



APPENDICES

ลิขสิทธิ์มหาวิทยาลัยเชียงใหม่

Copyright© by Chiang Mai University
All rights reserved

APPENDIX A

Questionnaire (English version)

This questionnaire is aim to collect data regarding communication satisfaction and organizational effectiveness among nurses in university hospitals, the People's Republic of China. It consists of three parts, Part I-Demographic Data Form, Part II-Communication Satisfaction Questionnaire, and Part III-Index of Perceived Organizational Effectiveness. You will probably be more comfortable completing this questionnaire in private time and please be as honest as you can in answering the questions in each part.

Part I: Demographic Data Form

Please check“√” into the pane in front of item or full in the answer that is appropriate for you.

1. Age: _____ years old

2. Marital status:

Single Married Divorced Widow Other: identify_____

3. Educational level:

Secondary technical certificate Diploma Bachelor degree

Master degree

4. Professional title

- Junior nurse Nurse practitioner Nurse in charge
- Assistant chief senior nurse Chief senior nurse

5. Working Duration: ____years

6. Working department:

- Medical Surgical Pediatric OB-GYN ICU OR ER
- OPD

Part II: Communication Satisfaction Questionnaire

A. Listed below are several kinds of information often associated with a person's job.

Please indicate how satisfied you are with the amount and/or quality of each kind of information by circling the appropriate number at the right. 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Indifferent, 5 = Somewhat Satisfied, 6 = Satisfied, 7 = Very Satisfied.

	Score						
	1	2	3	4	5	6	7
1. Information about my progress in my job							
2. Information and news about my co-workers							
3. Information about organizational policies and goals							
...							
...							
...							
14. Information about accomplishments and/or failures of the organization							

B. Please indicate how satisfied you are with the following:

	Score						
	1	2	3	4	5	6	7
15. My superiors know and understand the problems faced by subordinates							
16. Our organization's communication motivates and stimulates an enthusiasm for meeting it goals							
17. My supervisor listens and pays attention to me							
...							
...							
...							
35. The amount of communication in the organization is about right							

Part III: Index of Perceived Organizational Effectiveness

1. Thinking now of the various things produced by the people you know in your division, how much are they producing?

- ___1 Their production is very low
 ___2 It is fairly low
 ___3 It is neither high nor low
 ___4 It is fairly high
 ___5 It is very high

2. How good would you say is the quality of the products or services produced by the people you know in your division?

- ___1 Their products or services are of poor quality
 ___2 Their quality is not too good
 ___3 Fair quality
 ___4 Good quality
 ___5 Excellent quality

3. Do the people in your division seem to get maximum output from the resources (money, people, equipment, etc.) they have available? That is, how efficiently do they do their work?

- 1 They do not work efficiently at all
- 2 Not too efficient
- 3 Fair efficient
- 4 They are very efficient
- 5 They are extremely efficient

4. How good a job is done by the people in your division in anticipating problems that may come up in the future and preventing them from occurring or minimizing their effects?

- 1 They do a poor job in anticipating problems
- 2 Not too good a job
- 3 A fair job
- 4 They a very good job
- 5 They do an excellent job in anticipating problems

5. From time to time newer ways are discovered to organize work, and newer equipment and techniques are found with which to do the work. How good a job do the people in your division do at keeping up with those changes that could affect the way they do their work?

- 1 They do a poor job of keeping up to date
- 2 Not too good a job
- 3 A fair job
- 4 They do a good job
- 5 They do an excellent job of keeping up to date

6. When changes are made in the routines or equipment, how quickly do the people in your division accept and adjust to these changes?

- 1 Most people accept and adjust to them very slowly
- 2 Rather slowly
- 3 Fairly slowly
- 4 They adjust very rapidly, but not immediately
- 5 Most people accept and adjust to them immediately

7. What proportion of the people in your division readily accept and adjust to these changes?

- 1 Considerably less than half of the people accept and adjust to these changes readily
- 2 Slightly less than half do
- 3 They majority do
- 4 Considerably more than half do
- 5 Practically everyone accepts and adjusts to these changes readily

8. From time to time emergencies arise, such as crash programs, schedules moved ahead, or a breakdown in the flow of work occurs. When these emergencies occur, they cause workloads for many people. Some work groups cope with these emergencies more readily and successfully than others. How good a job do the people in your division do at coping with these situations?

