

A Model for Organizational Climate in a Pediatric Hospital

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During 2004, an investigation has been carried out in the Burlo Garofalo Hospital in Trieste. The entire sanitary personnel of the hospital have been queried by a questionnaire. The questionnaire used was a combination of several components: the Maslach burn-out inventory, the Spaltro climate survey, the Smith & Peterson on work role pathologies, the risk questionnaire, the TQT on total Quality Management and some parts of the ServQual.

The 70% out of the 600 people contacted returned the questionnaire filled in. Each individual component of the questionnaire was investigated using multilevel models in order to compare different departments and operative units. A comprehensive model was also developed to present the inter-relationships between the investigated constructs at the overall hospital level.