

# 家庭暴力防治官人格特質、工作壓力與留任意願之相關研究

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## 摘要

家防官扮演著統籌與處理婦幼保護案件的關鍵角色，隨著婦幼相關法令的修正，婦幼保護工作範圍日漸擴增，此外通報機制普及，家防官工作量持續增加，家防官是否能留任對整體系統工作影響重大。本研究以家防官為研究對象，試圖了解家防官親和性及開放性人格特質、工作壓力源與留任意願三者之間的關聯。期望本研究結果使實務現場的家防官能對自己的人格特質、工作壓力現況、留任意願有更多的了解，並提供組織用人及留人考量。

本研究針對臺灣地區 161 個警察分局的家防官進行網路問卷調查，共獲得 208 份有效問卷。利用「人格特質量表」、「負荷—控制—支持」工作壓力中文版量表、「留任意願量表」作為研究工具，並以描述性統計分析、皮爾森積差相關分析、多元逐步迴歸分析，研究結果如下：

- 一、家防官整體上展現出中上程度的親和性和開放性，且對於自己工作範疇的控制力具有一定的能力和自主性。此外家防官普遍感受到工作負荷偏高，壓力感知程度較高，整體家防官的留任意願在中間範圍。
- 二、家防官親和性與開放性特質都對工作控制具正向影響、工作負荷對留任意願產生負向影響、工作控制對留任意願產生正向影響；親和性越高，可以預測家防官的留任意願越大。同樣地，開放性越高也可以預測留任意願越大。如果能夠挑選具備這些特質的家防官，他們的留任意願會比較高。

三、具備親和性和開放性特質的家防官，不僅自身的留任意願較高，他們在工作中也比較能夠妥善協調處理事務，且願意學習，因而他們的工作控制感較高，而當工作控制感較高時，也會進一步促進其留任意願。然而，由於親和性和開放性特質的家防官經常面臨沉重的工作負荷，所以並沒有辦法透過工作負荷來影響他們的留任意願。

本研究提出以下建議以促進家防官的留任意願和工作控制：首先，應加強工作負荷管理，通過時間管理、制訂行事曆、設定合理期望、尋求主管支持等措施，並編排夜間輪值人力以降低工作壓力。其次，建議降低工作心理負荷，包括尋求心理諮詢及掌握壓力管理技巧。此外，家防官需適時設立界線並持續專業學習，增強工作控制感。組織層面上，篩選具親和性和開放性特質的家防官，提供專業研習及督導制度，並建立婦幼工作專業升遷機制。此外，應增加家防官以減輕工作負荷，並提供心理健康支持，促使家防官在工作中保持穩定的心理健康和工作效能。

關鍵字：家庭暴力防治官、親和性特質、開放性特質、工作負荷、工作控制、留任意願

A Study on the Relationship among Personality Traits, Work Stress, and  
Retention Intention of Domestic Violence Prevention Officials

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## ABSTRACT

Domestic violence prevention officers (DVPOs) play a crucial role in coordinating and handling cases related to the protection of women and children. As related laws continue to be amended, the scope of protection work is expanding. With the universalization of reporting mechanisms, the workload of DVPOs has consistently increased, significantly impacting the overall system's operations. This study focuses on DVPOs, aiming to understand the relationship between their agreeableness and openness personality traits, sources of work stress, and their retention intentions. The findings are expected to provide DVPOs with insights into their personality traits, current work stress, and retention intentions, and to offer valuable considerations for organizational recruitment and retention strategies.

The study surveyed DVPOs from 161 police precincts across Taiwan, collecting a total of 208 valid online questionnaires. The research tools included the "Personality Trait Inventory", the Chinese version of the "Demand-Control-Support" work stress scale, and the "Retention Intention Scale". The data was analyzed using descriptive statistics, Pearson correlation analysis, and multiple stepwise regression analysis. The findings are as follows:

1. On the whole, DVPOs exhibit above-average levels of agreeableness and openness and demonstrate a certain degree of capability and autonomy in controlling their work scope. Additionally, DVPOs generally perceive high work demands and significant stress, with their overall retention intentions falling in the intermediate range.
2. Both agreeableness and openness have a positive impact on work control. Workload negatively impacts retention intention, while work control positively influences retention intention. Higher levels of agreeableness can predict greater retention intentions among DVPOs. Similarly, higher levels of openness can predict greater retention intentions. Therefore, selecting DVPOs with these traits is likely to result in higher retention intentions.
3. DVPOs with traits of agreeableness and openness not only have higher retention intentions but also better manage and coordinate tasks at work and are more willing to learn. Consequently, they possess a higher sense of work control, which further promotes their retention intentions. However, due to the heavy workload faced by DVPOs with these traits, workload does not significantly influence their retention intentions.

This study suggests several recommendations to promote DVPOs' retention intentions and work control. First, enhance workload management through time management, scheduling feasible calendars, setting reasonable expectations, and seeking supervisory support, while also arranging night shifts to reduce work pressure. Secondly, aim to reduce work-related psychological burdens by seeking psychological counseling and mastering stress management techniques. Furthermore, DVPOs should establish appropriate boundaries and engage in continuous professional learning to enhance work control. At the organizational level, it is

recommended to select DVPOs with traits of agreeableness and openness, provide professional training and supervision, establish a specialized promotion mechanism for work related to the protection of women and children, increase the number of DVPOs to alleviate workload, and offer psychological health support to ensure stable psychological health and work efficiency among DVPOs.

Keywords: domestic violence prevention officer, agreeableness, openness, workload, job control, retention intention