

# 人性關懷教育訓練對護理人員人性關懷知識、態度、行爲影響的探討.

## The Effects of Human Caring Education on Nurses: A Human Caring Knowledge, Attitude and Behavior Study

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### 摘要

本研究採類實驗法，從某區域醫院選取護理人員，隨機分派為控制組與實驗組各 36 人為研究樣本。研究目的為探討經人性關懷教育訓練的介入，二組護理人員在人性關懷知識、態度、行爲上的差異及其影響因素。研究結果發現：(1) 教育訓練介入前護理人員具備之人性關懷知識，普遍呈中等認知程度，其中傾聽、觸摸和同理心的答對率較差。而對人性關懷態度的看法，普遍呈現介於「同意」和「極同意」之間。人性關懷行爲的實行情形，普遍呈現介於「有時實行」和「常常實行」之間。(2) 施行人性關懷課程之教育訓練可以提高護理人員人性關懷知識，其中同理心單元的成效最大。而對人性關懷態度認同度也有增加傾向。但人性關懷行爲的改變未達統計上的差異。(3) 護理人員的人性關懷知識會因病房、教育程度的不同而有影響。而人性關懷態度亦受教育程度影響，其行爲也會受教育程度而影響。此外，人性關懷態度與人性關懷行爲有正相關。建議醫療機構將人性關懷課程列入臨床護理人員必要之在職教育主題，進而納入護理學系選修課程。

### Abstract

The purpose of this study was to understand the effects of human caring education on the knowledge, attitude and behavior of nurses. Study design was based on a quasi-experimental method. Data was obtained from 72 nurses who were staff members at TMCH, and divided into a control group and an experimental group. The results showed: 1. Before this education the levels of knowledge were in the middle range. Among these, listening, touching and empathy were in the lower range. Then the levels of attitude were between “agree” and “extreme agree”, the levels of behavior were between “occasional” and “often”. 2. After education, the “knowledge” of nurses markedly increased while levels of attitude were somewhat different. Yet, the education did not effectively increase the levels of behavior. 3. The levels of knowledge varied significantly with the units and education. The levels of attitude and behavior were also significantly different according to educational level. In addition, there was a positive correlation between attitude and behavior. The study suggests that clinical

nursing staff should accept human caring education, and that it should be included in bachelor programs.