醫院護理人員之人格特質、自我效能、與工作滿足之相關性研究

The research of the relationship among personality traits, self-efficacy, and job satisfaction in hospital nurses

中文摘要

自我效能（self-efficacy）自 1970 年代發展至今，已成爲預測個人行爲之測量工具，並且廣泛運用在各領域。許多文獻指出自我效能可能透過一些中介或是干擾效果，精確的預測到工作滿足（job satisfaction）。因醫療產業有別於一般產業，在醫療環境中工作滿足除了影響到組織承諾、離職意願、工作表現與績效之外，更可以影響到對於病人的顧客導向行爲（customer-oriented behavior）；是故工作滿足在專業的醫療環境之中，是更需要被強調的重點。故本研究目的在於：（1）探討護理人員人格特質與自我效能之傾向。（2）探討人格特質與自我效能間之關聯性。（3）探討自我效能在人格特質與工作滿足之中介效果。

本研究方法對於北部兩所醫學中心、中部一所區域醫院之護理人員，以結構式問卷工具調查護理人員對於人格特質、自我效能與工作滿足之程度。問卷總共發出 800 份，回收有效問卷 676 份，回收率爲 84.5%。

本研究之主要結果爲：（1）公立醫學中心、私立醫學中心（參考組公立區域醫院）者，對於自我效能呈現正相關。（2）五大人格特質中之親和型、勤勉正直型、情緒穩定型、外向型人格對於自我效能呈現正向顯著相關。（3）親和型、情緒穩定型人格特質對於工作滿足有顯著相關。（4）自我效能之堅持度構面對於工作滿足有顯著相關。（5）自我效能對於人格特質與工作滿足具有部分之中介效果。

根據研究結果，本研究建議（1）護理人員之任用及調派時，除考慮其學歷與工作經驗外，亦可將人格特質之傾向納入安排之參考。（2）若增強醫院內部之完整職前與在職訓練，將可提升員工之自我效能，並對於工作滿足有基本之維持效益。（3）護理人才之培養上，如能加強提升護理人員之專業性與精熟度（mastery），如此將可降低護理人員工作的不適任，進而幫助護理行政成本及資源之妥善使用。

英文摘要

The issue of self-efficacy began in the 1970s; it has become a common tool to predict an individual’s actions and behaviors. Self-efficacy, in addition, has been used in various fields. Many published papers concluded that self-efficacy through intervention, can precisely predict an individual’s job satisfaction. Due to the nature of the medical field, job satisfaction asides from organization commitment and work performance, can influence customer-oriented behavior in hospitals. In view of this phenomenon, within the professional medical field, job satisfaction should be put more emphasis on. Therefore, the purpose of this study was to: (1) Explore the disposition of self-efficacy and personality traits in hospital nurses. (2) Explore the relationship among personality traits and self-efficacy. (3) Test the mediating role of self-efficacy in relationship between personality traits and job satisfaction.

Research designs included quantitative data collection and analysis. For exploratory purpose, this study elicited three different hospitals in Taiwan: two in the north and one in the middle of Taiwan. The survey included questionnaires that focus on personality traits, self-efficacy, and job satisfaction. 800 questionnaires were distributed and 676 were returned, response rate was 84.5%.

This study concluded the results as following: (1) Hospital nurses in either the public or private medical centers were the positive relationship with self-efficacy.

(2) Four of the five major personality traits including extraversion, conscientiousness, agreeableness, emotional stability, were positive relationship with self-efficacy.

(3) Agreeableness and emotional stability personality traits were positive relationship with job satisfaction. (4) The strength dimension of self-efficacy were positive relationship with job satisfaction. (5) Self-efficacy plays a part of the mediating role in relationship between personality traits and job satisfaction.

Based on these results, there were three suggestions: (1) When considering a position of worker in the nursing field, aside from education background and working experience, personality traits might be also considered. (2) Managers can increase self-efficacy of nurses through before-occupation training and on-the-job training. In addition, it has benefit upon keeping basic job satisfaction level also. (3) Managers should put emphasis on improving professional skills and mastery in nursing in order to well arrange executive cost and human resource.