

倫理氣候、情緒耗竭與離職意願關係之研究

蔡坤志、楊豐華

E-mail: 324771@mail.dyu.edu.tw

摘要

近年來，所發生的企業弊案不斷，對於行員間本身的倫理價值是否會因情緒而有所影響，且對企業本身是否也會造成人才外流的損失。本研究將探討行員的倫理氣候對於情緒耗竭的影響，以及情緒耗竭離職意願之影響，並探討情緒耗在倫理氣候與離職意願之間的關係。本研究以台灣地區外商銀行為實證對象，共計發放300份問卷，有效回收253份。本研究研究結果發現，倫理氣候對情緒耗竭與離職意願接有顯著影響；情緒耗竭對離職意願也有顯著影響；最後，情緒耗竭在倫理氣候與離職意願之間有存在部份中介效果。本研究依據結果，提出建議供未來相關研究之參考。

關鍵詞：倫理氣候，情緒耗竭，離職意願

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