

가

# 암환아 어머니와 간호사가 지각하는 간호서비스 차이

지도 조 원 정 교수

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연세대학교 보건대학원

지역사회간호학과

김 혜 자

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11.	.....	24
12.	.....	26

가

가

4

76

70 , 가

2002

10 21 11 6

1.

3.52±0.54

(3.86±0.51)

가 가

(3.70±0.58),

(3.63±0.58),

(3.26±0.71)

(3.16±0.78) 가

2.

3.88±0.37

가

(4.18±0.43)

가 가

(3.92±0.43),

(3.92±0.39),

(3.70±0.52)

(3.67±0.45) 가

49

47

가

가

2

가

3.

가 가

(t=4.96, P=.000) , (t=4.32, P=.000),  
 (t=4.10, P=.000), (t=3.46, P=.000),  
 (t=2.60, P=.000)

가 가  
 , ‘ ; ‘  
 , ‘ ; ‘  
 , ‘ ; ‘

‘(4.14±0.67) ,  
 ‘ , , ‘(4.43±0.63) 가 ,  
 ‘ ‘(4.24±0.63) ,  
 ‘ ‘(4.64±0.48) 가 .  
 ‘ ‘(3.66±0.68) , ‘  
 ‘(4.10±0.68) 가 ,  
 ‘ ‘(4.13±0.82) , ‘  
 ‘(4.27±0.56) 가 ,  
 (3.75±0.82) (4.04±0.58)가 ‘  
 ’ 가 .

가 가 가  
 , 가 가  
 , 가 가  
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가 .

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I.

1.

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( ,1996)  
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( ,1998).  
가 ( ,1998).  
가  
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( ,1997)  
( ,1999)  
( ,1996)  
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가 가 ,

(Roy and Collister)

2 , (

,2002).

가 ,

가 , , ,

가 , , , ( ,1995

가 ,1996 ,1997 ,2001). 가 가

가 (

,1998).

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가 ( , 1996 , 1999 , 1996).

가 ( 가 , 1996 , 2000 , 2000 ,

2001 , 2002)가 ,

.

가



**2.**

가

1. 가

2. 가

3. 가

**3.**

1)

(nursing care)

(nursing action) ( , 1998)

5

49

## II.

### 1.

12% 2 15  
1960 28% 10 12~13  
1980 70% ,  
, ,  
가  
( , 1997 , 2002).

가

가

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1997).

가

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( , 1998).

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( , 1994 , 1999)

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 ( 가 , 1996) 가  
 (Marlow, 1977)  
 .  
 (Wolterman Miller, 1985; )  
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(Davis-Martin, 1986)

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19 14

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(1998)

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**III.**

**1.**

**2.**

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73

**3.**

1)

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 가 6  
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 5 49 . 5  
 1 , 가 가  
 . Cronbach's  $\alpha$  0.9622 .

2) : , , , ,  
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**4.**

2002 10 21 11 6 4  
 .  
 가 3  
 30 , 1 가



76

73

70

5.

SAS

1)

2)

t - test

ANOVA

t - test

#### IV.

##### 1.

1)

( 1 ) .  
가 44 (58.7%), 가 31 (41.3%) ,  
3 21 7.4 .  
6~12 28% 가 3~6 22.7% .  
가 47.9%, 52.1% 70%,  
30% . 1 125  
6 ~1 6 41.2% 가 6 28.8%  
. 1~5 가 24 (34.8%) 가  
6~10 23 (33.4%) ,

2)

( 2 ) .  
27 55 ,  
36.4 30 가 42 (56.7%) 가 가 52.2%  
47.8% . 가 39.7% 가 ,  
150 26.9% 가 150~200 22.3% .

