

視覺障礙黑暗對話培訓師就業狀況、工作壓力與 工作滿意度之研究

摘要

黑暗對話培訓師為專屬於視覺障礙者的新興職業，2011 年由黑暗對話社會企業自德國引入臺灣。主要的工作內容為「黑暗對話工作坊」，在經過特別設計與安排的課程，以及黑暗環境中，利用設施、教材及引導，讓學員進行自我探索的體驗式學習課程。由於此新興職業發展至今尚未以視覺障礙黑暗對話培訓師為主軸進行探討，本研究乃探討黑暗對話培訓師的就業狀況、工作壓力與工作滿意度，期為此視覺障礙者的新興職業建立基礎資料及實證之研究結果。

本研究對黑暗對話社會企業管理部經理進行電話訪談、18 份黑暗對話培訓師的回收有效問卷，以及對 2 位黑暗對話培訓師進行質性訪談，並將蒐集來的量化與質性資料予以分析。

研究結果如下：

- 一、黑暗對話培訓師是一份兼職性質的工作，成員們的主業背景多元。
- 二、工作壓力整體感受程度為中間偏低，在「個人責任」壓力感受最高。
- 三、工作滿意度整體感受程度為中間偏高，在「能在不違背良心的狀況下達成我的工作目標」、「能替他人服務的機會」及「同事（不包括上司）之間的相處狀況」滿意度感受最高。
- 四、黑暗對話培訓師的工作壓力，在學歷變項上達顯著差異，學歷大專以上者工作壓力顯著高於學歷為高中職者；而工作滿意度，則不因個人背景變項不同而有差異。而黑暗對話培訓師的工作壓力與工作滿意度，呈現顯著負相關。
- 五、黑暗對話培訓師在工作壓力與工作滿意之具體實例：在工作壓力上，為維持企業形象與團隊運作，產生的個人責任工作壓力感受最大，其次為專業工作壓力，壓力因應方式為透過練習、檢討及讀書會，以提升自身能力；在工作

滿意度上，透過工作坊大方展現視覺障礙者的形象，化弱為強成為課程活動帶領者，另外，同事間彼此砥礪、自我突破，形塑出正向積極的企業文化。最後，根據本研究的發現，提出幾點建議，並提供未來研究參考。

關鍵字：視覺障礙、黑暗對話培訓師、就業狀況、工作壓力、工作滿意度。

A Study of Employment Status, Job Stress, and Job Satisfaction of Visually-impaired Facilitators of Dialogue in the Dark

Abstract

The Dialogue in the Dark facilitator, introduced to Taiwan from Germany by Dialogue in the Dark in 2011, was a brand-new occupation for the visual impaired. Its featured activity called “Dialogue in the Dark Workshop” provided life-changing experiences where visitors were guided by Dialogue in the Dark facilitators in absolute darkness for self-exploration. An effective means of experiential learning. Nevertheless, less attention had been paid to the facilitators themselves since this very occupation was developed, particularly in Taiwan. Hence, the present research aimed at exploring the relationships between employment status, job stress, and job satisfaction of Dialogue in the Dark facilitators.

One administration supervisor of Dialogue in the Dark was interviewed through telephone. Eighteen Dialogue in the Dark facilitators were recruited for questionnaire survey and among them, two facilitators were selected for further semi-structure interview. Both quantitative and qualitative data were collected and analyzed.

Major findings were summarized as follows.

- A. Being a Dialogue in the Dark facilitators was part-time. These facilitators’ main occupations were widely diverse.
- B. The overall job stress was lower than median. These facilitators felt the highest job

stress from “personal responsibility”.

- C. The overall job satisfaction higher than median. These facilitators felt the highest job satisfaction from “achieving my job target without violating my conscience”, “the opportunity to serve others” and “the interaction with colleagues (excluding supervisors)”.
- D. For job stress, the educational background presented statistically different. Those with bachelor degree or higher degree felt much more stress than those with high school degree. For job satisfaction, no statistically difference was found. Also, job stress and job satisfaction of facilitators were negatively correlated.
- E. For job stress, these facilitators were found to enhance their anti-stress ability by practice, review, and study groups. For job satisfaction, the image of the visually impaired were openly expressed through workshops. These facilitators were master of this environment who provided visitors with a sense of security. Furthermore, the encouragement from colleagues and self-breakthrough would shape positive corporate culture.

Eventually, several suggestions were discussed and proposed for future research.

Key Words: visual impairment, Dialogue in the Dark facilitators, employment status, job stress, job satisfaction