

建構中小企業職場心理健康促進模式之 研究

Construction of a workplace mental health promotion model for small and medium enterprises

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摘要

中小企業常礙於經費與員工人數規模議題，不僅無法提供受僱勞工應有之教育訓練及良好的勞動條件，以提升其勞動生產力並建構良好之職場環境，甚至常有職災及勞資爭議事件產生。而本所近年針對職場心理健康促進模式之內涵、推動與調查進行研究，目的是為了喚醒事業單位對於職場心理健康促進議題之重視。但財務及人力資源較缺乏之中小型企業，該如何提供合適的職場心理健康促進服務給所屬之受僱勞工，則是尚未被研究與探索的課題。

因此，本研究計畫認為應該協助財務及人力資源較缺乏之中小型企業推動職場心理健康促進活動，故於今年辦理中小企業職場心理健康促進推廣活動，先以經濟部工業局新北產業園區(五股工業區)作為活動辦理的場域，喚起中小企業主對職場心理健康議題的重視；此外針對中小企業主及相關人員進行意見調查，了解中小企業企業主及相關人員對於辦理職場心理健康促進的意見，且初步提出適合中小企業推動的職場心理健康促進模式-聯合辦理模式，並實際選擇位於汐止某辦公大樓的四家個案公司運作此聯合辦理模式。

本研究發現，中小企業在辦理職場心理健康促進時，不僅需要顧及企業主和高階主管的支持，更需要考量到員工運用此資源的便利性及可近性，因此由位於相同工作地點的中小企業一起運用聯合辦理的職場心理健康促進模式，不僅可滿足不同企業主和高階主管的期待與需求，同時也能滿足員工運用此資源的便利性及可近性，因此建議本所未來在推動中小企業之職場心理健康促進模式時，可參考本研究所提出的中小企業職場心理健康促進聯合服務模式。

關鍵詞：中小企業、職場心理健康、中小企業職場心理健康促進聯合服務模式

Abstract

Small and medium enterprises (SMEs) often lack the resources to provide the training and good working conditions needed by their employees, so that accidents and labor disputes occur all too often. In recent years Institute of Occupational Safety & Health (IOSH) has carried out surveys and conducted research into the promotion of mental health in the workplace with the aim of raising awareness among enterprises of the importance of mental health. How SMEs, with their limited financing and manpower, should provide their employees with appropriate mental health promotion services in the workplace had never before been studied.

The subject of this study, therefore, was how to promote workplace mental health programs at small and medium enterprises. This project held seminars and training programs in the New Taipei Industrial Park, and attempted to enhance the awareness of small business owners of their employees' mental health issues. We also carried out surveys to investigate the opinions of small business owners about workplace mental health promotion. In line with the survey results, we proposed a joint workplace mental health program model for small and medium enterprises, and we applied the model to four companies in a certain building in Xizhi.

From the results of our research, we found that the application of the joint workplace mental health program model at the same working location could be an easy way for small and medium enterprises to provide workplace mental health services. This model not only conforms to the expectations of small business owners, but also gives employees easy access to the services. We suggest that use of the joint workplace mental health program model at the same worksite would be the best practice for small and medium enterprises.

Key Words: Small and medium enterprises, workplace mental health, joint workplace mental health program model workplace