

心理測驗結果之解讀與解毒

以海巡人員身心狀況評量表之迷思為例

Decoding the myth and psychological testing

Evolution of Mental and Physical Status of Coast Guard Personnel

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是否曾經嚮往，若能望穿別人心裡在想些什麼那該有多好？無可否認，人們在行為或認知上的表現，複雜地交互締結與影響是不爭的事實。越是神秘、隱晦的事物，越是令人心生好奇；基於對人性的困惑與未知，朝著看不見的心靈層次探鑽更是耐人尋味。曾幾何時，心理測驗儼然已成為揭開人心薄紗的工具，好藉由科學的視框來探索皮相裡包覆的心理運作歷程。此時心理學在社會科學領域中大放異彩，因為終於有一門直接探究人性的學問發跡，率性從人們對於自己的不理解，以及與人擦身邂逅時的思想徬徨下手，戰戰兢兢地把頭伸進闇幽的黑洞中，想像透視肉身後窺見他人心裡的話。

心理計量是一種以簡馭繁的作為；也就是用一組精簡的代碼或數字來指稱一個人的全部。遺憾的是，科學的能耐尚未走到這一步，妄想以三言兩語冒充人的本質實在說不過去。於是後實證主義（post positivism）的科學哲學發聲了，其實科學不過是一種向真理靠近的過程；企圖透過合理而嚴謹的研究方法和工具，拉攏我們與欲被探究的事實真相，兩端之間卻終究存在著不等的大小縫隙。在統計學的觀點上，前述未能如實貼近真理的距離便被稱之為測量標準誤（standard error of measurement），即測量工具在測量欲被探究之潛在特質時所造成的誤差；是故心理學家的畢生任務，說穿

Have you ever wondered how good it could be to know other's thoughts? It's undeniable that people's behavior and thinking are intertwined and can influence each other. The more mysterious a thing is, the more attractive it could be. There are still many unknown factors which may affect human's thinking, and it's interesting to dig into people's mind. Under this context, psychological testing has become a useful tool of decoding human's thoughts and it provides an opportunity to explore human's brain and how it functions from a scientific angle. In this era, psychology has become popular because there is finally a subject which provides the opportunity to research on things that people don't understand and have lots of doubts with. It is just like putting yourself into others head and peeking into their mind.

Psychometrics is the study of using the simple to explain the complicated. In other words, it is using a code or a number to represent an individual. However, this scientific approach has not yet been perfected. It is impossible to use only a few words to express an individual's characteristics. Therefore, there is the development of post positivism theory which is: Science is a process of getting closer towards the truth. And through reasonable studies and careful researches, we can move closer to the fact that we want to know; however, there is always a gap in between. In Statistical terms, this gap is called standard error of measurement which by means is the errors made during the measurement process. Therefore, the

了不外乎是縮小心理計量工具的測量偏誤，並且提升該工具可探測欲被測量之特質的解釋力。看似簡單，但此工程卻需要龐大的人力、經費、樣本及漫長的時間，反覆檢核與修訂。

本署自97年5月1日正式全面實施之「海巡人員身心狀況評量表」如是，量表有效化的過程直至廣泛使用迄今仍未終止。量表的實際運作卻已馬不停蹄地展開，對此寄予厚望的心情可想而知。然而在談量表施測結果的效能與公信力之前，我們又是否帶著什麼先入為主的前見或迷思去期待量表應有的本事？所以解讀測驗結果前確實有必要為不假思考而依賴量表的腦袋先行「解毒」！別忘了量表所欲探測的身心適應狀況深受所處環境的連動關係影響甚鉅，況且評估心理狀態的主體是人，不是眼前所見的統計數字或個案類型，若反客為主，被工具凌駕於前，「人性」將淪落為心理教科書中被知識暴力所條列解釋的定義罷了。

