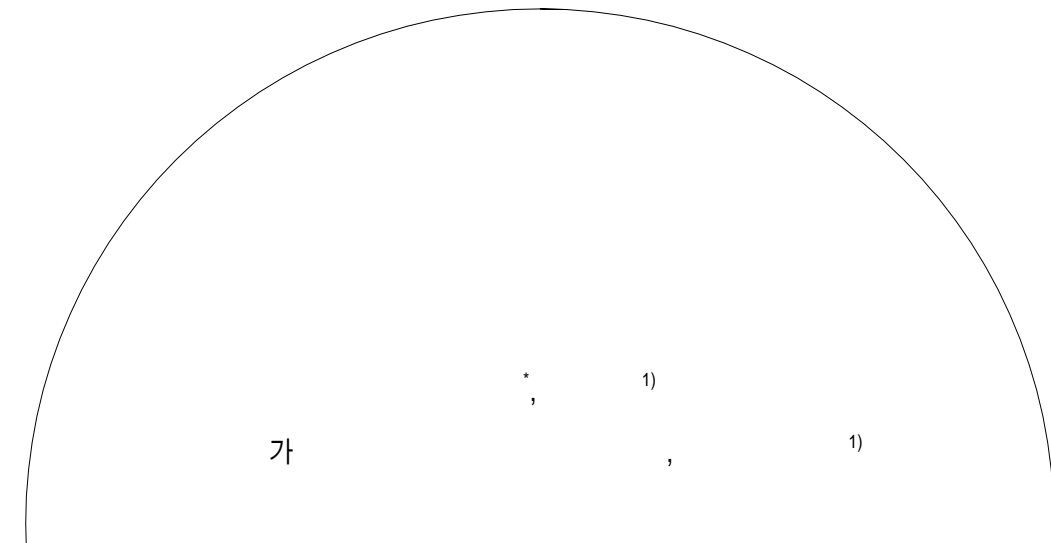


원 저



A Study of Emergency Department Personnel's Job Satisfaction

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Abstract

Background: The personnel of emergency department have been under tremendous pressure to manage unexpected emergency situations and excited patients. And interpersonal conflict has existed always, because emergency department was consisted of various personnel of their own specialty. The patient's satisfaction has to come from the personnel's satisfaction. The purpose of this study was to evaluate emergency department personnel's job satisfaction and its related factors and to improve quality of emergency medical service

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eventually.

Methods: A self-administered questionnaire survey to the emergency department personnel was conducted between September 1 and October 31, 2001. The response rate was 90.2%. Using SAS program (Version 6.12), the collected data was analyzed by frequency, ANOVA, multiple comparison, Pearson correlation procedure, and stepwise multiple regression analysis.

Result: The analysis of related factors of job satisfaction showed high score of interpersonal interaction (3.246), professional prestige (3.095), autonomy (2.916), task requirements (2.701), organizational requirements (2.444), and pay (1.953) in order of item mean. Professional prestige (0.498), task requirements (0.464), and organizational requirements (0.408) were highly positive correlated with overall level of job satisfaction. The factors influencing the job satisfaction were professional prestige and task requirements which explaining efficacy were 37.6% and 32.2% respectively. The total explaining efficacy was 33.6%.

Conclusion: It was found out that emergency department personnel's job satisfaction can be raised by promoting professional prestige and task requirements. The personnel of emergency department have to be satisfied through their job, and the administration of the hospital has to pay more attention to their employees' job satisfaction and it related factors.

Key Words: Job satisfaction, Emergency department personnel

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90.2% . 가 , 3.246 가 , 3.095 ,

, , , , 가 , , 가 1.953 가

, , , , 가 5.598,

가 (2). 1.658 .

Scheffe 가 (3)

1)

, 가

, 가

(P=0.001), Scheffe , ,

SAS Ver 6.12 . , 가 , 가

1.

