

情緒勞務與工作者負向聲音之研究

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摘要

近年來，隨著台灣老年人口的逐漸增加，及少子化的影響，位於第一線工作的醫護人員的重要性與日俱增，他（她）們的情緒勞務也逐漸受學者重視，在面對病患時，需花費心力去了解病患的疾苦，並為其解決問題；否則，在第一線醫護人員在面對病患過程中，會出現負面聲音，醫護人員是否會因此左右行為上的表現，此為本研究的議題。本研究以情緒勞務構面的表層演出和深層演出為自變項，負向聲音為因變項，探討表層演出及深層演出對負向聲音的影響力，以第一線醫護人員為問卷發放對象，回收有效問卷301份。所得資料以SPSS15.0統計工具進行驗證得知：一、情緒勞務之深層行為對工作者負向聲音有負向影響。二、情緒勞務之表層行為對工作者負向聲音有正向影響。

關鍵詞：情緒勞務、負向聲音

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