某種程度來說，在軍事化管理的情境中，身心適應與否多少跟習不習慣有著莫大關連。由於入伍後被剝奪了自由與尊嚴，多了幾分服從及忍耐，有別於以往的營外自由自在，身分於收、放假間被迫切換，現實感也必須隨之調整。據此，海巡人員身心狀況評量表便一肩扛起「習慣了沒」的預警任務，但預警僅次於預警，並非蓋棺論定或決策的唯一真理。有沒有一種可能是剛開始不適應，後來適應了？時間久了而漸漸習慣，聽起來合乎常理，不過也有剛開始不難適應，卻因換了環境之後才感到不適的情況。所以身心狀況是變動的，每個人對於陌生情境的敏感程度會直接反映在測量工具的結果上。

想得知心理測量工具到底準不準？此命題可由量表使用的過程中我們期待看見什麼功效來辯證。所謂的效度（validity），意思是用來測量某種心理特質的工具能有效測量該心理特質的程度；例如海巡人員身心狀況評量表越能確實呈現受試者身心狀況的程度，越能吻合身心現況，則代表工具越有效。最常見的迷思莫過於過度推論，舉例來說：企圖從「身心狀況」來「決定」一個人有無「輕生念頭」；這麼說似乎稍顯牽強，我們只能部分解釋身

main purpose of a psychologist is to try to limit the errors of measurement and to improve the test. It looks like a simple task; however, it needs a large volume of samples, time, funds, human efforts, reviews and adjustments to make it better.

Coast Guard Administration has implemented "Coast Guard Personnel Physical and Mental Status Evaluation Form" on May 1, 2008. The evaluation has been used in many different purposes which shows the importance of the test and people's high expectation behind it. However, before we really look into the effectiveness and the reliability of the test, we should be aware of some bias and misconception that sometimes perceived in our mind. Therefore, we should remind ourselves to be truly open-minded and objective when analyzing the result. Don't forget the subject of the test is human being; therefore, one's physical and mental status is closely linked to the environment which one is in. In addition, human being has complicated mind and with many variations. Only by looking at the statistics numbers or definitions in the text book is not appropriated to determine the result.

In the military service, people's physical and mental status is linked to their ability of adjusting to the environment. Freedom and dignity is sometimes sacrificed. More patience and endurance is needed. Life in the military is different from life of an ordinary people. Therefore, people have to adjust their state of mind in order to deal with reality and different situations. As a matter of fact, the evaluation form of the physical and mental health of coast guard personnel serves as a mechanism of an alarm system. However, the outcome of the test is not a solid proof of anything but only a reference. Some people seem to adjust themselves well after getting use to the environment, but some are opposite. They find it more and more difficult to adapt to a new environment. Therefore, the mental and physical status is constantly dynamic and everyone have different sensitivity when being in an unknown or a new environment thus the result

心狀況不佳可能導致負面的自我評價，或者反過來說，身心狀況良好故而自我傷害的機率不大。

在實務上亦能發現某些父母歿亡、單親、貧困或前科人員，諸如此類曾在入伍前因環境不理想而被迫早熟的受試者，吃苦當吃補的經歷司空見慣了，部隊生活的陣痛期較短；比較起從小被捧在手心裡過度保護的孩子來說，前者的海巡人員身心狀況評量結果反而不會比後者差。可見該量表並未失職，確實反映了受試者在有壓力的環境中生活習慣與適應情形如何。

如果我們能夠承認離開親人、初入講究紀律的陌生場域時，處事值勤多少會帶著身心壓力是人正常的反應，且人的適應情形也將隨著置身所在的环境、勤務、人事及時間的變遷而為之變動，那麼關注新進人員全方位的身心素質，以及支持繁瑣的追蹤複試也就更合乎情理、勢在必行了。但請做好心理準備，因為這同時也默認了在服役的環境磨合期間，若量表夠誠實可靠，所呈現出來的計算結果很可能不如預期中漂亮。

所以除了看得見的數據與報表之外，去看見「看不見」的訊息也很重要。這便是詮釋的功夫，焦點不在當事人得了多少（what）分數，而是當事人如何（how）、何以（why）得到這樣的分數，所以是歷程導向的（process-oriented），而非結

will be directly reflected on the test.

