

**PROFESSIONAL NURSES' PERCEPTION OF THE  
IMPLEMENTATION OF A QUALITY CIRCLES PROGRAMME IN A  
PUBLIC HOSPITAL IN THE EASTERN CAPE PROVINCE**

by

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## DECLARATION

I declare that **PROFESSIONAL NURSES' PERCEPTION OF THE IMPLEMENTTION OF A QUALITY CIRCLES PROGRAMME IN A PUBLIC HOSPITAL IN THE EASTERN CAPE PROVINCE** is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references and that this work has not been submitted before for any other degree at any other institution.

**SIGNATURE**

**(Mkululi Meckson Mbovane)**

**DATE .....**

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# PROFESSIONAL NURSES' PERCEPTION OF THE IMPLEMENTATION OF A QUALITY CIRCLES PROGRAMME IN A PUBLIC HOSPITAL IN THE EASTERN CAPE PROVINCE

## ABSTRACT

A qualitative research design that is explorative, descriptive and contextual in nature was employed in order to understand and describe the professional nurses' perception of the implementation of a quality circles programme in a public hospital in the Eastern Cape Province and to develop guidelines for the implementation of a quality circles programme in public hospitals. The data-collection techniques were individual semi-structured interviews and field notes. The sample was drawn from a population of 425 Xhosa-speaking professional nurses employed in this institution. The sample comprised eight (8) professional nurses all of whom volunteered for in-depth individual semi-structured interviews. All the respondents answered one question "How do you perceive the implementation of the quality circles programme in your hospital?"

During data collection and analysis only one theme emerged, namely the perception of quality circles as a forum for discussing patient care problems and future plans. There were four broad categories in this theme, namely

- ❖ Staff empowerment
- ❖ Teambuilding in the nursing discipline
- ❖ Maintenance of standards by nurses
- ❖ Challenges to the momentum of a quality circles programme

It is recommended that all three tiers of nursing management be involved in the quality circles programme to improve interpersonal, interdepartmental and intradepartmental communication and concomitantly the nursing care.

## KEY CONCEPTS

Eastern Cape Province; evaluation; guidelines for the implementation of quality circles; nursing division; professional nurses; public hospital; qualitative research; quality circles; quality improvement.

## **DEDICATION**

I dedicate this dissertation to my parents,

*Jackson Tutu Pakamile Mbovane*

*and*

*Nocount Nomthatsubana Mbovane*