- 1 They do a poor job of handling emergency situations
- 2 They do not do very well
- 3 They do a fair job
- 4 They do a good job
- 5 They do an excellent job of handling emergency situations

APPENDIX B

Questionnaire (Chinese version)

问卷调查

本量表的目的是为了在昆明医科大学附属医院的护士群体中收集关于沟通满意度和组织效能的相关资料。问卷包括三部分，第一部分：个人基本信息问卷，第二部分：沟通满意度问卷，第三部分：感知组织效能指数。请您尽可能真实地回答问卷中的问题。

第一部分：个人基本情况问卷

请按照你目前的状况来填写或勾选下列问题：

1. 年龄：_____岁
2. 婚姻状况：未婚 已婚 离异 分居 其他_____
3. 教育程度：中专 大专 本科 硕士
4. 职称：
护士 护师 主管护师 副主任护师 主任护师
5. 工作年限：_____年
6. 工作的科室：
内科 外科 儿科 妇产科 监护室
手术室 急诊科 门诊

第二部分：沟通满意度问卷

下面列出的是与个人工作相关的各种信息。请根据你对各种类型的信息的数量和/或质量的满意程度，在右侧圈出相应的分数。1=非常不满意，2=不满意，3=有点不满意，4=不满意和满意之间，5=有点满意，6=满意，7=非常满意。

	Score						
1. 我的工作进展的相关信息	1	2	3	4	5	6	7
2. 我的同事的信息和消息	1	2	3	4	5	6	7
3. 医院策略和目标的相关信息	1	2	3	4	5	6	7
...							
...							
...							
14. 医院成绩和不足的相关信息	1	2	3	4	5	6	7

B. 请指出对以下信息的满意程度：

	Score						
15. 我的上司知道和了解下属所面临的问题	1	2	3	4	5	6	7
16. 我们医院的沟通方式能够鼓励和激发实现目标的热情	1	2	3	4	5	6	7
17. 我的上司倾听和关注我	1	2	3	4	5	6	7
...							
...							
...							
35. 组织中的沟通数量是恰当的	1	2	3	4	5	6	7

第三部分：组织效能感知指数

1. 考虑现在你所属部门的同事们生产的東西（服务），他们的生产率如何？
 - 1 他们的生产率非常低
 - 2 较低
 - 3 不高也不低
 - 4 较高
 - 5 非常高

2. 你认为你所属部门的同事们生产的产品或者服务的质量如何？
 - 1 他们的产品或服务的质量非常低
 - 2 质量不太好
 - 3 质量一般
 - 4 质量较高
 - 5 质量非常好

3. 你所属部门的同事们是否利用可用资源（资金、人员、设备等）达到了最大输出效果？也就是说，他们的工作效率如何？
 - 1 他们的工作效率极低
 - 2 效率不太高
 - 3 效率一般
 - 4 效率较高
 - 5 效率非常高

4. 你所属部门的同事们在预测未来可能出现的问题，以及采取措施规避问题或者控制相关问题造成的影响方面的工作业绩如何？
 - 1 他们在问题预期方面业绩较差
 - 2 业绩不太好
 - 3 业绩一般
 - 4 业绩较好
 - 5 他们在问题预期方面非常优秀

5. 工作组织方面的新方式，以及在工作过程中使用的新设备和新技术随时都在涌现。你所属部门的同事们跟上会对其工作方式造成影响的新变化方面的工作业绩如何？

- 1 他们在跟踪新变化方面业绩较差
- 2 业绩不太好
- 3 业绩一般
- 4 业绩较好
- 5 他们在跟踪新变化方面非常优秀

6. 在工作流程或者设备发生了变化的情况下，你所属部门的同事们接受并适应这些变化的速度有多快？

- 1 绝大多数人接受并适应变化的速度非常慢
- 2 较慢
- 3 一般
- 4 能够较快接受，但不能立即接受
- 5 绝大多数人能够立即接受并适应新变化

7. 在你所属部门的同事中，能够迅速接受并适应相关新变化的人占多大比例？

- 1 能够迅速接受并适应新变化的人远不到一半
- 2 接近一半
- 3 多数人
- 4 大大超过一半
- 5 基本上所有人都能够迅速接受并适应新变化

8. 在工作过程中随时都会出现紧急情况，例如计划被打乱、日程被提前、或者工作流程中断等。在出现紧急情况时，很多人的工作量都会增加。部分人员在应对和处理紧急情况时比其他人更加容易和成功。你所属部门的同事们处理紧急情况的能力如何？

