

# 幼兒教保服務人員的情緒勞務、品味策略與工作壓力之相關研究

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## 摘要

本研究旨在探究幼兒教保服務人員的情緒勞務、品味策略與工作壓力之現況、相關及預測力。藉由問卷調查法進行資料的收集，研究工具分別是個人背景變項、情緒勞務量表、品味策略量表、工作壓力量表。本研究以 300 名雲嘉南地區幼兒教保服務人員為研究對象，透過描述性統計、T 檢定、單因子變異數分析；皮爾森積差相關分析及多元迴歸分析等方法來分析資料，研究結果分敘如下：

1. 幼兒教保服務人員情緒勞務呈現中上程度、整體品味策略呈現中等程度和工作壓力也是中等程度。
2. 碩士（含）以上學歷之幼兒教保服務人員使用表層演出策略高於專科學歷之幼兒教保服務人員、教師兼行政職位之幼兒教保服務人員整體情緒勞務高於一般幼兒園教師。
3. 46 歲（含）以上年齡層之幼兒教保服務人員使用轉化亮點策略高於 26-30 歲與 36-40 歲年齡層之幼兒教保服務人員；已婚狀態之幼兒教保服務人員使用轉化亮點策略高於未婚之幼兒教保服務人員；任教 21 年（含）以上之幼兒教保服務人員整體品味策略高於任教 6-10 年之幼兒教保服務人員。
4. 不同背景變項在工作壓力中皆無顯著差異。
5. 情緒勞務與品味策略有顯著低度正相關；品味策略與工作壓力呈現顯度低度負相關，而情緒勞務與工作壓力呈現顯著負相關。
6. 幼兒教保服務人員的品味策略對工作壓力可解釋的變異量為 1.9%，而情緒勞務中的深層演出可以解釋幼兒教保服務人員工作壓力 3.6% 的變異量。

關鍵字：幼兒教保服務人員、情緒勞務、品味策略、工作壓力

# **A Study on Emotional Labor, Savoring Strategies and Job Stress of Preschool Educator**

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## **ABSTRACT**

This study aims to explore the current status, correlation, and predictive factors of emotional labor, savoring strategy, and job stress among preschool educator in preschools. Data collection will be conducted through a questionnaire survey, with research tools including personal background variables, the Emotional Labor Scale, the Savoring Strategy Scale, and the Job Stress Scale. The study will utilize a nationwide stratified random sampling approach in three southern regions: Yunlin County, Yunlin City, Chiayi County, Chiayi City and Tainan City. This study focuses on 300 preschool educator as research subjects. Data analysis will be conducted using descriptive statistics, independent sample t-tests, one-way independent samples ANOVA, Pearson's correlation analysis, and multiple stepwise regression analysis. The research results are summarized as follows:

1. Preschool Educator exhibit a moderate to above-average level of emotional labor, a moderate level of overall coping strategies, and a moderate level of job stress.
2. Professionals in preschool education with a master's degree or higher demonstrate higher usage of surface acting strategies compared to those with a college degree. Additionally, professionals who serve in both teaching and administrative roles in early childhood education and care show higher overall emotional labor than general kindergarten teachers.
3. Among preschool educator, those aged 46 and above exhibit higher usage of transformational highlight strategies compared to those in the age groups of 26-30 and 36-40. Married professionals in this field demonstrate higher usage of transformation of negative events to positive effects than their unmarried counterparts. Furthermore, professionals with 21 years of teaching experience or more have higher overall coping savoring strategy compared to those with 6-10 years of teaching experience.
4. There were no significant differences observed in job stress across various background variables.
5. There is a significant low positive correlation between emotional labor and savoring strategy; a significant weak negative correlation between savoring strategy and job stress syndrome; while emotional labor shows a significant negative correlation with job stress.