

醫院員工對總務部分業務外包的認知及滿意度研究

Study on Stakeholder's Perception and Satisfaction on Outsourced Portion of Hospital General Affairs

中文摘要

管理大師彼德度拉克認為管理就是『透過他人，把事情做好』。所以一般企業早已將非核心業務外包，且已行之多年，但醫療體系在台灣卻才開始採納，且顧忌甚多。故研究是要探討醫院總務部分業務外包時，員工對外包的認知及滿意度，外包商服務是否能符合員工期望及流程、管理預期應為何等目的。

本研究是引用實證管理探討在醫院既定外包政策下，以『醫院員工對總務部分業務外包之認知與滿意度研究』。本研究問卷部分、以個案醫院共送發 466 份為樣本，回收 449 份有效問卷，回收率 96.5 %。其中醫院員工對總務部分業務外包之認知共有 10 題，其內部一致性信度甚高 ($\text{Alpha}=0.9193$)。回收問卷以 SPSS 建檔後，先進行資料一致性、正確性及邏輯性之比對與校正，之後進行頻率分析、相關性檢定、t-test、ANOVA 及複迴歸等統計分析。

本研究之重要結果如下：

發現員工對於醫院總務部分業務外包的認知及滿意度及總體評價上，平均而言傾向同意及滿意以上為百分之四十三，如為尙稱同意及滿意以上為百分之七十七。依員工個人屬性與總務部分業務外包管理績效變動認知之差異在性別、婚姻、對外包管理認知及滿意度無差別。在本院服務年資、過去服務年資、職務類別、教育程度對外包滿意度有顯著差異，顯示服務年資及教育程度愈高對外包管理要求愈高。

英文摘要

The managerial guru Peter Drucker said that good management is to let people do the right things and do the things right. Therefore, every enterprise tries to manage the business to be more efficient and effective. Due to financial constraints, experts and limited professional resources factors, enterprises can only focus on their core competition technology to devote useful resources to gain competition advantages. The outsourcing of not core business operation becomes a trend to be outsourced. The outsourcing policy for for-profit enterprises has been widely used for many years. However, the medical facilities have been reluctant to pay attention to outsourcing. The medical marketplace is unaware of the benefit and contributions from outsourcing practices for business operations. The Taiwanese medical industry is now prompted for outsourcing for economical reasons. This research perspective is from the medical arena general affair department viewpoint to analyze the recognition and satisfaction of medical facility outsourcing. Does the services and processes which

provided by outsourcing can fully satisfy the employee's expectation? How to manage the outsourcing services to be more efficient and effective to satisfy hospital's expectation?

This research design is based on the evidence-based survey method. The research is focused on the hospital outsourcing regarding the employee's expectation and satisfaction from outsourcing performance. The total sample return number is 466. The valid collected samples are 449. The rate of valid samples is 96.5%. There are ten questions for each survey. The internal validity and external reliability are very high (Cronbach's $\alpha=0.9193$). The data have been analyzed by comparison of logic, consistency and accuracy to verify their validity. The statistic methods applied include the correlation, t-test, ANOVA and regression to analyze the result.

The research finding and contribution are as follows:

From the employee's expectation and satisfaction for hospital outsourcing, 43% are fully supportive and 76% is positively consented for outsourcing. There are no significant recognition differences between sexual and marriage status toward outsource satisfaction. There are noticeable recognition differences between the work years, job title and education levels. The more work years and education levels have tendency toward less satisfaction and expectation from outsourcing.