- 1 他们处理紧急情况的能力较差
- 2 做得不太好
- 3 做得一般
- 4 做得较好
- 5 他们在处理紧急情况方面非常优秀

APPENDIX C

The Cronbach's Alpha Coefficient of Instruments

Table C1

The Cronbach's Alpha Coefficient of Instruments

Instruments	α
CSQ	0.98
Communication climate	0.91
Supervisory communication	0.92
Organizational integration	0.91
Media quality	0.91
Co-worker communication	0.84
Corporate information	0.94
Personal feedback	0.90
IPOE	0.85

APPENDIX D

Mean, Standard Deviation, Frequency And Percentage of Items in Each Dimension of Communication Satisfaction

Table D1

Mean, Standard Deviation, Frequency And Percentage of Items in Each Dimension of Communication Satisfaction (n=376)

	Mean	SD	1	2	3	4	5	6	7
			n (%)	n (%)	n (%)	n (%)	n (%)	n (%)	n (%)
Communication Climate									
Our organization's communication motivates and stimulates an enthusiasm for meeting it goals	3.75	1.31	27(7.18)	31(8.24)	83(22.08)	137(36.44)	71(18.88)	19(5.05)	8(2.13)
The people in my organization have great ability as communicators	4.18	1.12	5(1.33)	20(5.32)	57(15.16)	167(44.41)	85(22.61)	33(8.78)	9(2.39)
The organization's communication makes me identify with it or feel a vital part of it	3.76	1.34	33(8.78)	29(7.71)	69(18.35)	141(37.50)	79(21.01)	19(5.05)	6(1.60)

Table D1 (continued)

	Mean	SD	1	2	3	4	5	6	7
			n (%)	n (%)	n (%)	n (%)	n (%)	n (%)	n (%)
I receive in time the information needed to do my job	4.46	1.11	3(0.80)	14(3.72)	36(9.57)	153(40.69)	108(28.73)	49(13.03)	13(3.46)
Conflicts are handled appropriately through proper communication channels	4.25	1.12	4(1.06)	15(3.99)	59(15.69)	163(43.36)	84(22.34)	41(10.90)	10(2.66)
Supervisory communication									
My supervisor listens and pays attention to me	4.35	1.24	9(2.39)	17(4.52)	52(13.83)	127(33.78)	109(28.99)	50(13.30)	12(3.19)
My supervisor offers guidance for solving job related problems	4.45	1.23	10(13.16)	10(13.16)	46(12.23)	130(34.57)	109(28.99)	55(14.63)	16(4.26)
The organization's communications are interesting and helpful	3.84	1.21	18(4.79)	28(7.45)	82(21.81)	149(39.62)	74(19.68)	19(5.05)	6(1.60)
My supervisor is open to ideas	4.41	1.25	8(2.13)	20(5.32)	35(9.31)	145(38.56)	98(26.06)	54(14.36)	16(4.26)
The amount of supervision given me is about right	4.28	1.08	6(1.60)	15(3.99)	42(11.17)	171(45.47)	97(25.80)	38(10.11)	7(1.86)

Table D1 (continued)

