应对策略（谢俊、严鸣等，2016）

（Coping Strategies, CS）

简介

应对被认为是对于感知到的压力的反应，被定义为“持续地转变认知和行为以实现外部或者内部要求，这些要求往往是剥削或者超过个人所具有的资源。” (Lazarus & Folkman, 1984, p. 141) 。分析对应对清单的回应是测量应对最常用的方法。三种应对方法在理论和实践中被重复提及：(a)情绪管理，通过避免处理问题来减少紧张感；(b)重新评估问题，重新评估事件带来的压力；(c)解决问题，积极直面问题(cf. Billings & Moos, 1981; Holahan &Moos, 1987;Menaghan, 1982). 一些学者的研究也表明, 积极应对策略将减轻压力源的负面影响, 逃避应对策略则可能增强压力源的负面影响(Carver & Connor-Smith, 2010)。

积极应对策略通常包含有效识别压力源, 并采取有效方式应对及消除不利环境, 其方式包括问题导向的应对、寻求支持、情绪调节及认知重构等(Lazarus & Folkman, 1987)。在压力源影响下, 采用积极应对策略的个体将更能有效调节自身行为与情绪反应(Carver & Connor-Smith, 2010)。逃避应对策略意味着个体采用心理或情感上逃避的方式(如避免思考工作、假想情况得到解决等)应对压力, 甚至直接回避压力源。

信度与效度

本研究采用方便抽样方式收集调查问卷, 问卷发放对象为华南地区的 9 家大型企业集团。这 9 家大型企业集团分布在广州、深圳、东莞、佛山及惠州, 涉及金融、机械制造、生物医药、建筑、服装、餐饮等多个行业。样本企业成立时间均为 5 年以上,员工规模均超过 300 名。调研总共发放问卷 400 份, 对员工及直接主管问卷进行配对, 最终获得 249 份有效问卷, 总有效回收率为 62.3%。

积极应对策略和逃避应对策略的量表均来自于 Long (1990)的研究, 积极应对策略量表包含 11 个条目, 逃避应对策略量表包含 17 个条目。本研究中积极应对和逃避应对测量的内部一致性系数分别为 0.92、 0.96。

量表

请您根据自己的实际感受和体会，用下面的28项描述对自身情况进行评价和判断，并在最符合的数字上划○。评价和判断的标准如下：0 完全不同意 1有点不同意 2有点同意 3 非常同意

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **完全不同意** | | **有点不同意** | **有点同意** | **非常同意** |
| 0 | | 1 | 2 | 3 |
| 1 | Talked the problem over with colleagues. | | | | | **0** | **1** | **2** | **3** |
| 2 | Tried to get the person responsible to change his or her mind. | | | | | **0** | **1** | **2** | **3** |
| 3 | Talked to someone to find out more about the situation. | | | | | **0** | **1** | **2** | **3** |
| 4 | Confronted my supervisor with problems. | | | | | **0** | **1** | **2** | **3** |
| 5 | Talked to someone who could do something concrete about the  Problem. | | | | | **0** | **1** | **2** | **3** |
| 6 | Took a big chance or did something very risky. | | | | | **0** | **1** | **2** | **3** |
| 7 | Talked to someone about how I was feeling. | | | | | **0** | **1** | **2** | **3** |
| 8 | Stood my ground and fought for what I wanted | | | | | **0** | **1** | **2** | **3** |
| 9 | Came up with a couple of different solutions to the problem | | | | | **0** | **1** | **2** | **3** |
| 10 | I went over in my mind what I would say or do. | | | | | **0** | **1** | **2** | **3** |
| 11 | I thought about how a person I admired would handle this situation  and used that as a model. | | | | | **0** | **1** | **2** | **3** |
| 12 | Left work as soon as possible | | | | | **0** | **1** | **2** | **3** |
| 13 | Criticized or lectured myself. | | | | | **0** | **1** | **2** | **3** |
| 14 | Hoped a miracle would happen. | | | | | **0** | **1** | **2** | **3** |
| 15 | Went along with fate; sometimes I just have bad luck. | | | | | **0** | **1** | **2** | **3** |
| 16 | Slept more than usual. | | | | | **0** | **1** | **2** | **3** |
| 17 | I tried to forget the whole thing. | | | | | **0** | **1** | **2** | **3** |
| 18 | Tried to make myself feel better by eating, drinking, smoking, using drugs or medication, etc. | | | | | **0** | **1** | **2** | **3** |
| 19 | Took it out on other people | | | | | **0** | **1** | **2** | **3** |
| 20 | Wished that I could change what happened or how I felt | | | | | **0** | **1** | **2** | **3** |
| 21 | I daydreamed or imagined a better time or place than the one I was in. | | | | | **0** | **1** | **2** | **3** |
| 22 | Wished that the situation would go away or somehow be over with. | | | | | **0** | **1** | **2** | **3** |
| 23 | Had fantasies or wishes about how things might turn out | | | | | **0** | **1** | **2** | **3** |
| 24 | Had a good cry. | | | | | **0** | **1** | **2** | **3** |
| 25 | Expressed my irritation and frustration to myself. | | | | | **0** | **1** | **2** | **3** |
| 26 | Avoided being with people in general. | | | | | **0** | **1** | **2** | **3** |
| 27 | Avoided other staff members. | | | | | **0** | **1** | **2** | **3** |
| 28 | Expressed my irritation and frustration by swearing, slamming things down and crumpling paper, and so forth. | | | | | **0** | **1** | **2** | **3** |

计分方法

应对策略量表分为积极应对和消极应对量表两部分。其中积极应对策略量表包含 11 个条目：题1—题11；逃避应对策略量表包含 17 个条目：题12—题28。可以计算题目的总分或平均分。

量表出处

谢俊，严鸣. (2016). 积极应对还是逃避?, 主动性人格对职场排斥与组织公民行为的影响机制. *心理学报*(10) Vol. 48, 1314−1325

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