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如何降低護理人員離職率：從新進護理人員到資深護理人員

How to Reduce Nurses' Turnover Intentions: From New Nurses to Experienced Nurses

指導教授：鄧景宜 博士

Advisor: Ching-I Teng, Ph.D.

研究生：Pham Thi Tuan Linh

Graduate Student: Pham Thi Tuan Linh

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Sincerely yours,

Pham Thi Tuan Linh

摘要

護理人員的缺乏是個醫療產業中國際等級的問題，指出減低護理人員離職意願的研究之重要性。但是，目前很少研究提到護理人員中導師-導生融洽關係，性格與人格，以及專業承諾與頭痛症狀之間的關係如何在護理人員生涯早期、中期、發展完成後影響到護理人員離職意願。因此，本論文旨在解釋(1) 護理人員中導師-導生關係如何影響離職意願；(2) 性格與人格如何影響提高護理人員能力的行爲和離職意願等行動；以及(3) 頭痛症狀與專業承諾之間的互相效應影響離職率。本論文透過釐清護理人員離職率的潛在形成機制，為研究文獻貢獻新知識。本論文也為護理管理者提供減低護理人員離職率的新穎見解。尤其是，護理管理者因應創造出促進同事間融洽關係，提高護理人員的自我效能和職業興趣，激發護理人員意願和行動來提升專業能力，並聆聽醫護人員對自己健康議題的擔憂與工作環境，從而有效地保持護理專業工作人數。

關鍵字: 離職意願；護理人員； 融洽關係； 性格與人格； 專業承諾； 頭痛症狀

ABSTRACT

Nurse shortage is a global problem in healthcare industry, indicating the importance of research on reducing nurses' turnover intention. However, little is known about how nursing mentor-mentee rapport, temperament and characters, and the interaction between professional commitment and headache, in *early*, *developing* and *post-development* stages of nursing career impact nurse turnover intention. Hence, this dissertation aims to explain (1) how rapport between nurse mentors and nurse mentees impact turnover intention, (2) how temperament and character impact the action to improve professional capabilities and turnover intention, and (3) how the interaction of headaches and professional commitment impact turnover intention. The dissertation contributes new knowledge to the literature by clarifying the mechanism underlying the formation of nurses' turnover intention. This dissertation offers novel insights for nursing managers on how to reduce nurses' turnover intention. Specifically, nursing managers should create work environments that facilitate rapport-building, improve self-efficacy and career interest among nurses, motivate nurses' intention and action to improve professional capabilities, and listen to nurses' concerns about their health issues, thus effectively retaining nurse workforce.

Keywords: Turnover intention; nurse; rapport; temperament and characters; professional commitment; headache

TABLE OF CONTENT

ACKNOWLEDGEMENTS .....
CHINESE ABSTRACT .....
ABSTRACT .....
TABLE OF CONTENT .....
LIST OF FIGURES .....
LIST OF TABLES .....
CHAPTER 1: Overall Introduction ..... **- 1 -**
1.1 Background ..... - 1 -
1.2. Structure of the Dissertation ..... - 4 -
CHAPTER 2: How Can Mentors Help Retain Nurses? Perspectives of Social Capital Theory and Social Cognitive Career Theory ..... **- 6 -**
Abstract ..... - 6 -
K2.1. Introduction ..... - 7 -
2.2. Literature Review ..... - 10 -
2.2.1 Social Capital Theory and Mentorship in Nursing ..... *- 10 -*
2.2.2 Rapport and Willingness to Mentor/Willingness to be Mentored ..... *- 11 -*
2.2.3 Social Cognitive Career Theory ..... *- 12 -*
2.2.4 Self-efficacy, Outcome Expectations and Career Interest ..... *- 12 -*
2.3. Methods ..... - 16 -
2.3.1 Sample and Data Collection Process ..... *- 16 -*
2.3.2 Instrument ..... *- 18 -*
2.3.3 Data Analysis ..... *- 20 -*
2.4. Results ..... - 21 -
2.4.1 Sample Profile ..... *- 21 -*
2.4.2 Hypothesis Testing for the Mentors Sample ..... *- 29 -*
2.4.3 Hypothesis Testing for the Mentees Sample ..... *- 30 -*
2.5. Discussion ..... - 31 -
2.5.1 Main Findings and Contributions ..... *- 31 -*
2.5.2 Discussion on the Non-supported Hypotheses ..... *- 31 -*
2.5.3 Theoretical Implications ..... *- 32 -*
2.5.4 Relevance to Clinical Practice ..... *- 33 -*
2.5.5 Research Limitations and Future Research Directions ..... *- 34 -*

