企业科技工作者工作倦怠的群体类型研究

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摘　要　目的：考察企业科技工作者工作倦怠的群体类型，为寻求有针对性的干预措施、减缓其倦怠水平提供参考。方法：抽取济南市23家企业的1957名科技工作者，采用工作倦怠量表（CMBI）、焦虑自评量表（SAS）、抑郁自评量表（SDS）和自编背景资料调查表进行测量，并对数据进行相关、聚类和判别分析。结果：1. 划分出四种企业科技工作者的工作倦怠类型：高倦怠型（25.1%），成就感降低型（18.5%），情感耗竭型（27.1%），低倦怠型（29.3%）；高倦怠型和低倦怠型科技工作者的焦虑和抑郁水平分别是最高和最低的，成就感降低型科技工作者在抑郁得分上显著高于情感耗竭型。2. 未婚者在除低倦怠型之外的三种类型上的比例为65.5%，倦怠水平较高；博硕学历的科技工作者被归为高倦怠型的比例最高（33.3%），本科学历者在高倦怠型上的比例最低（22.8%）、在低倦怠型上的比例最高（31.3%），大专及以下学历者被归为成就感降低型的比例最高（21.4%）；高级职称者整体倦怠水平较高（除低倦怠型之外的三种类型共占78.4%），初级职称者在高倦怠型上的比例最低（22.8%）而在低倦怠型上的比例最高（31.2%）；国企科技工作者在高倦怠型和成就感降低型上的比例都较低（分别为20.9%、18.5%），却在低倦怠型上的比例较高（28.7%），在情感耗竭型上的比例最高（31.9%），集体企业科技工作者在高倦怠型和成就感降低型上的比例最高（分别为51.7%、23.3%），在情感耗竭型和低倦怠型上的比例最低（分别为12.1%、12.9%）；不同离职倾向者的倦怠类型分布也存在显著性差异（$\chi^2 = 79.679$，$df = 3$，$P < 0.001$），即有离职倾向的科技工作者在低倦怠型上的分布较少，在其他三种倦怠类型上的分布较多，而没有离职倾向的则恰恰相反。结论：企业科技工作者的整体倦怠状况处于中等及以下水平。不同倦怠类型在焦虑和抑郁的程度上呈现出高低不同的差异，在人口学变量及离职倾向上也呈现出独有的分布特征。

关键词　企业科技工作者，工作倦怠，聚类分析，判别分析

The Typology of Job Burnout in R&D Employees

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***Abstract*:** Objective: This paper examined the classified group of Research and Design (R&D)

employees` job burnout, and offer reference for enterprises carrying out Employee Assistance Program. Methods: K-Means cluster analysis and discriminant analysis were made on the 1957 R&D employees from 23 enterprises. They were assessed with Chinese Maslach Burnout Inventory (CMBI), Self-rating Anxiety Scale (SAS), Self-rating Depression Scale (SDS), and self-made questionnaire concerning demographic factors. Results: 1. The R&D employees could be classified into 4 types, that is, high job burnout (25.1%), inefficacy (18.5%), exhaustion (27.1%), low job burnout (29.3%); the anxiety and depression level of high job burnout and low job burnout employees were respectively highest and lowest. The depression level of inefficacy type employees was significantly higher than that of exhaustion type employees. 2. The job burnout level of the unmarried was high, amounting to 65.5% except for low job burnout type. The employees of Doctor degree and Master degree accounted the biggest percentage of high job burnout type (33.3%); the ones of Bachelor degree accounted the smallest percentage of high job burnout type (22.8%), and the biggest percentage of low job burnout type (31.3%); the ones of College or below degree accounted the biggest percentage of inefficacy type (21.4%). The overall level of employees who were senior title was high (amount to 78.4%, except for the low job burnout type), when the employees of junior title accounted the smallest percentage of high job burnout type (22.8%), and the biggest percentage of low job burnout type (31.2%). Employees of state-owned enterprise accounted comparatively small percentage of high job burnout type (20.9%) and inefficacy type (18.5%), comparatively big percentage of low job burnout (28.7%), and biggest percentage of exhaustion type (31.9%); employees of collectively-owned enterprise accounted the biggest percentage of high job burnout type (51.7%) and inefficacy type (23.3%), and the smallest percentage of exhaustion type (12.1%) and low job burnout type (12.9%). Employees with different turnover intention had significant difference in distribution of job burnout type ($\chi^2 = 79.679$, $df = 3$, $P < 0.001$), that is, employees with turnover intention accounted the small percentage of low job burnout type and big percentage of the other three types, when employees without turnover intention on the contrary. Conclusion: The overall level of R&D employees` job burnout is low to moderate; the different job burnout type of R&D employees displayed different severity of anxiety and depression, and the differences in demographic variables result in the particular distribution characteristics of job burnout type.

***Keywords*:** R&D employees, job burnout, cluster analysis, discriminant analysis