

探討護理人員情緒智力與職業疲潰的關連性

The Relationship Between Emotional Intelligence and Burnout in Nurses

謝佳容

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摘要

情緒智力是指個體在環境中具有認知情緒特質的能力，護理人員在職場上是重要的情緒勞動者，我們需加以重視之。研究目的：在探討護理人員的情緒智力，並瞭解情緒智力與職業疲潰的關連性。研究方法：橫斷式研究採系統隨機分層抽樣方式進行問卷調查。研究對象：為某二所教學醫院之護理人員，實際同意參與且有效填寫問卷者為 253 位，回應率為 85.3%。研究工具：包括 1.護理人員基本屬性量表，2.本土化護理人員情緒智力量表，3.職業疲潰量表。研究結果發現：研究對象年齡以 26-30 歲、專科教育程度、服務科別以外科性質和年資五年以內的護理人員為多；情緒智力之臉部表情辨識能力得分為 60.54 ± 10.47 ，情緒智力具有中等程度以上之水準，情緒智力與職業疲潰中「乏人性化」具有統計負相關，且情緒管理和情緒耗竭具統計顯著的負相關，而情緒管理和個人成就感具統計顯著的正相關。從研究結果中可以看出護理人員的情緒智力和職業疲潰的關係，未來宜在護理教育、實務和行政工作推動情緒管理的教育，以減少職業疲潰的乏人性化感受。

Abstract

Emotional intelligence (EI) or emotional quotient(EQ) is the ability that individuals can recognize the emotional qualities of others in the environment. It should be taken seriously that nurses are emotional laborers on the job. The main purposes of the study are to investigate the EI of nurses and to analyze the relationship between EI and burnout. Stratified random sampling was applied in this research. 253 nurses from two hospitals in Taipei city consented to participate in the research and to fill out the questionnaires, and the response rate was 85.3%. Cross-section design method was also applied in the research. Data were collected through structured questionnaires, including: demographic variables, emotional intelligence scale, and the Maslach Burnout Inventory. The main results of the study indicate that most respondents are between 26 to 30 years old. Most of their highest educational level is junior college. Most of them work in surgery and work less than five years. The score on the ability to identify the emotions on the participants'

faces is 60.54 ± 10.47 , and the EI of the participants is above average. The level of EI is negatively correlated to the depersonalization of burnout. In addition, the score of the emotional management is negatively correlated to the emotional exhaustion, but positively correlated to the personal accomplishment. The results shed light on the relationship between emotional intelligence and burnout in nurses, which can serve as a reference to promote education related to emotional management in nursing education, practice and administration in order to decrease the depersonalization because of emotional exhaustion.