

北部地區國民中學總務主任壓力之研究

摘要

本研究旨在瞭解北部地區國民中學總務主任工作壓力及因應策略的現況。以北部地區公立國民中學總務主任為問卷普查對象，共回收 214 份有效問卷，以 SPSS12.0 視窗中文版進行資料分析，再施以半結構式訪談，輔助調查研究之不足，根據分析結果與訪談所得，提出建議。本研究之結論如下：

一、北部地區國民中學總務主任整體的工作壓力感受，屬於中等程度以上，對因應策略的使用狀況偏高。

二、在不同背景變項與工作壓力的關係上：

- (一) 不同性別的總務主任其工作壓力感受沒有差異。
- (二) 「30 歲以下」的總務主任其工作壓力感受較強。
- (三) 未婚總務主任所感受到的壓力，高於已婚的總務主任。
- (四) 「任總務主任年資未滿 1 年」的總務主任工作壓力感受較強。
- (五) 教育背景不同的總務主任工作壓力有差異。
- (六) 「偏遠地區」的總務主任工作壓力感受較強。
- (七) 「12 班以下」的總務主任工作壓力感受較強。

三、不同背景的國民小學總務主任壓力因應策略分析：

壓力因應策略的使用上，不因性別、年齡、婚姻狀況、教育背景、任總務主任年資、學校所在地以及學校班級數等因素不同而有所差異。

最後依據上述的發現與結論，提出對國中總務主任、校長、教育行政主管機關的建議，以供參考。

一、對國中總務主任的建議

- (一) 增長專業知能，加強專業進修。

- (二) 落實權責分明，明確職務代理。
- (三) 善用壓力對策，化壓力為助力。
- (四) 強化工友技能，提昇工作績效。

二、對校長的建議

- (一) 訂定輪調制度，增進凝聚力量
- (二) 建立領導風範，加強溝通授權。
- (三) 運用獎勵措施，激發工作潛能。
- (四) 營造優質環境，減少雜務干擾。

三、對教育行政主管機關的建議

- (一) 加強知識管理，提升行政品質。
- (二) 成立營繕機構，專責辦理採購。
- (三) 精簡公文報表，強化統合視導。
- (四) 建立人力資源，因應人力精簡。
- (五) 修定相關法令，合理配置人力。
- (六) 開辦知能研習，增長專業知能。

A Study on the Job Stress and Coping Strategy of the junior high Schools' Directors of General Affairs in Northern Taiwan county .

ABSTRACT

The purpose of this study was to investigate the job stress and coping strategy of the high schools' directors of general affairs in Northern Taiwan county. This study adopted both of the questionnaires and interviews to achieve the purposes stated above. The focus group included 214 junior high schools' directors of general affairs in Northern Taiwan county .

Four major conclusions of this study were as follows:

1. Perception of job stress of the junior high schools' directors of general affairs was above average. The coping strategies were used more frequently.
2. the connection between different background and job stress:
 - (1) There were no significant difference about sensitivity with job stress between directors in gender
 - (2) In " job stress", the directors of less 30 years old had higher sensitivity than the directors of 41-50 years old .
 - (3) In " job stress", the directors of less one year experience had higher Sensitivity than the directors of 5-8 years experiences.
 - (4) In " job stress", the single directors had higher sensitivity than the married directors.
 - (5) The job stress that junior high schools' directors of general affairs differs from different educational background
 - (6) In " job stress", the directors of remote districts had higher Sensitivity than the directors of towns and villages .
 - (7) In " job stress", the directors of less 12 numbers of classes of the school had higher Sensitivity than the directors of over 60 numbers of classes of the school .
3. Analyzing coping strategy of the junior high schools' directors of general affairs with different background:

There were no significant differences about ways of coping between junior high schools' directors of general affairs in gender, age, marriage, educational backgrounds, years of service, service area, size of school enrollment.