

團體諮商課程對動物保護檢查員同情疲勞影響 之研究

吳宗憲¹、辜雅禪^{2*}

¹ 國立臺南大學行政管理學系副教授

² 國立臺南大學行政管理學系碩士

摘要

動物照護工作者需要長期、密集、持續的使用同理心，因而易患有同情疲勞，尤其是收容所的從業者。他們有著愛動物的心，卻要面對收容動物被撲殺、安樂死等痛苦的場面，因此承受更程度的同情疲勞。過往的研究不乏探究影響同情疲勞以及如何減緩同情疲勞的因素，卻少有研究說明團體諮商課程如何影響同情疲勞。本研究以混合研究方法，結合量化與質化分析，檢視諮商活動對同情疲勞的舒緩效果。量化資料採準實驗研究設計，將75名研究對象以非隨機分派的方式分配至四組實驗組及一組控制組，四組實驗組分別施以不同團體諮商課程，控制組則不施以任何介入方案，並於實驗的前、後發放同情疲勞簡短版問卷，將蒐集到的數據以多元迴歸進行分析。質化資料則是將四場諮商課程的互動過程繕打成逐字稿，進行歸納、整理，並作為與參與團體諮商課程的團隊成員以及心理諮商師焦點團體訪談之資料，以補充量化分析的結果。根據量化及質化分析的結果，本研究結果如下：(一)訓練課程有效減緩動物保護檢查員之同情疲勞；(二)根據完形心理學及表達性藝術治療所設計的團體諮商課程比起其他兩場諮商課程對減緩同情疲勞的效果更顯著；(三)不同的團體諮商課程，減緩同情疲勞的程度亦不同。據此提出相關建議，希望提供未來政府推動相關訓練課程時，能夠有效減緩動物保護業務從業者同情疲勞之參考。

關鍵字：同情疲勞、動物保護、團體諮商課程

投稿日期：2019年04月25日；接受日期：2019年09月17日 *為通訊作者

The Effectiveness of Group Counselling on Compassion Fatigue of Animal Protectors

Chuang-Hsien Wu¹, Ya-Chan Gu^{2*}

¹. Associate Professor, Department of Public Administration and Management, National University of Tainan

². Master, Department of Public Administration and Management, National University of Tainan

**Corresponding author*

Abstract

Animal welfare workers are prone to compassion fatigue caused by long, intense and continuous emotional involvement in helping animals. In particular, animal shelter workers are likely to suffer from even more severe compassion fatigue as they are responsible for painful tasks such as neuter and euthanasia. Even though there were empirical investigations, discussion have never come close to how counselling training may help alleviate compassion fatigue. Through mixed-methods research, combined quantitative and qualitative analysis, this study examined the effects of different counselling approaches on compassion fatigue. A quasi-experimental design was implemented in the quantitative research, and 75 subjects were non-randomly divided into four experimental groups and one control group. Each experimental group was introduced to a different type of counselling approach. The control group did not receive any treatment. The Compassion Fatigue Short Scale (CFS) was conducted before and after the experiment for hypothesis testing by multiple regression analysis. In the part of qualitative research methods, journals of the counselling process were induced to conduct the focus group interview with the research team members and psychologists. The result of quantitative analysis was complemented by the results of qualitative analysis. The research findings have shown that 1) the psychological counselling courses effectively mitigated the compassion fatigue of the participants; 2) the counselling effects of the curricula designed with Gestalt psychology and Expressive Art Therapy were more

obvious than those designed with the other two counselling approaches; 3) the ways of conducting these counselling courses had different impacts on the participants. Based on the findings, we would like to give recommendations to the government on providing related training courses in the future to effectively alleviate the compassion fatigue of animal welfare workers.

Keywords: compassion fatigue, animal protection, group counselling training