護理長工作輪調壓力源與工作滿意度相關因素之探討

The Relationship between Sources of Stress and Job Satisfaction in Job Rotation of Head Nurses

中文摘要

工作輪調，是一種交叉訓練，為工作中之訓練 ，藉此可增加員工的歷練及能力，但也會造成壓力和影響工作滿意度。本研究旨在了解護理長工作輪調的壓力源與工作滿意度情形，及其之間的相關性。本研究方法採橫斷式相關性研究設計，以醫策會 96 年 1 月 9 日公佈評鑑結果之教學醫院，共 123 家(醫學中心 19 家、區域醫院 81 家、地區醫院 23 家)，透過電話訪問確定願意接受調查之醫院，並選擇最近三年曾接受過護理長工作輪調之護理長為本研究調查對象。本研究工具為自擬之個人屬性資料表、工作輪調性質與經驗資料表、護理長工作輪調壓力源量表、護理長工作輪調滿意度量表，經信效度檢定後完成。問卷共發出 134 份，回收 105 份，回收率為 78.36 %。回收資料以 SPSS 13.0 版進行描述性和推論性統計。

研究結果顯示，護理長之「工作輪調壓力源」總平均值為 3.73 (SD=0.65)，最高平均值為 4.04，最低平均值為 3.46。護理長對「工作輪調滿意度」總平均值為 3.35(SD=0.60)，最高平均值為 4.04，最低平均值為 2.60。護理長工作輪調壓力源與工作輪調滿意度之相關性，經皮爾森相關係數檢定呈負相關，但未達 $< .05$ 之顯著相關；護理長之個人屬性中「教育程度」與工作輪調壓力源有顯著差異，經事後檢定，專科畢業之護理長壓力顯著大於大學畢業之護理長；專科畢業之護理長壓力亦顯著大於研究所畢業之護理長。「擔任護理長總年資」與「工作輪調壓力源」呈現有意義的負相關。 工作輪調性質與經驗中之「護理長工作輪調政策是否合宜」、「護理長工作輪調時是否已具有調入科別之相關經驗」以及「護理長工作輪調時的意願」與護理長「工作輪調滿意度」有顯著差異。工作輪調性質與經驗中之「輪調前有訓練期或交接期(週)」與「擔任護理長期間共輪調幾次」對「工作輪調壓力源」及「工作輪調滿意度」無相關。不同層級醫院護理長之工作輪調壓力源有差異，經由事後檢定，醫學中心高於區域醫院，區域醫院高於地區醫院。 不同層級醫院護理長之工作輪調滿意度有差異，經由事後檢定，區域醫院高於醫學中心，醫學中心高於地區醫院。

此結果可提供醫院和護理部，未來在實施護理長工作輪調時的參考，以使護理長的工作輪調能在護理長的最低壓力下、最高工作滿意度上，達到工作輪調的目的。

關鍵詞：工作輪調、壓力源、工作滿意度

英文摘要

Job rotation is a type of cross-training that, when applied in on-the-job training programs, can enhance the practical experience and professional competence of employees. However, job rotation can also increase job stress and decrease job satisfaction. This research studied head nurse job rotation stressors and job satisfaction levels and worked to identify correlations between the two in order to understand the key factors influencing the stressors and job satisfaction of head nurses who undergo job rotation. Research employed a cross-sectional correlational design, with participants drawn from Taiwan's 123 accredited (as of 9 January 2007) teaching hospitals. These included 19 medical centers, 81 regional hospitals, and 23 district hospitals. After confirming by phone the willingness of institutions to be included in this study, researchers identified as target study subjects all head nurses who had undergone job rotation during the most recent three-year period. Study tools utilized included forms containing self-provided personal data, self-descriptions of job rotation type and experience, a Head Nurse Job Rotation Stressor Scales and Head Nurse Job Rotation Satisfaction Scales. Each tool was checked to confirm reliability and validity. Of the total 134 questionnaires sent to target study subject, 105 were returned and accepted by the authors for use in this study, giving a return rate of 78.36%. Researchers ran descriptive and inferential statistical analyses on collected data using SPSS/Windows Version 13.0 in Chinese.
Research results found a population mean of 3.73 (SD=0.65) for head nurse "job-rotation stressors", with averaged maximum and minimum scores for individual stressors measuring 4.04 and 3.46, respectively. Subjects had a population mean satisfaction with their job rotation experience of 3.35 (SD=0.60), with averaged maximum and minimum scores for individual satisfaction variables measuring 4.04 and 2.60, respectively. A Pearson correlation coefficient test found the correlation between head nurse job rotation stressors and job rotation satisfaction to fall short of significance (<.05). A significant difference was found between head nurse "education level" and job rotation stressors, which, after post-hoc testing, indicated that head nurses holding a technical college degree as their highest level of academic achievement felt significantly more pressure than those with either university or graduate school diplomas. This study found an interesting negative correlation between the two variables "number of years as head nurse" and "job rotation stressors". Three variables within the nature of job rotation and experience categories, namely "is rotating jobs for head nurses appropriate?", "did you already have experience in the specialty into which you were being rotated?", and "head nurse willingness at time of job rotation" showed significant differences to the head nurse "job rotation satisfaction". Two variables in the same two categories, namely "was there a training or changeover period prior to job rotation?" and "number of total job

rotations during your tenure as head nurse", were found to have no relationship to either "job rotation stressors" or "job rotation satisfaction". There were significant differences found in job rotation stressors for head nurses at different medical care facility levels, which, after post-hoc testing, found stress higher at medical centers than regional hospitals and higher at regional than at district hospitals. Job rotation satisfaction also showed a significant difference in terms of level of medical care facility at which a head nurse worked. Post-hoc testing found satisfaction to be higher at regional hospitals than medical centers and higher at medical centers than district hospitals.

The findings of this study may be provided to hospitals and nursing departments for reference in planning and executing future head nurse job rotation schedules. It is hoped this study can help reduce head nurse stress to a minimum, enhance job satisfaction and assist the job rotation process to achieve its intended results.

Key Words: job rotation, stressors, job satisfaction