	Mean	SD	1 n (%)	2 n (%)	3 n (%)	4 n (%)	5 n (%)	6 n (%)	7 n (%)
Organizational integration									
Information about my progress in my job	4.22	1.09	8(2.13)	12(3.19)	52(13.83)	169(44.95)	94(25.00)	34(9.04)	7(1.86)
Information and news about my co-workers	4.51	1.12	4(1.06)	5(1.33)	44(11.70)	149(39.63)	107(28.46)	49(13.03)	18(4.79)
Information about departmental policies and goals	4.60	1.10	2(0.53)	8(2.13)	31(8.24)	152(40.43)	105(27.93)	59(15.69)	19(5.05)
Information about the requirements of my job	4.49	1.10	6(1.60)	7(1.86)	31(8.24)	159(42.29)	114(30.32)	43(11.44)	16(42.55)
Information about benefits and pay	3.52	1.43	47(12.50)	44(11.70)	67(17.82)	131(34.84)	62(16.49)	20(5.32)	5(1.33)
Media quality									
My supervisor trusts me	4.62	1.18	3(0.80)	10(2.66)	43(11.44)	120(31.91)	115(30.58)	64(17.02)	21(5.59)
Our meetings are well organized	4.51	1.16	6(1.60)	9(2.39)	37(9.84)	149(39.63)	103(27.39)	56(14.89)	16(4.26)
Written directives and reports are clear and concise	4.33	1.18	7(1.86)	22(5.85)	37(9.84)	150(39.89)	104(27.65)	47(12.50)	9(2.39)

Table D1 (continued)

	Mean	SD	1	2	3	4	5	6	7
			n (%)	n (%)	n (%)	n (%)	n (%)	n (%)	n (%)
The attitudes toward communication in the organization are basically healthy	4.36	1.09	5(1.33)	12(3.19)	48(12.77)	150(39.89)	107(28.45)	48(12.77)	6(1.60)
The amount of communication in the organization is about right	4.24	1.05	3(0.80)	16(4.26)	51(13.56)	173(46.01)	90(23.93)	37(9.84)	6(1.60)
Co-worker communication									
The grapevine is active in our organization	3.70	1.29	24(6.38)	41(10.91)	78(20.75)	148(39.36)	56(14.89)	24(6.38)	5(1.33)
Communication between employees is accurate and free flowing	4.55	1.23	5(1.33)	11(2.93)	45(11.97)	133(35.37)	97(25.79)	64(17.02)	21(5.59)
Communication practices are adaptable to emergencies	4.36	1.11	6(1.60)	7(1.86)	50(13.30)	164(43.62)	95(25.26)	41(10.90)	13(3.46)
My work group is compatible	4.68	1.10	3(0.80)	4(1.06)	30(7.98)	136(36.17)	125(33.24)	55(14.63)	23(6.12)
Informal communication is active and accurate	4.19	1.06	5(1.33)	20(5.32)	44(11.70)	177(47.08)	92(24.47)	34(9.04)	4(1.06)

Table D1 (continued)

	Mean	SD	1	2	3	4	5	6	7
			n (%)	n (%)	n (%)	n (%)	n (%)	n (%)	n (%)
Corporate information									
Information about organizational policies and goals	4.06	1.25	14(3.72)	23(6.12)	66(17.55)	152(40.43)	71(18.88)	43(11.44)	7(1.86)
Information about government action affecting my organization	3.74	1.34	28(7.45)	32(8.51)	85(22.61)	134(35.63)	66(17.55)	23(6.12)	8(2.13)
Information about changes in our organization	4.02	1.26	13(3.46)	31(8.25)	69(18.35)	128(34.04)	98(26.06)	30(7.98)	7(1.86)
Information about our organization's financial standing	3.29	1.40	56(14.89)	49(13.03)	89(23.68)	112(29.79)	56(14.89)	10(2.66)	4(1.06)
Information about accomplishments and/or failures of the organization	3.75	1.28	26(6.91)	34(9.04)	71(18.88)	152(40.43)	68(18.09)	20(5.32)	5(1.33)

Table D1 (continued)