2.6. Conclusion ..... - 35 -
CHAPTER 3: Impact of Temperament and Character on Action to Improve Professional Capabilities and Reduce Nurse Turnover ..... - 36 -
Abstract ..... - 36 -
3.1. Introduction ..... - 38 -
3.2. Literature Review and Hypotheses ..... - 40 -
3.2.1 Improvement in Professional Capabilities ..... - *40* -
3.2.2 Nurse Turnover ..... - *41* -
3.2.3 Temperament and Character Dimensions ..... - *42* -
3.3. Methods ..... - 47 -
3.3.1 Sample and Data Collection Process ..... - *47* -
3.3.2 Instruments ..... - *49* -
3.3.3 Psychometric Properties ..... - *50* -
3.3.3 Data Analysis ..... - *54* -
3.4. Results ..... - 54 -
3.4.1 Sample Profile ..... - *54* -
3.4.2 Hypothesis Testing ..... - *56* -
3.5. Discussion ..... - 58 -
3.5.1 Main Findings and Contributions ..... - *58* -
3.5.2 Theoretical Implications ..... - *59* -
3.5.3 Managerial Implications ..... - *60* -
3.5.4 Research Limitations and Future Research Directions ..... - *61* -
3.6. Conclusions ..... - 62 -
CHAPTER 4: How Professional Commitment and Headaches Interact to Impact Nurse Professional Turnover Intention: Perspective of the Processing Efficiency Theory .. - 64 -
Abstract ..... - 64 -
4.1. Introduction ..... - 65 -
4.2. Literature Review and Hypotheses ..... - 69 -
4.2.1 Professional Turnover Intention ..... - *69* -
4.2.2 Professional Commitment ..... - *70* -
2.3 Headache and Processing Efficiency Theory ..... - *71* -
4.3. Methods ..... - 74 -
4.4.4.3.1 Sample and Data Collection Process ..... - *74* -
4.3.2 Instrument ..... - *75* -
4.3.3 Psychometric Properties ..... - *77* -
4.3.4 Data Analyses ..... - *79* -
4.4. Results ..... - 79 -

4.4.1 Sample Profile ..... - *79* -
4.4.2 Hypothesis Testing ..... - *80* -
4.5. Discussion ..... - 85 -
4.5.1 Main Findings and Contributions ..... - *85* -
4.5.2 Theoretical Implications ..... - *86* -
4.5.3 Implications for Nurse Managers ..... - *87* -
4.5.4 Research Limitations and Future Research Directions ..... - *88* -
4.6. Conclusions ..... - 89 -
CHAPTER 5: Overall Summary ..... - 90 -
REFERENCES ..... - 95 -

LIST OF FIGURES

Figure 1.1 Overall Research Framework 5

Figure 2.1: Research Framework 16

Figure 2.2: Analytical Results 29

Figure 3.1: Research Framework 46

Figure 3.2: Analytical Results 56

Figure 4.1: Research Framework 73

Figure 4.2: Interaction of Affective Commitment and Headache on Online Gamer Loyalty 83

Figure 4.3: Analytical Results 84

LIST OF TABLES

Table 2.1: Summary of the Profile of Mentors 23

Table 2.2: Summary of the Profiles of Mentees 24

Table 2.3: Means, Standard Deviations, and Summary of Confirmatory Factor Analyses (Mentor Sample) 26

Table 2.4: Means, Standard Deviations, and Summary of Confirmatory Factor Analyses (Mentee Sample) 27

Table 2.5: Correlations among the Study Concepts (Mentor Sample) 28

Table 2.6: Correlations among the Study Concepts (Mentee Sample) 28

Table 3.1: Summary of Confirmatory Factor Analyses 50

Table 3.2: Correlations among the Study Constructs 52

Table 3.3: Summary of the Participant Profile 54

Table 4.1: Study Items and Summary of the Confirmatory Factor Analyses 77

Table 4.2: Correlations among the Study Constructs 78

Table 4.3: Summary of the Participant Profile 79

Table 4.4: Sources of Professional Turnover Intention 82