1.

n=76

	(%)	±
	44(58.7)	
	31(41.3)	
0~1	4(6.7)	
1~3	16(21.3)	
3~6	17(22.7)	7.4±4.85
6 ~12	21(28)	
12	16(21.3)	
	35(47.9)	
	38(52.1)	
	49(70)	
	21(30)	
6	21(28.8)	
6 ~1 6	30(41.2)	17.5±24.9
1 6 ~2 6	11(15)	
2 6	11(15)	
0	3( 4.3)	
1~5	24(34.8)	
6~10	23(33.4)	9.5±9.4
11~15	7(10.1)	
16	12(17.4)	

( )

2.

			n=76
		(%)	±
	30	9(12.2)	
	30 ~40	42(56.7)	36.4±6.3
	40 ~50	20(27)	
	50	3(4.1)	
		36(52.2)	
		3(47.8)	
		29(39.7)	
		6(8.3)	
		15(20.5)	
		21(28.8)	
		2(2.7)	
	150	18(26.9)	
	150~200	15(22.3)	
	200~250	14(20.9)	220.7±162.5
	250~300	6( 9.0)	
	300	14(20.9)	

(                    )

3)

21 44 , 27.8  
 77.1%가 21~30 . 71.4%  
 , 52.9% , 90%  
 . 4 21 5 7 5  
 55.1%, 5 44.9% .  
 39.1 4 63.8%, 4 36.2% ( 3).

3.

		n=70	
		(%)	±
	21~25	30(42.9)	
	26~30	24(34.2)	27.8±5.1
	31	16(22.9)	
		20(28.6)	
		50(71.4)	
		33(47.1)	
		37(52.9)	
		63(90)	
		7(10)	
	5	38(55.1)	
	5	31(44.9)	
	4	44(63.8)	
	4	25(36.2)	

( )

2.

4

4.

	(A)	(B)	t	A - B
	±	±		
	3.63±0.58	3.92±0.39	3.46***	-0.29
	3.86±0.51	4.18±0.43	4.10***	-0.32
	3.26±0.71	3.70±0.52	4.32***	-0.44
	3.70±0.58	3.92±0.43	2.60**	-0.22
	3.16±0.78	3.67±0.45	4.96***	-0.51
	3.52±0.54	3.88±0.37	4.62***	-0.36

\* p<0.05

\*\* p<0.01

\*\*\* p<0.001

3.52±0.54

3.88±0.37

가

가

가

가

가

, 가

가

가

5

가  
 (4.14±0.67) 가  
 (4.43±0.63) 가  
 가  
 (t=2.26, P=.025), (t=6.40,  
 P=.000), (t=2.17, P=.031), (t=3.56,  
 P=.000), (t=4.24, P=.000)  
 가 가 , 가 가

5.

	(A)	(B)	t	A-B	
	±	±			
	4.14±0.67	4.15±0.58	0.12	-0.01	9
	3.81±0.69	4.04±0.52	2.26*	-0.23	5
	3.43±0.76	4.19±0.64	6.40***	-0.76	1
	3.50±0.78	3.77±0.66	2.17*	-0.27	4
	3.16±1.05	3.69±0.69	3.56***	-0.53	2
	3.40±0.87	3.49±0.70	0.61	-0.09	7
	3.91±0.63	3.93±0.41	0.22	-0.02	8
	3.42±1.01	3.59±0.83	1.22	-0.17	6
	3.92±0.81	4.43±0.63	4.24***	-0.51	3
	<b>3.63±0.58</b>	<b>3.92±0.39</b>	<b>3.46***</b>	<b>-0.29</b>	

\*p<0.05

\*\*p<0.01

\*\*\*p<0.001

6 .  
가  
(4.24±0.63) 가  
(4.64±0.48) 가  
(t=3.88, P=.000),  
(t=4.09, P=.000), (t=3.81, P=.000),  
(t=3.31, P=.001), (t=5.62, P=.000)  
가 가 , 가 가

6.