	Mean	SD	1 n (%)	2 n (%)	3 n (%)	4 n (%)	5 n (%)	6 n (%)	7 n (%)
Personal feedback									
Information about how my job compares with others	4.14	1.17	11(2.93)	14(3.72)	70(18.62)	146(38.83)	90(23.93)	40(10.64)	5(1.33)
Information about how I am being judged	4.31	1.05	6(1.60)	4(1.06)	53(14.10)	173(46.01)	95(25.26)	35(9.31)	10(2.66)
Recognition of my efforts	4.35	1.12	5(1.33)	15(3.99)	45(11.97)	150(39.89)	108(28.73)	44(11.70)	9(2.39)
Reports on how problems in my job are being handled	4.34	1.11	7(1.86)	8(2.13)	50(13.30)	159(42.29)	103(27.39)	37(9.84)	12(3.19)
My superiors know and understand the problems faced by subordinates	4.27	1.33	12(3.19)	26(6.91)	51(13.56)	128(34.04)	89(23.67)	58(15.44)	12(3.19)

Note. 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Dissatisfied, 4 = Indifferent, 5 = Somewhat Satisfied, 6 = Satisfied,

7 = Very Satisfied

APPENDIX E

Mean, Standard Deviation, Frequency and Percentage of Items of Organizational Effectiveness

Table E1

Mean, Standard Deviation, Frequency and Percentage of Items of Organizational Effectiveness (n=376)

Item	n (%)					Mean (SD)
	Very Low/ Poor	Low/ Poor	Fair	High/ Good	Very High/ Excellent	
Thinking now of the various things produced by the people you know in your division, how much are they producing	2 (0.53)	14 (3.72)	244 (64.89)	112 (29.80)	4 (1.06)	3.27 (0.57)
How good would you say is the quality of the products or services produced by the people you know in your division	5 (1.33)	11 (2.93)	197 (52.39)	151 (40.16)	12 (3.19)	3.41 (0.67)
How good a job is done by the people in your division in anticipating problems that may come up in the future and preventing them from occurring or minimizing their effects	6 (1.60)	30 (7.98)	238 (63.30)	93 (24.73)	9 (2.39)	3.18 (0.67)

ลิขสิทธิ์มหาวิทยาลัยเชียงใหม่

Copyright© by Chiang Mai University

All rights reserved

Table E1 (continued)

Item	n (%)					Mean (SD)
	Very Low/ Poor	Low/ Poor	Fair	High/ Good	Very High/ Excellent	
From time to time newer ways are discovered to organize work, and newer equipment and techniques are found with which to do the work. How good a job do the people in your division do at keeping up with those changes that could affect the way they do their work	7 (1.86)	28 (7.45)	249 (66.22)	85 (22.61)	7 (1.86)	3.15 (0.65)
From time to time emergencies arise, such as crash programs, schedules moved ahead, or a breakdown in the flow of work occurs. When these emergencies occur, they cause workloads for many people. Some work groups cope with these emergencies more readily and successfully than others. How good a job do the people in your division do at coping with these situations	2 (0.53)	12 (3.19)	210 (55.85)	142 (37.77)	10 (2.66)	3.39 (0.62)

Table E1 (continued)

Item	n (%)					Mean (SD)
	None Efficient/ Very Slow	Little Efficient/ Slow	Fair Efficient/ Fair Fast	Very Efficient/ Fast	Extremely Efficient/ At Oncet	
Do the people in your division seem to get maximum output from the resources (money, people, equipment, etc.) they have available? That is, how efficiently do they do their work	5 (1.33)	21 (5.59)	241 (64.09)	99 (26.33)	10 (2.66)	3.23 (0.65)
When changes are made in the routines or equipment, how quickly do the people in your division accept and adjust to these changes	7 (1.86)	20 (5.32)	189 (50.27)	145 (38.56)	15 (3.99)	3.38 (0.73)
Item	n (%)					Mean (SD)
	Little	Some	Half	Most	All	
What proportion of the people in your division readily accept and adjust to these changes	5 (1.33)	52 (13.83)	213 (56.64)	97 (25.80)	9 (2.40)	3.14 (0.72)

APPENDIX F

Protection of Human Subject (IRB)



No.122/2012

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 : Communication Satisfaction and Organizational Effectiveness as Perceived by Nurses in University Hospitals, Kunming, The People's Republic of China

Principal Investigator : Mrs.Wang Xingli

Participating Institution : International Master Program in Nursing Administration 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 January 3, 2014

Date of approval January 4, 2013

Wichit Srisuphan

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

Wipada Kunaviktikul

(Professor Dr.Wipada Kunaviktikul)
Dean of Faculty of Nursing, Chiang Mai University

APPENDIX G

Permission for Use CSQ

From: hazen <hazen@wfu.edu>

Sent: Monday, February 4, 2013, 01:53

To: Xingli <19954406@qq.com>

Subject: CSQ Permission

Dear Wang Xingli:

You have my permission to use the Organizational Communication Satisfaction Instrument in your study. Our only request is that you send us a copy of your results when you are done with your study.

