

# 東台灣地區居家照顧服務員工作壓力及身心健康相關之探討

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## 摘要

本研究目的是在探討居家照顧服務員工作壓力及身心健康狀況相關性。採橫斷式研究設計，研究對象為宜蘭、花蓮及台東縣政府委託並簽定辦理「失能老人及身心障礙者補助使用居家服務計劃」居家服務單位之居家照顧服務員，共計 274 人，採工作壓力指標精簡量表（OSI-2）為研究量表進行調查，以郵寄方式進行資料收集，共得有效問卷 274 份，回收率 92.5%。調查所得資料以 SPSS13.0 for windows 電腦統計軟體進行描述性統計單因子變異數分析及 Pearsn 相關因素分析。研究結果顯示：一、居家照顧服務員工作壓力以「個人責任」層面感受較強烈，「人際關係」為次之，個人屬性資料中，性別、年齡及工作年資在「工作壓力整體」層面上有顯著差異；年資與身體健康狀況有顯著差異。二、居家照顧服務員工作壓力與心理健康狀況呈現顯著負相關（ $r=-0.54, p<0.01$ ）。三、居家照顧服務員工作壓力與身體健康呈現顯著負相關（ $r=-0.33, p<0.01$ ）。本研究結果希望能提共居家服務單位對於居家照顧服務員的輔導與管理上之參考。

關鍵字：居家照顧服務員、工作壓力、身心健康

# **The job stress, physical and mental health of home care aides for Taiwanese community-dwelling elders with disabilities**

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## **Abstract**

With the increased number of elders with disabilities residing at home, alternative care resources to assist with families fulfilling responsibility of caring for the frail elders at home become crucial for many Taiwanese families. One such resource is home care aides. Home care aides are considered as respite care for the family members who wish to care for their frail elders at homes. Home care aides can assist the families in providing care for the disabled elders, allow the elders to stay in their homes, and prevent unnecessary institutionalization. Home care aides provide the majority of direct care for the disabled elders at home, but generally work for long hours, low wages with poor benefits, resulting in negative consequences, such as burnout, physical and mental problems, and high turnover rates. This study aimed to investigate the relationship between job stress, and physical and mental health of Taiwanese home care aides who provided care for community-dwelling elders with disabilities. A cross-sectional design was used. Self-administered questionnaires were sent to a convenience sample of 296 home care aides who took care of community-dwelling elders with disabilities in eastern Taiwan, and 274 completed the questionnaires, giving a response rate of 92.5%. The Occupational Stress Index (OSI-2) was used to assess the home care aides' job stress, physical, and mental health. The results showed that "personal responsibility" was found to be the most frequently reported stressor, and "relationship" as the second most frequently reported stressor by the home care aides. However, home care aides' job stress was negatively correlated with mental health ( $r=-0.54$ ,  $p < .01$ ) and physical health ( $r=-0.35$ ,  $p < .01$ ). Adequate on-the-job training programs are needed to help home care aides to gain the necessary practical skills and become familiar with their job responsibilities for caring for elders with disabilities. Training on effective communication and relationship skills are also recommended as a potential strategy for reducing stress and dissatisfaction.

Keywords : home care aides, job stress, physical and mental health