	(A)	(B)	t	A-B	
	±	±			
	4.16±0.61	4.36±0.54	2.12*	-0.20	7
	4.24±0.63	4.61±0.52	3.88***	-0.37	5
	3.92±0.81	3.94±0.78	0.17	-0.02	10
	4.00±0.65	4.06±0.66	0.53	-0.06	9
가	3.46±0.83	3.77±0.73	2.35*	-0.31	6
	4.03±0.83	4.17±0.64	1.18	-0.14	8
	3.00±0.88	3.59±0.83	4.09***	-0.59	1
	4.04±0.72	4.47±0.63	3.81***	-0.43	4
	3.75±0.94	4.20±0.69	3.31**	-0.45	3
	4.07±0.73	4.64±0.48	5.62***	-0.57	2
	<b>3.86±0.51</b>	<b>4.18±0.43</b>	<b>4.10***</b>	<b>-0.32</b>	

\*p<0.05      \*\*p<0.01      \*\*\*p<0.001



7 .  
가 가  
가 (3.66±0.68) 가 (4.10±0.68) 가  
(t=3.77, P=.000), (t=3.95, P=.000), (t=4.89, P=.000), (t=6.49, P=.000), (t=3.48, P=.000) 가 가  
가 가

7.

	(A)	(B)	t	B-A	
	±	±			
	3.57±0.93	3.97±0.66	2.98**	-0.40	9
	3.53±0.94	3.96±0.58	3.31**	-0.43	7
	3.29±0.95	3.84±0.73	3.95***	-0.55	5
	3.28±0.97	3.84±0.79	3.77***	-0.56	4
	3.09±1.05	3.81±0.69	4.89***	-0.72	2
	3.07±0.94	3.94±0.68	6.49***	-0.87	1
	3.66±0.68	3.77±0.54	1.1	-0.11	13
	3.30±0.94	3.60±0.84	2.01*	-0.30	10
	3.63±1.09	4.10±0.68	3.12**	-0.47	6
가	3.12±1.14	3.55±0.91	2.54*	-0.43	7
가	3.41±1.18	3.97±0.74	3.48***	-0.56	4
가	3.12±1.08	3.27±0.95	0.91	-0.15	12
	2.26±0.96	2.46±0.91	1.29	-0.20	11
	<b>3.26±0.71</b>	<b>3.70±0.52</b>	<b>4.32***</b>	<b>-0.44</b>	

\*p<0.05      \*\*p<0.01      \*\*\*p<0.001

8 .  
가 ,  
(4.13±0.82) 가 ,  
(4.27±0.56) 가  
가  
(t=4.64, P=.000),  
(t=2.86, P=.004),  
(t=2.11, P=.036), (t=3.99, P=.000),  
(t=2.58, P=.010) 가 가  
, 가 가

8.

	(A)	(B)	t	B-A	
	±	±			
	4.13±0.82	3.94±0.61	-1.58	0.19	7
	4.07±0.74	3.94±0.72	-1.02	0.13	10
	3.48±0.81	4.07±0.71	4.64***	-0.59	1
	3.83±0.77	3.99±0.52	1.44	-0.16	8
	3.99±0.76	4.12±0.51	1.34	-0.13	9
	4.04±0.64	4.27±0.56	2.31*	-0.23	6
	3.70±0.80	4.03±0.59	2.86**	-0.33	4
	3.79±0.77	4.03±0.59	2.11*	-0.24	5
	3.59±0.75	4.03±0.56	3.99***	-0.44	2
	2.41±0.92	2.81±0.95	2.58*	-0.40	3
	<b>3.70±0.58</b>	<b>3.92±0.43</b>	<b>2.60**</b>	<b>-0.22</b>	

\*p<0.05

\*\*p<0.01

\*\*\*p<0.001

9. 가 (3.75 ±0.82) 가 (4.04 ±0.58) 가 (t=4.91, P=.000), (t=3.73, P=.000), (t=3.79, P=.000), (t=5.48, P=.000) , 가 가

9.

