

摘要

職場上的心理健康持續受到各界重視，改善壞情緒、提升正向情緒力與正念思考更是熱門話題。情緒在我們生活中各方面都發揮著作用，正向的情緒對於職場的工作表現上也有深遠的影響。如何能以自助且不外求的方式，必須符合簡單容易操作、經濟實惠的優點，讓人人皆可取得且一學就會，幫助人們快速改善情緒、提升情緒度，從壞情緒中脫離，使其能迅速回歸職場正軌，成效要更能顯而易見，此為本研究所感興趣的議題，並形成研究動機與目的。自我分析是一本符合以上優點用以幫助個人提升在情緒等級，使情緒快速穩定和由懷情緒中迅速脫離的全方位自助工具書。本研究採用準實驗設計法，實驗工具為自我分析當中的一般事件(快樂事件)清單，實驗場域為中部某製造汽車零件公司，該公司內共 20 名年滿 20 歲的同仁志願參與實驗並分為實驗組和控制組，實驗組介入 4 週的自我分析程序，每週介入一次，每次 30 分鐘，實驗組累計共 120 分鐘的介入，對照組不介入。所有參與者採用 Wilcoxon Signed Ranked Test 分析後測的情緒度等級分數是否高於前測，以探討介入措施對受試者的情緒提升是否有幫助。所有參與者在實驗前、後均填寫情緒困擾、生活事件及社會支持的問卷，以收集與情緒相關的資訊作為分析之用。樣本特徵分析顯示，20 位參與者的性別以女性居多(65%)，年齡以 41-50 歲居多(45%)，婚姻狀態以已婚居多(60%)，教育程度以大學居多(40%)，工作年資以 12 年(含以上)居多(60%)。經 Mann-Whitney U Test 分析顯示實驗組與對照組的參與者在情緒困擾、生活事件及社會支持的前測分數均未達統計上的之顯著差異，然而，實驗組經過四週採用自我分析情緒提升措施介入後，整體的情緒度等級分數其後測分數皆高於前測，達到統計上的正向顯著差異($p=.000*$)，呈現介入措施對參與者正向情緒力提升的助益。透過本研究的參與，參與者們學習可採自助方式快速穩定提升情緒以達到正

向情緒力的有效措施，低成本且容易取得和應用，有助於受試者的採用意願。建議未來可擴大受試者招募，採用不同的介入措施以進行比較，同時，延長介入措施的週數與增加介入頻率，並於實驗期間收集數個時間點的情緒度等級分數，以進行更多差異性分析的數據，將有助於豐富研究結果。擁有好情緒，營造快樂的職場是人力資源部門關注的議題，本研究為自我分析用以提升情緒度等級提出實證數據，研究結果反饋給個案公司人力資源部門，協助推廣有效便利的情緒度提升措施以幫助公司同仁，研究成果具有實務推廣和應用價值。

關鍵字:正向情緒力、情緒困擾、生活事件、社會支持、自我分析、情緒度等級

Abstract

The importance of mental health in the workplace has continued to garner attention from various sectors. Improving negative emotions, enhancing positive emotional strength, and promoting mindfulness have become popular topics. Finding a self-help method that is simple, easy to implement, and cost-effective, allowing everyone to access and quickly master it, thus helping people to improve their emotions, elevate their emotional levels, and quickly recover from negative emotions to return to the workplace smoothly, was the focus of this study and formed the motivation and purpose of the research. Self-Analysis is a comprehensive self-help book designed to help individuals elevate their emotional levels, stabilize emotions quickly, and swiftly recover from negative feelings. This study employed a quasi-experimental design. The experimental tools included the General Events (as the Happiness Events). List from Self-Analysis. The experimental site is a car parts manufacturing company located in central Taiwan, where 20 employees aged 20 and above voluntarily participated and were divided into an experimental group and a control group. The experimental group underwent a four-week Self-Analysis intervention, with one 30-minute session per week, totaling 120 minutes of intervention, while the control group did not receive any intervention. All participants used the Wilcoxon Signed Ranked Test to analyze whether their post-test emotional level scores were higher than their pre-test scores, to explore whether the intervention measures were helpful in improving the participants' emotions. All participants completed questionnaires on emotional distress, life events, and social support both before and after the experiment to gather emotion-related data for analysis. Sample characteristics analysis indicated that among the 20 participants, the majority were female (65%), aged between 41-

50 years (45%), married (60%), with a university education (40%), and had over 12 years of work experience (60%). Mann-Whitney U Test analysis showed no statistically significant differences between the pre-test scores of the experimental and control groups in terms of emotional distress, life events, and social support. However, after the four-week Self-Analysis intervention, the overall emotional level scores of the experimental group were significantly higher in the post-test than in the pre-test, showing a positive and statistically significant difference ($p=.000^*$). This indicated that the intervention effectively enhanced the positive emotional strength of the participants. Through this study, participants learned effective self-help methods to quickly stabilize and enhance their emotions, achieving positive emotional strength in a low-cost and easily accessible manner, which encouraged their willingness to adopt these methods. It was suggested that future studies could expand the participant pool, employ different intervention measures for comparison, extend the intervention duration, increase the frequency of interventions, and collect emotional level scores at multiple time points during the experiment to conduct more detailed analyses, enriching the research results. Having good emotions and creating a happy workplace are important concerns for human resources departments. This study provided empirical data on the use of Self-Analysis to enhance emotional levels. The results were shared with the HR department of the case company to help promote effective and convenient emotional enhancement measures, offering practical value for promotion and application.

Keywords: positive emotionality, emotional distress, life events, social support, self-analysis, tone scale