

實習諮商心理師情緒勞務、實習工作壓力與諮商自我效能之相關研究

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摘 要

本研究旨在探討實習諮商心理師情緒勞務、實習工作壓力與諮商自我效能之現況及其關聯性。共回收 147 位實習諮商心理師之網路施測有效問卷，研究工具包含情緒勞務量表、實習諮商心理師實習壓力量表、諮商自我效能量表三個量表，回收問卷後以描述性統計分析、單因子多變量變異數分析、Pearson 積差相關、逐步多元迴歸分析進行統計分析，本研究結果如下述：

一、實習諮商心理師在情緒勞務程度與諮商自我效能程度為中上，而實習工作壓力程度為中等。

二、在不同變項實習諮商心理師之中，全職實習情緒勞務高於兼職實習；女性實習工作壓力高於男性；社區醫療機構實習工作壓力高於學校機構；全職實習諮商自我效能高於兼職實習；學校機構諮商自我效能高於社區及醫療機構。

三、實習諮商心理師的情緒勞務與實習工作壓力有顯著正相關；實習工作壓力與諮商自我效能有顯著負相關。

四、實習工作壓力對諮商自我效能有預測力；「情緒深層展演」對於「工作價值效能」有預測力；「學校訓練與實習現場落差」、「情緒深層展演」對於「個別諮商效能」有預測力；「學校訓練與實習現場落差」、「情緒深層展演」、「情緒多樣性」對於「自我價值覺察效能」有預測力；「學校訓練與實習現場落差」、「情緒深層展演」對「諮商工作推行效能」；「學校訓練與實習現場落差」對「團體諮商效能」有預測力。

關鍵詞：實習諮商心理師、情緒勞務、實習工作壓力、諮商自我效能

The Correlation Study on Emotional Labor, Stress During Internship and Counseling Self-efficacy of Internship Counseling Psychologists

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ABSTRACT

The purpose of this study is to investigate the current situation of Internship Counseling Psychologists and its correlation with emotional labor, internship stress, and counselor self-efficacy among counselor psychologists in practice. A total of 147 counselor psychologists were collected, analysis were conducted to analyze the statistical data, and the results of the present study are shown as follows:

1. Among the practicing consultant psychologists, the level of emotional stress and self-efficacy was medium to high, while the level of work stress was medium.
2. Among the practicing consultant psychologists, the level of emotional workload of full-time practicum was higher than that of part-time practicum; the level of work stress of female practicum was higher than that of male practicum; the level of work stress of community medical institutions was higher than that of school institutions; the level of consultant self-efficacy of full-time practicum was higher than that of part-time practicum; the level of consultant self-efficacy of school institutions was higher than that of community and medical institutions.
3. Emotional workload of practicing consultant psychologists was significantly positively related to practicing work stress; practicing work stress was significantly negatively related to consultant self-efficacy.
4. Practicum work stress was predictive of counseling self-efficacy; Emotional deep-rooting performance was predictive of work value efficacy; School training and practicum fieldwork discrepancy, Emotional deep-rooting performance were predictive of individual counseling efficacy; School training and practicum fieldwork discrepancy, Emotional deep-rooting performance, and Emotional diversity were predictive of self-worth awareness efficacy; School training and practicum fieldwork discrepancy,

Emotional deep-rooting performance, and Emotional diversity were predictive of counseling work implementation efficacy; and Group counseling efficacy was predicted by School training and practicum fieldwork discrepancy, Emotional deep-rooting performance. The predictive power of "school training and practicum fieldwork discrepancy", "deep emotion display" on "counseling implementation efficacy", and "school training and practicum fieldwork discrepancy" on "group counseling efficacy" was found to be significant.

Keywords: internship counseling, emotional labor, stress during internship, counseling self-efficacy