	(A)	(B)	t	B-A	
	±	±			
	2.87±0.95	3.56±0.73	4.91***	-1.00	2
	2.78±0.99	3.33±0.79	3.70***	-1.00	4
	3.05±0.94	3.47±0.74	3.02**	0.00	5
	2.79±1.20	3.44±0.86	3.79***	-1.00	3
	3.12±1.02	3.90±0.68	5.48***	0.00	1
	3.75±0.85	3.97±0.66	1.77	0.00	7
	3.75±0.82	4.04±0.58	2.52*	-1.00	6
	<b>3.16±0.78</b>	<b>3.67±0.45</b>	<b>4.96***</b>	<b>-0.50</b>	

\*p<0.05

\*\*p<0.01

\*\*\*p<0.001

### 3.

가 , 가  
(3.64±0.57) (3.33±0.45)  
(t=2.15, P=.035). , 가  
가 ,  
( 10, 11).

10.

n=76

		±	t	F
		3.57±0.55		
		3.48±0.55		0.70
	0~1	3.45±0.64		
	1~3	3.30±0.51		
	3~6	3.71±0.59		2.13
	6~12	3.45±0.55		
	12	3.75±0.40		
		3.45±0.54		
		3.57±0.53		-0.97
		3.64±0.57		
		3.33±0.45		2.15*
	6	3.51±0.58		
	6 ~1 6	3.62±0.53		
	1 6 ~2 6	3.27±0.50		1.35
	2 6	3.67±0.55		
	0	3.34±0.35		
	1~5	3.48±0.57		
	6~10	3.51±0.62		0.48
	11~15	3.48±0.41		
	16	3.72±0.53		

\* p<0.05

11.

n=76

		t	F
	±		
30	3.41±0.40		
30~40	3.46±0.61		
40~50	3.63±0.42	1.62	
50	4.07±0.54		
	3.60±0.60		1.21
	3.44±0.46		
	3.41±0.54		
	3.53±0.44		1.43
	3.75±0.49		
	3.48±0.54		
150	3.43±0.54		
150~200	3.69±0.44		
200~250	3.31±0.50	1.23	
250~300	3.59±0.42		
300	3.61±0.57		

\* p<0.05

#### 4.

가 가  
( 12).  
26~30 (4.03±0.38)가 21~25 (3.75±0.27)  
(F=4.08,  
P=.021),  
5  
(3.79±0.32) 4 (4.04±0.42) 4  
(F= - 2.87, P=.006).

12.

n=70

		t	F
	±		
21~25	3.75±0.27		
26~30	4.03±0.38		4.08*
31	3.89±0.46		
	3.87±0.38		-0.12
	3.88±0.37		
	3.81±0.33		-1.50
	3.94±0.40		
	3.87±0.37		-0.58
	3.96±0.47		
5	3.83±0.31		-1.27
5	3.95±0.44		
4	3.79±0.32		-2.87**
4	4.04±0.42		

\* p<0.05    \*\* p<0.01





가

가 가

(1998)

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11 6 76  
70 가  
Likert 5 , .  
Cronbach' 0.9622 .  
SAS ,  
t-test ANOVA ,  
t-test .

## 1.

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가 가 .  
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 . . . . . 1998;2(2):217-238  
 . . . . . , . . . . .  
 . . . . . 1998;28(1):53-66  
 . . . . . 200  
 . . . . . 2002;7(1) :63-71  
 . . . . . 가 . . . . .  
 . . . . . , 1999  
 . . . . . 가 . . . . .  
 . . . . . , 1994  
 . . . . . 1999;1(1):108-  
 135  
 . . . . . , 2001  
 . . . . . QA 1998;5(2)  
 176-189  
 . . . . . 1 . . . . .  
 . . . . . , 2001  
 . . . . . 가.  
 . . . . . , 2000  
 . . . . . 1999;5(1):59-69  
 . . . . . - . . . . . 1997;36(4):22-26  
 . . . . . 가 . . . . .  
 . . . . . , 2002



, 2000  
 가 . 1996;35(3):77-97  
 , .  
 1998;4(2):274-285  
 , .  
 2001;7(2):323-332  
 .  
 1996;2(1):97-114  
 . ,1998  
 가  
 . 1995;34(1):60-73  
 .  
 1999;29(2):383-392  
 .  
 2000;30(5):1121-1132  
 .  
 4(2):307-318  
 , 가 . 1999;1(2):77-99  
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 , 1991  
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 . 1978; 1 .70-82

