

[1]瞿伟,谷珊珊.军队医院医务人员职业倦怠与情绪劳动、工作角色特征相关研究[J].第三军医大学学报,2013,35(03):264-266.

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Title: Correlation of job burnout with emotional labor and role of job characteristics in medical staff from army hospital

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摘要: 目的 探讨军队医务人员职业倦怠与情绪劳动3种表现策略、工作角色特征的相关性及情绪劳动和工作角色特征对职业倦怠的预测作用。 方法 采用CMBI问卷、工作角色特征量表和情绪劳动量表,其中CMBI问卷包含情感衰竭、去个性化及个人成就感减低3个维度,工作角色特征量表包含角色冲突和角色混淆2个维度,情绪劳动量表包含表面表现、自然表现和深层表现3个维度,采用整群抽样方法,对某军队三甲综合医院511名医务人员进行调查。 结果 情感衰竭与情绪的表面表现、深层表现、角色冲突呈显著正相关(r 分别为0.260、0.074、0.285, $P<0.05$, $P<0.01$)。去个性化与表面表现呈显著正相关($r=0.240, P<0.01$),而与深层表现、自然表现呈显著性负相关(r 分别为-0.153、-0.181, $P<0.01$)。成就感减低与情绪的深层表现、自然表现呈显著负相关(r 分别为-0.247、-0.183, $P<0.01$),而与角色冲突和角色混淆呈显著性正相关(r 分别为0.094、0.247, $P<0.05$, $P<0.01$)。角色冲突、表面表现及深层表现3个维度能联合预测情感衰竭12.6%的变异。表面表现、深层表现及自然表现3个维度能联合预测去个性化8%的变异。深层表现、角色混淆及角色冲突3个维度能预测个人成就感减低10.2%的变异。 结论 职业倦怠与情绪劳动3种表现策略和工作角色特征相关,情绪劳动3种表现策略和工作角色特征对职业倦怠有预测作用。

Abstract: Objective To investigate the relationship of job burnout with emotional labor and role of job characteristics in medical staffs from army hospital, and the role of emotional labor and the role of job characteristics in prediction of job

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burnout. **Methods** By cluster sampling, 580 medical staffs from a Class-AAA army hospital were enrolled in this study. They were given a survey including general survey and Chinese Maslach Burnout Inventory (CMBI) questionnaire, emotional labor questionnaire and job role characteristic scale. CMBI questionnaire included emotional exhaustion, depersonalization and diminution of personal accomplishment. Work role characteristic scale contained role conflict and role confusion, emotional labor scale contains surface performance, natural phenomenon and deep performance. **Results** Of total 544 received surveys, 511 answered questionnaires were available. Emotional exhaustion was positively correlated with surface performance, deep expression, and role conflict ($r=0.260, 0.074, 0.285, P<0.05, P<0.01$). Depersonalization was positively correlated with surface performance ($r=0.240, P<0.01$), but negatively correlated with deep expression and natural expression ($r=-0.153, -0.181, P<0.01$). Diminution of personal accomplishment was negatively correlated with deep expression and natural expression ($r=-0.247, -0.183, P<0.01$), but positively correlated with role conflict and role confusion ($r=0.094, 0.247, P<0.05, P<0.01$); Surface performance, deep expression and role conflict could jointly predict 12.6% variation of emotional exhaustion. Surface performance, deep expression and natural performance could jointly predict 8% variation of depersonalization. Role conflict, role confusion and deep expression could jointly predict 12.6% variation of diminution of personal accomplishment. **Conclusion** Job burnout is correlated with emotional labor and the role of job characteristics. Emotional labor and the role of job characteristics can predict job burnout.

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