Good luck

Michael David Hazen

Professor

Department of Communication

Wake Forest University

336 758-5404

APPENDIX H

Permission of Data Collection Letter

尊敬的 梁程仙 主任:

您好!

我叫王兴莉,是昆明医科大学第三附属医院护士,2011年6月经昆明医科大学和我院护理部选派赴泰国清迈大学护理学院攻读护理管理硕士学位,作为研究生课程内容的一部分,目前我正在进行关于“中国昆明医科大学附属医院护士的沟通满意度与组织效能”的课题研究。此项课题需要在昆明医科大学附属医院护士群体进行抽样,以发放问卷的形式,由护士自行填写后收回。通过该研究,期望能够提供护士沟通满意度和组织效能的现状信息给医院及护理管理者,最终促进昆明医科大学附属医院护理事业的发展。

该课题问卷由三个部分组成,分别为个人基本信息,沟通满意度问卷,感知组织效能指数。此项课题遵循科学研究的伦理原则,资料搜集以匿名的方式,研究结果以整体形式报告在论文中,且研究结果仅用于此次研究,绝不作为其他任何用途,不会对医院和护士造成任何损害。

该课题拟在贵院的护士中搜集资料,特恳请得到贵院护理部的允许和协助。如贵院护理部同意,请您签字盖章。

非常感谢您的许可和支持!

课题研究者: 王兴莉

昆明医科大学第三附属医院
泰国清迈大学护理学院
二〇一三年二月二十六日

尊敬的 杨明堂 主任：

您好！

我叫王兴莉，是昆明医科大学第三附属医院护士，2011年6月经昆明医科大学和我院护理部选派赴泰国清迈大学护理学院攻读护理管理硕士学位，作为研究生课程内容的一部分，目前我正在进行关于“中国昆明医科大学附属医院护士的沟通满意度与组织效能”的课题研究。此项课题需要在昆明医科大学附属医院护士群体进行抽样，以发放问卷的形式，由护士自行填写后收回。通过该研究，期望能够提供护士沟通满意度和组织效能的现状信息给医院及护理管理者，最终促进昆明医科大学附属医院护理事业的发展。

该课题问卷由三个部分组成，分别为个人基本信息，沟通满意度问卷，感知组织效能指数。此项课题遵循科学研究的伦理原则，资料搜集以匿名的方式，研究结果以整体形式报告在论文中，且研究结果仅用于此次研究，绝不作为其他任何用途，不会对医院和护士造成任何损害。

该课题拟在贵院的护士中搜集资料，特恳请得到贵院护理部的允许和协助。如贵院护理部同意，请您签字盖章 王兴莉。

非常感谢您的许可和支持！

课题研究者： 王兴莉

昆明医科大学第三附属医院

泰国清迈大学护理学院

二〇一三年二月二十六日

尊敬的 关琼瑶 主任:

您好!

我叫王兴莉，是昆明医科大学第三附属医院护士，2011年6月经昆明医科大学和我院护理部选派赴泰国清迈大学护理学院攻读护理管理硕士学位，作为研究生课程内容的一部分，目前我正在进行关于“中国昆明医科大学附属医院护士的沟通满意度与组织效能”的课题研究。此项课题需要在昆明医科大学附属医院护士群体进行抽样，以发放问卷的形式，由护士自行填写后收回。通过该研究，期望能够提供护士沟通满意度和组织效能的现状信息给医院及护理管理者，最终促进昆明医科大学附属医院护理事业的发展。

该课题问卷由三个部分组成，分别为个人基本信息，沟通满意度问卷，感知组织效能指数。此项课题遵循科学研究的伦理原则，资料搜集以匿名的方式，研究结果以整体形式报告在论文中，且研究结果仅用于此次研究，绝不作为其他任何用途，不会对医院和护士造成任何损害。

该课题拟在贵院的护士中搜集资料，特恳请得到贵院护理部的允许和协助。如贵院护理部同意，请您签字盖章。

非常感谢您的许可和支持!



