

專業助人者其高敏感特質、情緒耗竭及自我照顧之關聯性研究—以諮商心理師及
專任輔導教師為例

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摘要

擁有高敏感特質的人常因為其感官處理敏感性的作用，使其對於內外刺激反應的閾值較低而容易受到過度刺激，且會透過深刻的處理過程而產生豐富的情緒反應，促使對他人同理心的展現，但這個過程卻也常引發他們的疲憊與壓力。本研究以諮商心理師及專任輔導教師為對象，探討專業助人者的高敏感特質、情緒耗竭及自我照顧之間的關聯性，並了解三者間是否存在調節效果。

本研究以滾雪球的方式針對全臺的諮商心理師及專任輔導教師進行網路問卷調查，共獲得 321 份結果。研究工具為「高敏感者量表」、「專業助人者情緒耗竭量表」及「自我照顧量表」，並以描述性統計、獨立樣本 T 檢定、Pearson 積差相關、階層迴歸及二階交互作用迴歸進行分析，研究結果如下：

- 一、整體而言，諮商心理師和專任輔導教師有相當程度的高敏感特質且重視自我照顧，情緒耗竭在中等偏低的程度。
- 二、高敏感特質和情緒耗竭、自我照顧有低度正相關，意即專業助人者中高敏感特質越強烈的人，感受到的情緒耗竭越多，採取的自我照顧行動越多；而情緒耗竭則與自我照顧呈現中度負相關，意即當專業助人者採取的自我照顧行動越多，其所感受到的情緒耗竭程度越低。
- 三、生理女性比男性更注重自我照顧；相較於諮商心理師，專任輔導教師更容易感到情緒耗竭，但較少有自我照顧的行動。
- 四、當高敏感特質中的情緒易受影響的程度增加及較少透過意識自己的專業限制去自我照顧時，會共同助長其情緒耗竭。
- 五、實踐自我照顧時，越重視維持生活平衡，越能有助於減緩因為高敏感特質中生理容易受到影響的特性而增加情緒耗竭的程度。

最後根據研究結果，對專業助人者的實務工作及未來研究提出建議。

關鍵字：高敏感特質、情緒耗竭、自我照顧

A Research on the Relationship between Highly Sensitive Traits, Emotional
Exhaustion, and Self-Care among Professional Helpers—The Case of Counseling
Psychologist and School Counselor

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ABSTRACT

People with high sensitivity traits often have lower thresholds for reacting to internal and external stimuli due to their sensory sensitivity processing. Besides being easily overstimulated, they also experience rich emotional responses through deep processing, which leads to the manifestation of empathy towards others. However, this process often leads to fatigue and stress for them. This study examines the correlation between highly sensitive traits, emotional exhaustion, and self-care among counseling psychologists and school counselors. Additionally, it explores whether there is a moderating effect among these variables.

The research involved an online survey conducted using a snowball sampling method, targeting counseling psychologists and school counselors across Taiwan, resulting in a total of 321 responses. The research utilized the "Highly Sensitive Person Scale," "Professional Helpers' Emotional Exhaustion Scale," and "Self-Care Scale" as research instruments. Descriptive statistics, independent samples t-test, Pearson correlation, hierarchical regression, and second-order interaction regression were employed to analyze the data. The key findings are as follows:

1. Overall, both counseling psychologists and school counselors exhibit a considerable level of highly sensitive traits and emphasize self-care. Emotional exhaustion is at a moderately low level.
2. There is a low positive correlation between highly sensitive traits and emotional exhaustion and self-care. This means that among professional helpers, individuals with stronger highly sensitive traits experience higher levels of emotional exhaustion and engage in more self-care actions. On the other hand, emotional

exhaustion is moderately negatively correlated with self-care. This implies that as professional helpers engage in more self-care actions, their level of emotional exhaustion decreases.

3. Physiological females prioritize self-care more than males. Compared to counseling psychologists, school counselors are more prone to experiencing emotional exhaustion but engage in fewer self-care actions.
4. When the degree of emotional susceptibility in highly sensitive traits increases and there is less self-care through being aware of one's professional limitations, it collectively contributes to the amplification of emotional exhaustion.
5. When practicing self-care, placing more emphasis on maintaining a balanced life is more helpful in reducing the degree of emotional exhaustion caused by the characteristic of being easily affected by physiological factors in highly sensitive traits.

Based on the research findings, practical implications and suggestions for future research are provided for professional helpers.

Keywords: high sensitivity traits, emotional exhaustion, self-care.