-SERVQUAL

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, 1996

가

, 1994

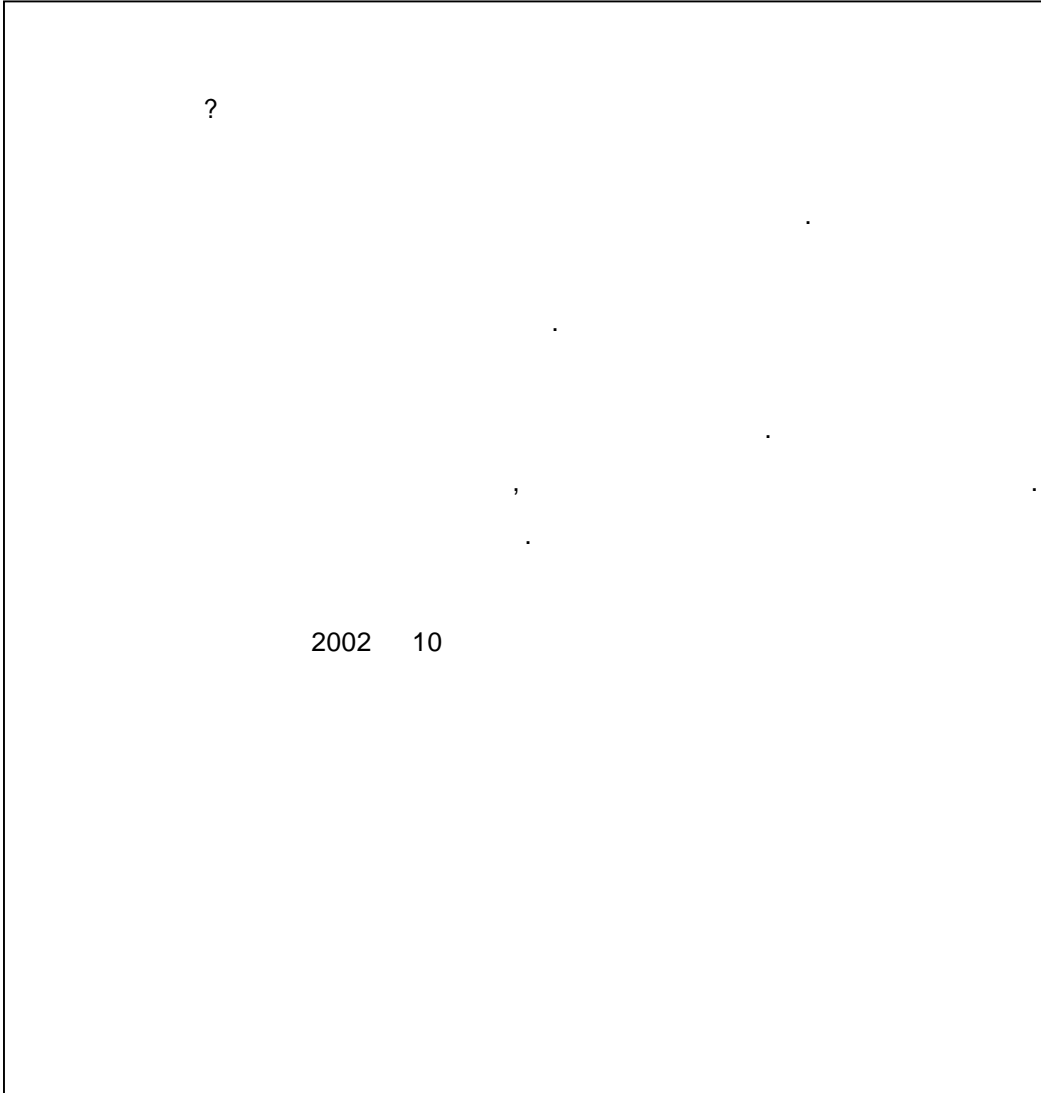
Cronin JJ, Brady MK, Brand RR, Hightower RJ, Shemwell DJ. A cross-sectional test of the effect and conceptualization of service value. The journal of services marketing 1997;11(6):375 –387

