

智商、職家衝突與滿意度關係之研究：以台資跨國企業為例

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摘要

本研究旨在探討情緒智商(Emotional Intelligence)對員工職家衝突(Work-Family Conflict)與滿意度(Satisfaction)之關係，以進一步發掘對員工的影響並提供企業作為參考。本研究針對廈門台資跨國企業員工為對象進行問卷調查，有效樣本為318份。綜合實證結果，本研究發現：1.情緒智商對職家衝突具有負向顯著影響。2.情緒智商對滿意度具有正向顯著影響。3.職家衝突對滿意度具有負向顯著影響。4.職家衝突對情緒智商與滿意度之關係具有部分中介效果。根據研究結論，企業員工在具備情緒智商時，能有效降低職家衝突，並提升員工在工作與家庭滿意度。

關鍵詞：情緒智商、職家衝突、工作滿意度、家庭滿意度

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