课题研究者: 王兴莉

昆明医科大学第三附属医院

泰国清迈大学护理学院

二〇一三年二月二十五日

尊敬的 车美华 主任：

您好！

我叫王兴莉，是昆明医科大学第三附属医院护士，2011年6月经昆明医科大学和我院护理部选派赴泰国清迈大学护理学院攻读护理管理硕士学位，作为研究生课程内容的一部分，目前我正在进行关于“中国昆明医科大学附属医院护士的沟通满意度与组织效能”的课题研究。此项课题需要在昆明医科大学附属医院护士群体进行抽样，以发放问卷的形式，由护士自行填写后收回。通过该研究，期望能够提供护士沟通满意度和组织效能的现状信息给医院及护理管理者，最终促进昆明医科大学附属医院护理事业的发展。

该课题问卷由三个部分组成，分别为个人基本信息，沟通满意度问卷，感知组织效能指数。此项课题遵循科学研究的伦理原则，资料搜集以匿名的方式，研究结果以整体形式报告在论文中，且研究结果仅用于此次研究，绝不作为其他任何用途，不会对医院和护士造成任何损害。

该课题拟在贵院的护士中搜集资料，特恳请得到贵院护理部的允许和协助。如贵院护理部同意，请您签字盖章 车美华。

非常感谢您的许可和支持！

课题研究者： 王兴莉

昆明医科大学第三附属医院

泰国清迈大学护理学院

二〇一三年二月二十六日

APPENDIX I

Information Sheet for Research Participants (English version)

I am Mrs Wang Xingli, a master degree nursing students of the faculty of nursing Chiang Mai University. As a part of my master degree work, I am currently doing a study on “communication satisfaction and organizational effectiveness as perceived by nurses in university hospitals, Kunming, the People’s Republic of China.” The purposes of this study are to examine the levels of communication satisfaction and organizational effectiveness, to examine the relationship between each dimension of communication satisfaction and organizational effectiveness as perceived by nurses in university hospitals in Kunming, the People’s Republic of China.

We will need 451 volunteers who are staff nurses and have worked at least one years in university hospitals in Kunming. You are invited to be a part of this study. The knowledge learned from this study will be utilized for further nursing research and hospital administrators, nursing administrators can use the results of this study as basic information to develop a plan to have better communication that will lead nurses to enhance organizational effectiveness. Your participation in this study is entirely voluntary. It is your choice whether to participate or not. You are free to refuse participation or withdraw from the study at anytime without losing any benefits, and that will not affect their performance evaluation. Your participation in

the study maybe terminated if you are transferred to another hospital or you resign from your job.

When you understand the study information and agree to participate in this study, you will be asked to sign the consent form. You will be asked to complete a set of questionnaires which include (1) Demographic Data Form; (2) Communication Satisfaction Questionnaire (CSQ); (3) Index of Perceived Organizational Effectiveness (IPOE). The questionnaires completion will take about 30 minutes of your time. A snack shall be given upon completion of the questionnaires. Kindly take your time to complete the questionnaires in a comfortable environment and return the completed questionnaires within two weeks.

Your information that we collect form this study will be kept confidential. Any information about you will have a number on it instead of your name. No one but the researchers will be able to see it. All of this information will not be shared with or given to anyone. This knowledge we get from this study will not be shared to the public as an overall result. Participant's name and information will not be mentioned. Any other benefit or copyright that may be the result of this study must be accordance with the rules and regulations of Chiang Mai University.

If you have any question regarding to this study please contact Mrs. Wang Xingli, my telephone number is 0871-8185656-2152 and E-mail address is 19954406@qq.com. Further, if you have questions to clarify, you can contact my major advisor: Dr. Orn-Anong wichaikhum, faculty of nursing, Chiang Mai University, whose Email address is ornwichai@gmail.com. If you have any question regarding to the research human subjects rights, please contact Professor Emerita

Dr. Wichit Srisuphan, the chairman of the research ethic committee, faculty of nursing, Chiang Mai University, phone number 053-94-6080.