		N (%)			N (%)
		51 (55.43)			5 (5.43)
		41 (44.57)			38 (41.30)
20-29		57 (61.96)			49 (53.26)
30-39		25 (27.17)			
40		10 (10.87)	가		54 (58.70)
		25 (27.17)			1 (1.09)
		19 (20.65)			6 (6.52)
		2 (2.17)			31 (33.70)
		17 (18.48)			
		9 (9.78)	1		32 (34.78)
		17 (18.48)	2-10		41 (44.57)
		3 (3.26)	10		19 (20.65)
		36 (39.13)			
		56 (60.87)	100		13 (14.13)
가	0	46 (50.00)	100-200		74 (80.43)
	1	5 (5.43)	200		5 (5.43)
	2	13 (14.13)			92 (100)
	3	28 (30.43)			

2.

				(-) [*]	mean(S.D)
		9	3.095	22.00 (16.00 - 38.00)	27.859 (4.780)
		5	3.246	10.00 (11.00 - 22.00)	16.228 (2.049)
		4	2.916	11.00 (6.00 - 17.00)	11.663 (2.298)
(5)		7	2.444	19.00 (7.00 - 26.00)	17.109 (3.250)
		3	1.953	9.00 (3.00 - 11.00)	5.859 (1.970)
		8	2.701	23.00 (9.00 - 32.00)	21.609 (3.925)
		36	2.787	56.00 (71.00 - 127.00)	100.326 (12.288)
(10)		1	5.598	8.00 (1.00-9.00)	5.598 (1.658)

* :

가 (mean=29.740, S.D=3.377). (P<0.05). , Scheffe
 , 가 , 가 (: mean=
 가 , 28.470, S.D=4.316),
 , 가 가 (200 : mean= 32.400, S.D=4.506).

2) (P=0.035), Scheffe 40 가 (mean=17.800, S.D=0.919). (P>0.05).

3) 가 , , 가 (P<0.05), Scheffe (40 : mean= 14.100, S.D=1.524). 가 , 가 , 가 (P<0.05). , Scheffe 가 2, 3 가 0, 1 .

4) (P<0.05), Scheffe 200 (mean=8.000, S.D=1.000).

5) 가 , 가 (P=0.037), Scheffe , 가 , 가 (P=0.042). , Scheffe 200 (mean=8.000, S.D=1.000).

6) , , , (P<0.05, P<0.1), Scheffe 20 가 (mean=20.368, S.D=3.745) , 가 (mean=24.706, S.D=2.889) , 200 (mean=25.600, S.D=1.140).

7) (P<0.05), Scheffe 40 가 (mean=109.300, S.D=13.125) , (10 : mean=106.316, S.D=12.772), (200 : mean=114.200, S.D= 11.820) .

4. (=-0.498, P=0.000), (=-0.464, P=0.000), (=-0.408, P=0.000) (4).

(=-0.425, P=0.000) (=-0.420, P=0.000) 가 , , 가 , , .

3.

	mean(S.D.)	F(p)	Scheffe	mean(S.D.)	F(p)	Scheffe
	27.706(4.973)	-0.340(0.734)		16.686(2.140)	2.456(0.016)	
	28.049(4.582)			15.659(1.797)		
20-29	28.105(4.447)	0.834(0.438)		16.018(2.167)	3.488(0.035)	1,2<3
30-39	26.880(4.842)			16.080(1.869)		
40	28.900(4.780)			17.800(0.919)		
	29.740(3.377)	4.463(0.001)	3,6,7	16.240(2.047)	0.658(0.683)	
	27.790(4.302)		<1,2,4,5	15.789(1.843)		
	24.000(2.828)			17.000(0.000)		
	29.529(4.002)			16.530(2.095)		
	27.111(5.372)			15.444(3.087)		
	26.234(5.391)			16.765(1.641)		
	18.000(2.646)			16.000(2.646)		
	27.611(5.399)	-0.396(0.693)		16.667(1.897)	1.661(0.100)	
	28.018(4.379)			15.946(2.109)		
가	28.283(4.188)	0.686(0.563)		16.087(1.987)	0.688(0.562)	
	28.400(5.413)			16.000(2.236)		
	26.154(4.776)			15.846(2.304)		
	27.857(4.780)			16.679(2.0380)		
	20.400(4.037)	7.441(0.001)	1<2,3	16.400(1.949)	0.172(0.843)	
	28.053(4.713)			16.079(1.992)		
	28.470(4.316)			16.327(2.135)		
가	28.630(4.923)			16.574(1.996)		
	25.000(-)			19.000(-)		
	29.167(4.401)			15.667(1.033)		
	26.355(4.386)			15.645(2.153)		
1	28.438(4.142)	1.073(0.346)		16.219(1.979)	1.463(0.237)	
2-10	27.049(4.822)			15.927(2.240)		
10	28.632(5.620)			16.895(1.629)		
100	27.077(5.203)	4.898(0.010)	1,2<3	16.462(2.295)	0.124(0.884)	
100-200	28.041(4.483)			16.176(2.029)		
200	32.400(4.506)			2.074(0.927)		