Maybe you would wonder how precise the evaluation test could be. It depends on what do you expect to see from the test. Validity means the tool which is used to measure a person's state of mind can effectively measure the intensity of a particular characteristic. For example, the more precise of the test of coast guard physical and mental health reflects a tester's state of mind, the more effective of this measurement tool. The most common misconception of the test comes from over interpreting. For instance, to judge a person of wanting to commit suicide from his physical and mental status is over interpreting. We can only assume that the unhealthy state of a person's physical and mental health may lead to having negative thoughts. On the other hand, a healthy person may not likely to harm themselves.

Some field studies discovered that people who were forced of being more mature because of living in undesirable environment before join the military such as with deceased parents, single parent family, living in poverty or previously convicted to crime, were more easily to adapt to military life because they have been use to living in harsh conditions. Compared with those testers who were well protected in their childhood, test results of the former may actually be better. Therefore, the evaluation is indeed effective, because it reflects tester's adaptability to a new environment when being stressed.

We need to realize that leaving their parents, entering into a new environment, and carrying out new duty will of course come with stress. Also, a person's accommodativeness will fluctuate with the change of environment, work duty, time and co-workers. Therefore, caring of new personnel's physical and mental status and supporting the following up of the test is necessary and reasonable. Be well prepared, if the evaluation test is indeed accountable and effective, the result which show may not be as good as previously expected.

Except for the measurable data and forms, the



果論（goal-oriented）。詮釋的功能是要把簡化後的數字或分類複雜化，也就是還原成人性本來的複雜樣貌，這才叫做解讀，才讀得到個人適不適應的因果、解得開生活習不習慣的實況。當然，測量誤差的觀念也不能視而不見。

特別強調，量表分析時應一併考慮詮釋的後果。尤其常人對於特定心理測驗的價值判斷更是不容忽視，為避免該測驗結果被理解時因常見迷思而產生了誤解，宜三思量表結果詮釋後所牽引出的行動或決策可能造成什麼後果。例如因施測結果不佳而將當事人一線調至二線單位，真的對當事人來說是最理想的處置嗎？倘若不從量表分析中抽絲剝繭找出真正的壓力源，貿然以適應不良而請調單位，難保相同的問題戲碼只是換個地方重新上演罷了。

綜上所述，從施測動機、預測目的、詮釋主體、追蹤複試、結果解讀，到決策影響等心理測驗的實踐歷程其實前後連貫、缺一不可。當打通以上環環相扣的脈絡後，量表可被更小心地使用，分析更客觀、解讀更精確，便可有效減少迷思或偏見，不讓科學搶去了掌握人性的主權，如此心理計量的意義才能被看見。然後檢核自己是否有帶著什麼刻板印象的遺毒，充分理解量表發展需要你我的力量，認同它、駕馭它，量表必能發揮應有的功能，成為貼近人心的有力參考。🧠

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unmeasurable messages are also important. Interpretation is also crucial. The focus is not on how many points a tester scores, but on how and why he gets the scores; the result is process-oriented rather than goal-oriented. A good interpretation is to read through underlying messages from simple scores, to provide comprehensive explanations so as to understand whether a person is truly adapted to the new environment or not. This is what a good decoding should be. Of course, errors from the measurements should also be taken into considerations.

Here I would like to re-emphasize, the outcome of the interpretation should be used carefully. Misconception and bias of the test should be avoided. Because actions and decisions made after the test result may lead to unwanted consequences. For example, a person's poor performance in test could make him being transferred from the front-line to the second line. And this may not be the ideal handling. If the real cause of stress is not resolved and the person is transferred for not suitable of the position, the same situation may continue to happen in the future.

To conclude, from deciding the motivation of testing, projecting the outcome, interpreting the result, following re-test, to decision making, every steps of the process of psychological testing is connected and inseparable. Following the above steps, the evaluation form can be used more carefully, analysis can be more objective and bias and misconception can be reduced. Thus the true value of the psychometrics can be proved. Science should not override the power of human mind. To carefully examine oneself and to get rid of bias then we can fully utilize different functions of evaluation form. Let it become a useful tool and reference for understanding the human mind.

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