Thank you for your consideration to be a participant in this study.

Mrs Wang Xingli

Master Degree Student in Nursing Administration

Faculty of Nursing, Chiang Mai University, Thailand

Date.....

Informed Consent of Research Participants (English version)

I have read the foregoing information, or it has been read to me. I have had the opportunity to ask any questions about it and any questions that I have asked have been answered to my satisfaction. I consent voluntarily to participate as a participant in this research.

Print Name of Participant.....

Signature of participant.....

Date.....

Day/month/year

Print Name of Researcher.....

Signature of Researcher.....

Date.....

Day/month/year

Print Name of Witness.....

Signature of Witness.....

Date.....

Day/month/year

APPENDIX J

Information Sheet for Research Participants (Chinese version)

尊敬的研究参与者：

您好！我叫王兴莉，是泰国清迈大学护理学院护理管理专业的研究生。作为研究生课程内容的一部分，目前我正在进行关于“中国昆明医科大学附属医院护士的沟通满意度与组织效能”的课题研究。此项课题将对中国昆明医科大学附属医院护士的沟通满意度与组织效能的水平以及两者间的相互关系进行研究。

此项研究共需要437名至少有一年以上工作经验的在职护士作为样本人群。您被邀请参与到此项课题研究中。通过该研究，期望能够提供护士沟通满意度与组织效能现状信息给医院及护理管理者，最终促进昆明医学院附属医院护理事业的发展。您的参与是自愿的，您可以选择参加或者不参加。您有随时退出的权利，而不会有任何利益的损失，也不会影响您的工作考评。如果您转去其他医院工作或是辞职，将被视为退出该项研究。

当您理解了该项研究的信息并同意参加时，您将会签署一份知情同意书。您需要帮助我完成三部分问卷的填写，包括：个人基本信息问卷，沟通满意度问卷，感知组织效能指数问卷。这可能会占用您30分钟的时间。请您利用业余时间，在您自己觉得舒适，无压力的环境中完成以上问卷的填写。

您所提供的资料将是匿名的而且将被严格保密。您的名字不会在任何报告中呈现，您所回答的问题将以成组的信息展现。该研究结果的其他利益和版权必须遵守清迈大学的规章制度。

如果您还有关于这个研究的任何疑问，请您按所提供电话或者电子邮件联络我，我将为您详细解答。我的电话号码是0871-5324888-2792。电子邮箱：19954406@qq.com。另外，您还可以联络我的导师 Dr. Orn-anong Wichaikhum, 她的电子邮箱：ornwichai@gmail.com。此外，如果您对参与此研究的伦理学方面有疑问，还可以联系清迈大学护理学院伦理委员会主席 Prof. Emerita Dr.

Wichit Srisuphan以获得关于此课题的相关信息。她的电话号码是: 053-94-6080.

非常感谢您的理解和支持!

王兴莉

泰国清迈大学护理学院

护理管理专业硕士在读

2013年

ลิขสิทธิ์มหาวิทยาลัยเชียงใหม่

Copyright© by Chiang Mai University
All rights reserved

Informed Consent of Research Participants (Chinese version)

知情同意书

我已经阅读或被告知关于上述信息。我有机会问任何问题，而且所问的问题得到了满意的回答。我自愿同意参加该项研究。

参与者签名:

(.....)

研究者签名:

(.....)

见证人签名:

(.....)

2013年 月 日

CURRICULUM VITAE

Name Mrs. Wang Xingli

Date of Birth May 31th, 1980

Educational Background

2011-Present Graduate student in the International Program of
Master Degree in Nursing Science in Nursing Administration,
Faculty of Nursing, Chiang Mai University, Thailand

1998-2003 Bachelor Degree in Nursing Science
Kunming Medical University, Yunnan, China

Work Experience

2003-Present Nurse in Charge
Gynecological Oncology Department,
the Third Affiliated Hospital of Kunming Medical University,
the People's Republic of China.