

比較不同性別醫院員工之行為意向及科技使用之情形

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摘要

自從電腦引進醫院後，許多醫療資訊系統（healthcare information system：HIS）、醫療知識管理（KM）因而產生，用以代替人力以便更快速、精準地完成作業，並減低專業醫療人員的負擔，然而不同性別的人對於從事同樣事務的意願會有所不同；本研究即是要討論醫療院所不同性別之員工對於科技產品的使用情形、行為意向與工作滿意的程度，同時探討醫療院所提供的資源對員工使用科技產品的影響、醫院使用科技產品或是系統對員工工作滿意是否有影響，以及行為意向是否會影響員工使用科技產品或系統。

本研究採立意抽樣方式來選取研究樣本，研究樣本為某醫療院所之員工，包含醫師、護理人員、藥師、營養師、檢驗師、放射師、行政人員等。

結果發現：性別對行為意向、科技使用及工作滿意度無顯著影響，而促成因素對科技使用、行為意向對醫院員工使用科技產品或系統、以及科技產品或系統的使用對工作滿意度皆有顯著影響。

關鍵字：科技使用、行為意向、促成因素、工作滿意度

Investigating Hospital Employees' Behavior Intention and Technology Adoption from the Gender Perspective

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Abstract

The purpose of this paper is to investigate the differences on technology adoption, behavior intention and job satisfaction between male and female hospital employees. The paper also examined the impacts of hospital resources and behavior intention on employee technology adoption, as well as the impact of technology adoption on employee job satisfaction.

Purposive sampling was used to draw samples for this study. Our sample includes doctors, nurses, pharmacists, nutritionists, administration staff, who are all sorts of employees in a hospital.

Our findings show that gender has no significant impact on behavior intention, technology adoption, or job satisfaction. However, facilitating condition and behavior intention have significant influences on technology adoption, which in turn has significant impact on job satisfaction.

Keywords : Technology adoption, Behavior intention, Facilitating condition, Job satisfaction