

## 影響接受醫院行動護理站因素之研究—以南部某區域教學醫院為例

### The Factors Affecting Hospital Mobile Nursing Station Acceptance: A Case Study of Teaching Hospital

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#### 摘要

本研究應用科技接受模式，以南部某區域教學醫院住院部所有使用行動護理站之護理人員進行問卷調查，其目的在於探討醫院行動護理站使用者之接受因素。本研究共寄發問卷185份，回收181份，回收率97.8%，有效問卷165份，無效問卷16份，問卷解釋率為91.2%。本研究利用變異數分析及逐步迴歸等統計測量方式探討各相關因素對於使用意圖之關係。其研究結果顯示：(1) 影響行動護理站之使用意圖為認知有用性、系統安全性及認知易用性。(2) 經由影響行動護理站因素之排序可知，認知有用性及易用性依舊是使用者接受新科技時之最主要考量，與TAM模式之假設完全符合，而使用者最不在乎的因素則為高階主管的支持。由研究結果可了解使用者接受資訊科技之影響因素，並提供正在規劃行動護理站的醫療院所之參考，藉此降低失敗風險。

關鍵字：行動護理站、科技接受模式

#### Abstract

This research adopted the theory of TAM, to explore the acceptance of using "Mobile Nursing Station" by all nurses in the in-patient department of a teaching hospital of Chiayi country, Taiwan. This research used case study method and questionnaire survey to collect the first hand information. Totally 185 questionnaires were sent out and 181 returned, therefore the return rate is 97.8%. Among them, there are 165 valid questionnaires and the invalid questionnaires are 16, which make the explanation rate 91.2%. "One-Way ANOVA" and "multiple step-wise regression" were used to analyze the results of this study. The research results show, the influencing factors of users' intention to use the mobile nursing station included the perceived usefulness, the safety issue, and the perceived ease of use of the system. Regarding the sequence of the influencing Factors, the perceived usefulness and ease of use are most concerned by the user. The least important factor that influences acceptance is the support of the top executives. The results of this study shed some light in the user acceptance of IT in the healthcare industry and provide those hospitals planning for adopting mobile nursing station as reference, to reduce possible risk of adoption failure.

Keywords: Mobile Nursing Station, Technology Acceptance Model.