



國立高雄科技大學
企業管理系碩士班
碩士論文

感恩與優壓力關聯性之研究—
以韌性與自我效能為中介變數

The Relationship between Gratitude and Eustress :
The Mediation Effects of Resilience and Self-efficacy

研究生：黃方俞

指導教授：劉季貞 博士

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感恩與優壓力關聯性之研究－以韌性與自我效能為中介變數

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摘要

自 2019 年 12 月開始，全球面臨 COVID-19 流行危機，期間各國無論是產業還是經濟市場皆受到衝擊，長期下來民眾承受嚴重的心理壓力，但如何調適自身、選擇以何種心態應對壓力將會是重要的議題。本研究旨在探討感恩、優壓力、韌性與自我效能之關聯性，並進一步探討韌性與自我效能在感恩與優壓力之間是否具有中介效果。本研究以從事觀光產業之人員為研究樣本，並採用問卷調查法以及立意抽樣法取樣，總共發放問卷 217 份，其中剔除無效問卷 12 份後，有效問卷共計有 205 份，有效問卷回收率為 94.47%。

問卷回收後使用 SPSS 25.0 中文版統計軟體進行敘述性統計分析、信度分析、相關分析、獨立樣本 t 檢定、單因子變異數分析、迴歸分析、中介分析以及各假設檢定。本研究各構面問項 Cronbach's α 值均大於 0.7，顯示本研究量表具有良好可信度。本研究結果發現：(1)感恩對優壓力有顯著正向影響；(2)感恩對韌性有顯著正向影響；(3)韌性對優壓力有顯著正向影響；(4)韌性在感恩與優壓力之間具有「部分中介效果」；(5)感恩對自我效能有顯著正向影響；(6)自我效能對優壓力有顯著正向影響；(7)自我效能在感恩與優壓力之間具有「部分中介效果」。

關鍵字：感恩、優壓力、韌性、自我效能

The Relationship between Gratitude and Eustress : The Mediation Effects of Resilience and Self-efficacy

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ABSTRACT

Since December 2019, the world has been faced with the COVID-19 crisis, which has impacted both industries and economic markets in all countries. People suffer from serious psychological pressure for a long time, but how to adjust themselves, and choose what mentality to deal with the pressure will be an important issue. The purpose of this study is to explore the relationships among gratitude, eustress, resilience and self-efficacy, and explore whether resilience and self-efficacy have mediating effects on gratitude and eustress. A total of 217 questionnaires were distributed to people engaged in the tourism industry, 205 valid questionnaires after eliminating 12 invalid ones, and the effective questionnaire rate was 94.47%. After the questionnaires were collected, SPSS 25.0 statistical software was used for descriptive statistical analysis, reliability analysis, correlation analysis, independent samples t-test, one-way analysis of variance, regression analysis, mediation analysis and hypothesis test.

The results of this study found that (1) gratitude has a significant positive effect on eustress, (2) gratitude has a significant positive effect on resilience, (3) resilience has a significant positive effect on eustress, (4) resilience has a partial mediating effect between gratitude and eustress. (5) gratitude has a significant positive effect on self-efficacy, (6) self-efficacy has a significant positive effect on eustress, (7) self-efficacy has a partial mediating effect between gratitude and eustress.

Keywords : Gratitude, Eustress, Resilience, Self-efficacy