conflict. Professional nurses who got higher role-conflict scores were : aged between 22 - 30 years ; Single ; years of work experience \leq 5 years ; had insufficient salary, menial job titles ; higher work-load ; poor administrative environment; and suffered poorer interpersonal relationships. There were significant differences between groups based on marital status, income status, work - environment and role-conflict. ($p < 0.05, 0.01$)

The result of this study suggests that there should closer collaboration and teamwork between new and more - experienced nursing staff. A financial assistance fund should be established to assist low-paid personnel, as well as other much needed improvements environmentally and professionally. Social and recreational activities for professional staff should include academic content. Also, a standardized conflict resolution procedure should be enacted to handle such matters. Finally, more research in this topic is much needed.