

員工偏差行為之跨層次分析

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摘要

本研究旨在以情感事件理論為基礎檢視個體層級和群體層級之主管不當監督、同事認同威脅對個體層次的員工偏差行為的影響，並採情感事件理論為理論背景。以跨國企業員工為樣本，使用階層線性模型來驗證假說。研究結果顯示，個體層次方面，主管不當監督、同事認同威脅對員工偏差行為具有正向的影響，且負面情緒對於主管不當監督和員工偏差行為具有部份的中介效果，對於同事認同威脅和員工偏差行為具有部份的完全效果。在工作單位層次方面，僅同事認同威脅對員工偏差行為具有正向的影響，且負面情緒氛圍對同事認同威脅和員工偏差行為具有中介效果。此外，負面情緒氛圍和負面情緒的跨層次交互作用對員工偏差行為亦有正向的影響。最後，本研究亦對學術與管理意涵、研究限制與未來之研究建議提出討論。

關鍵詞：情感事件理論、主管不當監督、同事認同威脅、員工偏差行為

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