The Relationship between workplace friendship and work stress in International Business

方韻婷、蘇奉信

E-mail: 9608068@mail.dyu.edu.tw

ABSTRACT

The stress except comes from the daily life, the majority source from the working surface, is job stress. The workplace friendship has contained some each other pledge, the close contact, this kind of relations possibly can limit some individual decisions-making, behavior and freedom, thus creates the stress. This research is for the purpose of discussing the workplace friendship and the job stress two has what relations, and organizes culture to take the disturbance variable, examines under the different culture, the workplace friendship has to influence the job stress reveals the difference existence, the research is collecting 279 the measuring questionnaire survey. The result discovery varying degree workplace friendship and the job stress influence is different, Highly workplace friendship and the job stress have the negative direction relations; The moderate workplace friendship and the job stress not reveal the relations; The low workplace friendship and the job stress have the positive relations. Further, the organization culture is two disturbances variables, the research suggested the superintendent should advertence the informal team in organization existence and builds cohesive force between staffs.

Keywords : workplace friendship ; job stress ; organization culture

Table of Contents

中文摘要 ..................... iii 英文摘要 ..................... iv 謝辭  ..................... v 內容目錄 ..................... vi 表目錄  ..................... viii 圖目錄  ..................... 

第一章  結論................... 1   第一節  研究背景........... 1   第二節  研究問題與目的............ 3 

第二章  文獻探討............ 5   第一節  工作壓力............... 5   第二節  職場友誼........... 9   第三節  職場友誼與工作壓力關係........ 12   第四節  其他影響工作壓力之因素 .......... 16   第五節  組織文化干擾效果........... 17 

第三章  研究方法............ 21   第一節  研究架構............... 21   第二節  研究假設............. 22   第三節  樣本與資料蒐集方法.......... 26   第四節  操作型定義與衡量........... 26   第五節  資料分析方法............. 28   第六節  信度分析............... 30 

第四章  研究結果............ 35   第一節  人口統計資料........... 35   第二節  工作壓力分析............. 39   第三節  職場友誼分析............. 44   第四節  職場友誼與工作壓力分析........ 46 

第五章  結論與建議........... 57   第一節  結論................. 57   第二節  管理意涵............... 61   第三節  研究限制............... 62   第四節  後續研究建議............ 63 