## COMMUNICATION SATISFACTION AND ORGANIZATIONAL

### EFFECTIVENESS AS PERCEIVED BY NURSES IN

UNIVERSITY HOSPITALS, KUNMING,

THE PEPOLE'S REPUBLIC

**OF CHINA** 

WANG XINGLI

MASTER OF NURSING SCIENCE IN NURSING ADMINISTRATION

THE GRADUATE SCHOOL CHIANG MAI UNIVERSITY JUNE 2013

### COMMUNICATION SATISFACTION AND ORGANIZATIONAL

### EFFECTIVENESS AS PERCEIVED BY NURSES IN

UNIVERSITY HOSPITALS, KUNMING,

THE PEPOLE'S REPUBLIC

**OF CHINA** 

WANG XINGLI

# A THESIS SUBMITTED TO THE GRADUATE SCHOOL IN

PARTIAL FULFILLMENT OF THE REQUIREMENTS

FOR THE DEGREE OF MASTER OF NURSING SCIENCE

IN NURSING ADMINISTRATION

THE GRADUATE SCHOOL CHIANG MAI UNIVERSITY

JUNE 2013

# COMMUNICATION SATISFACTION AND ORGANIZATIONAL EFFECTIVENESS AS PERCEIVED BY NURSES IN

# UNIVERSITY HOSPITALS, KUNMING,

THE PEPOLE'S REPUBLIC

**OF CHINA** 

WANG XINGLI

THIS THESIS HAS BEEN APPROVED

TO BE A PARTIAL FULFILLMENT OF THE REQUIREMENTS

FOR THE DEGREE OF MASTER OF NURSING SCIENCE

IN NURSING ADMINISTRATION

## **EXAMINING COMMITTEE**

Ti \_\_\_\_\_ CHAIRPERSON Associate Professor Dr. Tipaporn Wonghongkul

Lecturer Dr. Orn-Anong Wichaikhum

Iray guhan Cupaminer MEMBER Lecturer Dr. Treeyapan Supamanee

Thitinut Mckoduchs. MEMBER Assistant Professor Dr. Thitinut Akkadechanunt

Wampun Eanjoy MEMBER Assistant Professor Wanpen Eamjoy

> 10 June 2013 © Copyright by Chiang Mai University

# THESIS ADVISORY COMMITTEE

Ulichaib C. ADVISOR Lecturer Dr. Orn-Anong Wichaikhum

(ray applien hipping CO-ADVISOR Lecturer Dr. Treeyapan Supamanee

#### ACKNOWLEDGEMENTS

I would like to express my appreciation to kind individuals and organizations for their constant encouragement and support during the time of my learning journey in Chiang Mai University, Thailand. Firstly, I would like to show my sincerest gratitude to my major advisor, Dr. Orn-Anong Wichaikhum, for her valuable guidance, encouragement, support, and understanding throughout my study. I would also like to offer my appreciation to my co-advisor, Dr. Treeyaphan Supamanee for her guidance, advice and insightful comments.

I would like to express my heartfelt thanks to my examination committee chairperson and members: Associate Professor Dr. Tipaporn Wonghongkul, Assistant Professor Dr. Wanpen Eamjoy, Assistant Professor Dr. Thitinut Akkadechanunt, Lecturer Dr. Orn-Anong Wichaikhum, and Lecturer Dr. Treeyaphan Supamanee for their incredible assistance, excellent advice, suggestions, and encouragement. Sincere gratitude also goes to two of proposal examination committee members: Associated Professor Dr. Ratanawadee Chontawaan and Assistant Professor Nitaya Pinyokham. My deepest appreciation also goes to all of the teachers who have given me so much knowledge in administration and research, for their teaching, guidance and kind assistance during these two years.

Special thanks go to Professor Tang Pingfen, for her efforts in this exchange maser degree program and support. My thanks also extend to the directors of each hospital for their support, help and understanding when collecting data,

iii

Mrs. Liang Guixian in <sup>1st</sup>AH, Mrs. Yang Mingying in <sup>2nd</sup>AH, Mrs. Guan Qiongyao in <sup>3rd</sup>AH, and Mrs. Che Meihua in <sup>4th</sup>AH.

Moreover, I would like to express my sincerely thanks to Vice Dean Mrs. Qin Yahui (3rdAH) and the director of Nursing Department Mrs. Guan Qiongyao (3rdAH) to provide me with such a wonderful study opportunity and their constant support. Also, I would like to extend my appreciation to my colleagues, Professor Lu Yubo, Professor Yang Honfying, Mrs. Xing Yu as well as others, for their support and understanding.

I owe my sincere gratitude to my dear classmates for their help, kindness, encouragement, and support during my study in Thailand. I will never forget those days when we enjoyed our life and studied together.

Finally, I would like to thank my beloved family for their endless love, assistance, spiritual and financial support throughout this long study process. Special thanks for my parents who provided kindly help and took care my child, otherwise I would not have been able to complete my study. Additionally, I would like to extend my deepest love and heartfelt thanks to my husband and my son. Thanks for your constant support, patient, and understanding while I was away from your life for a long time. Thanks for your helping and encouragement to realize my dream.

**Add right of the reserved**