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Parasuraman A, Zeithaml VA, Berry LL. A conceptual model of service quality and its implication for future research. Journal of marketing 1985;49(4):41 -50

( )



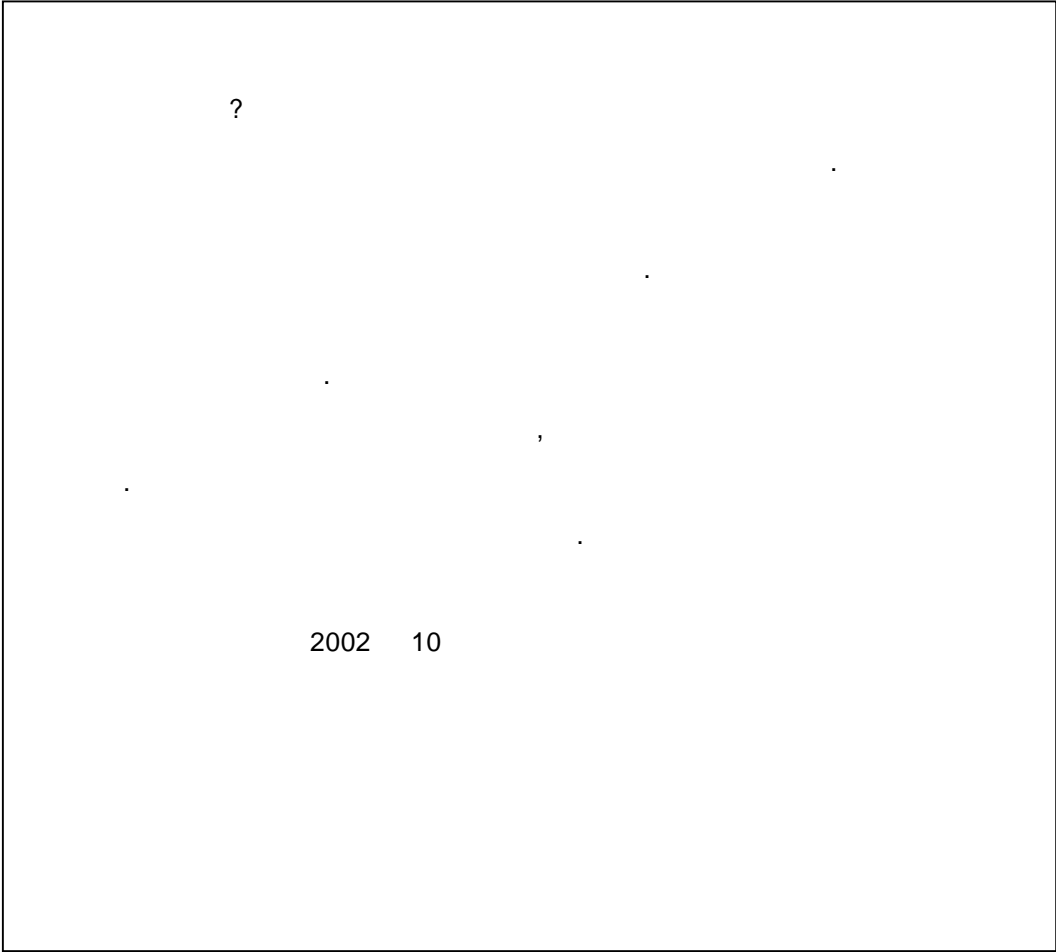


31	가								
32									
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41	가								
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44									
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46									
47	가								
48									
49									

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6. \_\_\_\_\_ ?

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4. \_\_\_\_\_ ?

( )



( v )

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## ABSTRACT

### **Difference in perception of nursing service between mothers of children with cancer and pediatric nurses**

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(Directed by Prof. Cho, Won Jung, Ph. D.)

The present study attempts to compare and analyze the nursing services perceived by the mothers of children with cancer and by the nurses who take care of these children. The purpose is to give help to the process of providing quality nursing services to children with cancer.

