

摘要

醫院本身就是一個高壓的工作環境，除了工作量大、需要輪班、每天面對生老病死的無常世界、甚至需要面對病人或家屬的不滿情緒，這些都導致了工作壓力的增加進而影響了身心狀況以及其工作績效。工作壓力為職場上的困境，而研究顯示自我效能高者，具有自信心，勇於挑戰，面對困難時亦可努力思考應對方式。另一方面，若具備良好的情緒智能，人員能在有效調節自己情緒及同理他人情緒時降低自身工作壓力。綜合以上，醫療從業人員若是能提升自身的自我效能以及情緒智能，便可擁有好的自我調節工作壓力能力，進而提升工作績效。本研究將以南區一家地區醫院從業人員之護理人員、行政人員及醫事人員為研究對象，共收集 415 份有效問卷，經驗證結果發現：

(1) 不同人口變項對工作壓力、工作績效、自我效能及情緒智能，呈部份顯著影響；

(2) 工作壓力對工作績效呈顯著影響；

(3) 工作壓力對自我效能呈顯著影響；

(4) 自我效能對工作績效呈顯著影響；

(5) 工作壓力對情緒智能呈顯著影響；

(6) 情緒智能對工作績效呈顯著影響；

(7) 自我效能對工作壓力與工作績效有完全中介效果；

(8) 情緒智能對工作壓力與工作績效有部分中介效果。

關鍵詞：工作壓力、工作績效、自我效能、情緒智能

Abstract

Hospitals are inherently high-pressure work environments. In addition to heavy workloads, the need to work in shifts, facing the unpredictable world of old age, sickness, and death every day, and even the need to deal with the dissatisfaction of the patients or their family, all of these have led to an increase in workplace stress, which in turn affects physical and mental health of healthcare workers, as well as their work performance. Work stress is a difficult situation in the workplace, and studies have shown that people with high self-efficacy usually have higher self-confidence, are bold in taking on challenges and finding ways to cope with difficulties. On the other hand, with good emotional intelligence, people can reduce their work stress by effectively regulating their own emotions and empathizing with others. Therefore, if healthcare workers could improve their self-efficacy and emotional intelligence, they would be able to self-regulate their work stress and improve their work performance. In this study, a total of 415 questionnaires were collected from nursing, administrative, and medical staff of a regional hospital in South of Taiwan. The results revealed that:

- (1) The effects of different demographic variables on work stress, work performance, self-efficacy and emotional intelligence were partially significant.
- (2) Job stress had a significant effect on job performance.
- (3) Job stress had a significant effect on self-efficacy.
- (4) Self-efficacy had a significant effect on job performance.
- (5) Job stress had a significant effect on emotional intelligence.
- (6) Emotional intelligence had a significant effect on job performance.
- (7) Self-efficacy had a fully mediated effect on job stress and job performance.
- (8) Emotional intelligence has a partial mediating effect on job stress and job performance.

Keywords: job stress, job performance, self-efficacy, emotional intelligence.