

比較護理長自覺具備的管理技能與護理人員認知間之差異 A

Comparison of the Differences in Head Nurses' and Staff Nurses' Perceptions of Head Nurses' Management Skills

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摘要

本研究目的是探討護理長具備的管理技能及其影響因素，同時比較護理長與護理人員對「護理長具備的管理技能」在認知上的差異。本研究採調查法，以立意取樣，樣本來自十所臺北市的區域醫院，年資滿一年的護理長及其管轄單位的護理人員為對象。研究工具為研究者自擬的「管理技能量表」，共發出問卷 500 份，回收之有效問卷 437 份，有效回收率為 87.4%。研究結果發現：(1) 護理長自覺具備之管理技能及護士的認知均屬於中上程度。(2) 護理長的婚姻狀況、服務單位性質、是否曾接受護理行政訓練及年齡對其具備的管理技能在部份層面上有影響。(3) 護理長自覺具備的管理技能與護理人員的認知，共有九項在統計上呈現顯著差異。本研究之結果可作為護理主管培訓護理長及護理長在職訓練課程設計之參考。

Abstract

The purpose of this study was to explore the management skills of the head nurse and to compare the differences between the head nurse's and staff nurse's perception of the head nurse's management skills. The convenience sample consisted of head nurses who had been working for more than one year and their nurses from ten regional hospitals in Taipei. The Management Skills Scale (MSS), which was developed by the researchers, was used to assess the head nurse's management skills. Five hundred questionnaires were sent out with a return rate of 87.4% (n=437). The major findings of this study were as follows: (1) The mean of the head nurse's perceptions of her own management skills was 3.92, and the mean of staff nurse's perceptions was 3.95. (2) Head nurses' marital status, work unit, training of nursing administration, and age were significantly related to their perceptions of their management skills. (3) There were significant differences between head nurses' and staff nurses' perceptions of head nurses' management skills on nine items. This study has provided several implications for nursing administration and continuing education for nursing administrators.