護理長衝突來源及衝突處理型態之探討

A Survey of Conflict Sources and Types of Conflict Management among Head Nurses in Taipei

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摘要

本研究之目的係在探討護理長衝突來源及其可能採用處理型態之相關性，以及影響護理長處理衝突的相關因素。藉由橫斷面調查方法 （Cross-sectional survey），以臺北地區地區以上教學醫院，服務滿六個月之護理長為研究對象。研究工具為「衝突來源量表」與「衝突處理型態量表」，係結構型問卷，採 Likert 五分法計分。本研究採方便取樣，共發出問卷 280 卷，有效回收率 85%。研究結果發現：（一）.護理長衝突來源依序為人際因素、組織因素、個人因素。（二）.護理長衝突處理型態依序為整合、妥協、讓步、逃避、支配。（三）.護理長的教育背景、所服務醫院之評鑑級數與衝突處理型態呈顯著的差異。（四）.護理長的年齡、護理工作年資、擔任護理長年資與衝突處理型態有顯著的差異。（五）.護理長衝突來源中的「人際因素」及「組織因素」與衝突處理型態呈顯著的差異。研究結果證實：護理長衝突來源乃以「人際因素」占第一位，而「整合」的處理型態最能解決衝突。建議單位護理主管可盡量避免來自「人際因素」的衝突，並加強「整合」的衝突處理能力。

Abstract

The purpose of this study was to determine the relationship between conflict sources and conflict management types among head nurses. The study used cross-sectional method. Subjects were recruited from area hospitals in Taipei. Inclusion criteria were head nurses with more than six months' practical experience. Conflict Source Scale and the Rahim Organizational Conflict Inventory-II (ROCI-II) were used for data collection. Two hundred and eighty questionnaires were sent out with a return rate of 85%. Major findings of this study were as follows: (1)The sources of conflict perceived by head nurses were, in order of frequency, interpersonal, organizational and personal factors. (2)The conflict management types used by head nurse were, in order of frequency, integrate, compromise, oblige, avoid and dominate. (3)Education background, and type of institution were significantly associated with types of conflict management. (4)Age, years on the job and years in administration were significantly associated with types of conflict management. (5)interpersonal and organizational factors were significantly associated with types of conflict management. This research came to the conclusion

that the leading conflict sources perceived by head nurse were interpersonal, and the leading of conflict management types used by head nurse were integrate. Suggested that head nurses can avoid interpersonal conflict as possible, and enhance conflict management performance of integrate type.