The subject of the study is 76 mothers of the children who were hospitalized after diagnosed with cancer in 4 general hospitals in Seoul, received nursing services, and were discharged. The other group of subject is 70 nurses who took care of those children. Data collection was carried out from October 21 to November 6, 2002 using a structured questionnaire consisting of physical, therapeutic, educational, social psychological, and environmental domains of nursing services, developed based on literature review and the author's experience.

The result of its analysis is as follows:

1. The average score for the nursing services perceived by the mothers of cancer patients is  $3.52 \pm 0.54$ . The perception was highest in the therapeutic

domain ( $3.86 \pm 0.51$ ) of nursing service, followed by social psychological ( $3.70 \pm 0.58$ ), physical ( $3.63 \pm 0.58$ ), and educational ( $3.26 \pm 0.71$ ) domains, while the lowest score was recorded in the environmental ( $3.16 \pm 0.78$ ) domain.

2. The average score for the nursing services perceived by the nurses is  $3.88 \pm 0.37$ , which is different from those perceived by the mothers. The perception was highest in the therapeutic domain ( $4.18 \pm 0.43$ ) as in the mothers, and the next domains were social psychological ( $3.92 \pm 0.43$ ), physical ( $3.92 \pm 0.39$ ), educational ( $3.70 \pm 0.52$ ), and environmental ( $3.67 \pm 0.45$ ) domains.

The perception of nursing services was lower in the mothers than in the nurses in 47 items out of a total of 49 items. Although in the two items in the social psychological domain - 'kindness and bright countenance' and 'fair treatment' -, mothers's perceptions were higher than the nurses', the difference was not significant.

3. In the environmental domain ( $t=4.96$ ,  $P=.000$ ), the difference in the perceptions was greatest between the mothers and the nurses. The next domains with significant differences were educational ( $t=4.32$ ,  $P=.000$ ), therapeutic ( $t=2.60$ ,  $P=.000$ ), physical ( $t=3.46$ ,  $P=.000$ ), and social psychological domains ( $t=2.60$ ,  $P=.000$ ). Considered item by item, statistically significant differences were found between the perceptions of the mothers and the nurses in 'considerations for the room allocation', 'preservation of physical safety', 'supplementary explanations about the disease or treatment results', and 'maintenance of clean rooms'.

The perceptions of nursing services were compared between the mothers and the nurses in terms of the rank of each item in all the domains. In the physical domain, the service perceived to be highest was 'prompt response to the

complaints of symptoms' ( $4.14 \pm 0.67$ ) in the mothers, and 'nausea, vomiting and bleeding cares' in the nurses ( $4.43 \pm 0.63$ ). In the therapeutic domain, the perceptions of "preciseness in the administration of anti-cancer drugs' ( $4.24 \pm 0.63$ ) was highest in the mothers; 'correct transfusions' ( $4.64 \pm 0.48$ ), in the nurses. In the educational domain, the perceptions of nursing services were highest for the 'possession of professional knowledge' ( $3.66 \pm 0.68$ ) in the mothers, but for the 'education for infection prevention' ( $4.10 \pm 0.68$ ) in the nurses. In the social psychological domain, the most highly perceived nursing service was 'kindness and bright countenance' ( $4.13 \pm 0.82$ ) for the mothers, and 'cherishing and taking good care of sick children' ( $4.27 \pm 0.56$ ) for the nurses. Finally, in the environmental domain, 'cleanliness of the nurses' office' was the item perceived to be the best by both the mothers and the nurses studied.

The above result shows that there are gaps in the nursing services perceived by the mothers of cancer patients and the nurses taking care of those children. Services perceived more highly by the mothers may be the nursing service advantage of the hospital, and thus should be strengthened consistently. For the items that mothers' perceptions were lower than the nurses' and in the items having big gaps in the perceptions of the two groups may be the areas of services that should be improved. For those areas, systematic education should be provided to the nurses, and service improvement strategies should be developed and practiced.

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Key word : nursing service