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	mean(S.D.)	F(p)	Scheffe	mean(S.D.)	F(p)	Scheffe
	11.922(2.305)	1.206(0.231)		17.235(3.302)	0.415(0.679)	
	11.342(2.276)			16.951(3.217)		
20-29	11.035(2.259)	9.849(0.000)	1,2<3	17.000(3.525)	1.063(0.350)	
30-39	12.120(1.900)			16.800(2.872)		
40	14.100(1.524)			18.500(2.224)		
	10.440(2.083)	3.764(0.002)	1,2,3<4,	17.880(3.321)	1.328(0.254)	
	11.053(2.172)		5,6,7	16.211(3.225)		
	11.500(2.121)			19.000(4.243)		
	16.530(2.095)			17.529(2.577)		
	15.444(3.087)			15.000(3.708)		
	16.765(1.641)			17.353(3.390)		
	16.000(2.646)			17.667(2.082)		
	12.528(2.063)	3.020(0.003)		17.000(2.976)	-0.256(0.799)	
	11.107(2.286)			17.179(3.438)		
0	11.087(2.106)	3.402(0.021)	1,2<3,4	17.522(3.371)	1.578(0.200)	
1	10.400(1.673)			16.600(2.510)		
가 2	12.615(2.103)			15.385(3.254)		
3	12.393(2.485)			17.321(3.031)		
	13.200(2.168)	1.663(0.195)		18.200(2.683)	0.995(0.374)	
	11.842(1.882)			16.579(3.055)		
	11.367(2.555)			17.408(3.433)		
가	11.500(2.329)			17.556(3.202)		
	19.000(-)			19.000(-)		
	11.333(1.211)			17.000(1.095)		
	11.936(2.421)			16.290(3.542)		
1	10.750(2.229)	6.178(0.003)	1<2<3	6.063(2.124)	2.195(0.117)	
2-10	11.781(2.208)			5.415(1.949)		
10	12.947(2.013)			6.474(1.577)		
100	11.385(2.468)	0.953(0.390)		5.769(2.204)	3.282(0.042)	1,2<3
100-200	11.622(2.256)			5.729(1.911)		
200	13.000(2.549)			8.000(1.000)		

