

以護理人員角度，評價護理長決策能力

Evaluating Head Nurses' Decision Making Competence from Nurses' Viewpoints

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摘要

本研究旨在探討護理長的決策能力，從護理人員的觀點，了解護理人員對護理長決策能力表現的看法，同時也了解護理人員的基本屬性與對護理長決策能力表現看法的相關。本研究對象為經電話邀請同意的 3 家醫院之 62 個單位的所有護理人員，以自行設計的護理長決策能力量表進行問卷調查，問卷採 Likert 氏五分量表，從非常不同意 1 分到非常同意 5 分計算。問卷共發出 876 份，有效回收率 95.4%(836)。研究結果發現：1.護理人員對護理長決策能力表現的看法，平均得分為 4.12，即介於非常同意和同意。2.護理長的決策參與的能力表現最好，總平均分為 4.16，其次為決策思考的能力表現，總平均分為 4.12，決策方案評估的能力表現，總平均分為 4.09。3.護理人員與護理長的共事時間對護理長決策能力表現的看法有顯著相關。從研究結果中可以看出護理長的決策表現較趨於保守，要有較大膽的決策能力表現須要進行再教育。

Abstract

The aim of this study was to examine head nurses' decision making competence. Furthermore, to explore possible associations between staff nurses' demographic characteristics and the decision making competence of their head nurses. A self-developed decision making competence questionnaire was used to understand head nurses decision making competence from nurses' viewpoints. The questionnaire is a 5 point Likert's scale, from strongly disagree (1) to strongly agree (5). Participants of this study included nursing staff of 62 units from 3 hospitals that consented via phone invitation. Of the 876 questionnaires sent out, 836 were replied. The response rate was 95.4%. Results were as follows. 1) Nurses perception of head nurses' decision making competence was between strong agreement and agreement (M=4.12; SD=.70); 2). Nurses' perception of the best decision making competence trait of head nurses was decision participation (M=4.16; SD=.74), followed by decision thinking (M=4.12; SD=.69); and assessing the scheme of decision-making (M=4.09; SD=.74); 3). The amount of time nurses have

worked with head nurses has a significant correlation to their viewpoints about head nurses' decision making competence. Our study revealed that head nurses tend to be more conservative about decision making. Training programs are recommended to help head nurses excluding personal bias and thus make effective decisions.