

社會工作者的心理彈性、社會支持與工作疲勞之關聯性

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摘要

本研究旨在探討社會工作者的心理彈性、社會支持與工作疲勞之關聯，並進一步了解不同背景變項的社會工作者心理彈性、社會支持與工作疲勞的差異情形，以及探究心理彈性及社會支持的高低是否能預測工作疲勞的情形。本研究採用問卷進行調查，研究對象為社會工作者，共發出問卷 310 份，有效問卷 310 份，研究工具包含心理彈性量表、社會支持量表、職場疲勞量表共 3 個量表，資料分析的方法包括：描述性統計、獨立樣本 t 考驗、 F 考驗、皮爾森積差相關、逐步多元迴歸進行處理、單因子變異數分析。本研究結果如下：

- 一、社會工作者的工作疲勞是中等程度，以個人疲勞的分數最高。
- 二、社會工作者的心理彈性是中上程度，以承諾的行動分數最高。
- 三、社會工作者的社會支持是中上程度，以朋友支持分數最高。
- 四、在心理彈性上，不同年資和婚姻狀況達到顯著差異。
- 五、在社會支持上，不同性別達到顯著差異。
- 六、在工作疲勞上，不同年資、婚姻狀況和工作領域達到顯著差異。
- 七、社會工作者心理彈性與工作疲勞間達中度相關。
- 八、社會工作者社會支持與工作疲勞間達低度相關。
- 九、社會工作者心理彈性和社會支持間達中度相關。
- 十、社會工作者的心理彈性與社會支持對工作疲勞具有預測力。

關鍵詞：社會工作者、心理彈性、社會支持、工作疲勞

The relevance of social workers' psychological resilience, social support, and work fatigue

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ABSTRACT

This study aims to explore the relationship between social workers' psychological resilience, social support and work fatigue, and to further understand the differences in social workers' psychological resilience, social support and work fatigue with different background variables, and to explore the relationship between psychological resilience and social support. Whether the level of can predict the situation of work fatigue. In this study, questionnaires were used to conduct surveys. The research objects were social workers. A total of 310 questionnaires were issued and 310 valid questionnaires. The research tools included three scales, including the psychological resilience scale, social support scale, and workplace fatigue scale. Data analysis The methods include: descriptive statistics, independent sample *t*- test, *F* -test, Pearson product difference correlation, stepwise multiple regression for processing , One-way anova. The results of this study are as follows:

1. The work fatigue of social workers is moderate, with the highest score of personal fatigue.
2. The psychological resilience of social workers is at the upper-middle level, and the score of committed action is the highest.
3. The social support of social workers is at the upper-middle level, and the score of support from friends is the highest.
4. In terms of psychological resilience, there are significant differences among different seniority and marital status.
5. In terms of social support, there are significant differences between different genders.
6. In terms of work fatigue, there are significant differences among seniority, marital status and work fields.
7. The psychological resilience of social workers is moderately correlated with work fatigue.
8. There is a low correlation between social workers' social support and work fatigue.
9. There is a moderate correlation between social workers' resilience and social support.
10. The psychological resilience and social support of social workers have predictive power to work fatigue.

Keywords: social workers, psychological resilience, social support, work fatigue