< >

	mean(S.D)	F(p)	Scheffe	mean(S.D)	F(p)	Scheffe
	5.667(1.818)	-1.043(0.300)		21.961(4.271)	0.959(0.340)	
	6.098(2.143)			21.171(3.449)		
20-29	5.719(2.102)	0.452(0.638)		20.368(3.745)	8.759(0.000)	1<2,3
30-39	6.000(1.915)			23.600(2.986)		
40	6.300(1.252)			23.700(4.373)		
	6.120(2.128)	2.363(0.037)	2,5<3,4	19.520(4.001)	4.607(0.000)	1,6,7<4
	5.211(1.873)			20.263(3.429)		
	7.500(2.121)			22.000(5.657)		
	6.647(1.730)			24.706(2.889)		
	4.222(1.481)			22.333(4.582)		
	6.059(1.952)			22.882(2.826)		
	6.000(0.000)			20.333(0.577)		
	5.889(1.833)	0.117(0.907)		23.194(3.883)	3.268(0.002)	
	5.839(2.069)			20.589(3.632)		
가	0	5.978(2.028)	1.282(0.286)	21.217(3.379)	0.344(0.793)	
	1	4.600(2.302)		21.600(7.956)		
	2	5.308(2.097)		22.308(3.351)		
	3	6.143(1.715)		21.929(4.233)		
	6.600(1.342)	0.587(0.558)		21.000(3.000)	2.387(0.098)	
	5.658(1.963)			22.658(3.379)		
	5.939(2.035)			20.857(4.262)		
가	6.111(1.939)	1.627(0.189)		21.741(3.546)	0.913(0.438)	
	6.000(-)			27.000(-)		
	6.667(2.251)			22.333(3.386)		
	5.258(1.914)			21.065(4.604)		
1	6.063(2.124)	2.195(0.117)		19.844(4.175)	6.781(0.002)	1<2<3
2-10	5.415(1.949)			22.049(3.428)		
10	6.474(1.577)			23.632(3.386)		
100	5.769(2.204)	3.282(0.042)	1,2<3	21.000(4.123)	2.924(0.059)	1,2<3
100-200	5.729(1.911)			21.446(3.893)		
200	8.000(1.000)			25.600(1.140)		

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	mean(S.D)	F(p)	Scheffe
	101.177(12.528) 99.268(12.052)	0.545(0.462)	
20-29	98.246(12.267)	3.816(0.026)	1,2<3
30-39	101.480(10.564)		
40	109.300(13.125)		
	99.840(11.852) 96.316(12.134) 101.000(16.971) 107.588(8.024) 95.778(14.779) 102.000(13.412) 92.333(8.387)	1.913(0.088)	
	102.889(12.669) 98.679(11.858)	2.618(0.109)	
가	0 100.174(11.645) 1 97.600(17.587) 2 97.615(11.997) 3 102.321(12.806)	0.553(0.661)	
	95.800(11.389) 100.868(11.819) 100.367(12.861)	0.371(0.691)	
가	102.111(12.071) 110.000(-) 102.167(10.381) 96.584(12.583)		
1	99.125(12.443)	2.990(0.050)	1,2<3
2-10	98.488(11.334)		
10	106.316(12.772)		
100	96.846(12.294)	3.979(0.022)	1,2<3
100-200	100.000(11.844)		
200	114.200(11.820)		

4.

1.000						
.425** (.000)	1.000					
.059 (.579)	.243* (.020)	1.000				
.420** (.000)	.242* (.020)	.232* (.026)	1.000			
.281** (.007)	.087 (.410)	.298** (.004)	.596** (.000)	1.000		
.377** (.000)	.295** (.004)	.427** (.000)	.370** (.000)	.310** (.003)	1.000	
.498** (.000)	.208* (.048)	.258* (.013)	.408** (.000)	.289** (.005)	.464** (.000)	1.000

** p<0.01, * p<0.05

가 , 0.05
(F=22.548, P=0.000), (0.376),
(0.322)
=0.427, P=0.000).
(33.6% (5, 6).
=0.596, P=0.000), (=0.420, P=0.000)

5.

(11,12), (13-15),

가 . Stamps

5.

			F-	p-value
84.115	2	42.057	22.548	.000
166.005	89	1.865		
250.120	91			
$R^2 = 0.336$				

6.

			t-	p-value
			- .984	.328
		.376	4.034	.000
		.322	3.450	.001

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가	(8),	1		1	92
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		가	Ver 6.12		
가			1.		2.787
가	가				가 3.246
	(14).		가		3.095,
					2.444,
			2.916,	2.701,	
			1.953		
			2.		
1					가
					가
			3.		
			4.		
					33.6%
		가			
		가			

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