

# 情緒勞務、關係與職家衝突之研究 = A study of the Relationships among emotional labor, guanxi and work-family conflict

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## 摘要

本研究旨在探討保險從業人員的表層情緒控制、深層情緒偽裝、關係、工作-家庭衝突、家庭-工作衝突之間的關係，針對桃園地區保險從業人員進行問卷調查，有效問卷共計509份。彙整實證結果如下：1. 表層情緒控制與工作-家庭衝突有顯著的正向影響 2. 表層情緒控制與家庭-工作衝突有顯著的正向影響 3. 深層情緒偽裝與工作-家庭衝突有顯著的負向影響 4. 深層情緒偽裝與家庭-工作衝突沒有顯著的負向影響 5. 表層情緒控制與關係有顯著的負向影響 6. 深層情緒偽裝與關係有顯著的正向影響 7. 關係與工作-家庭衝突有顯著的負向影響 8. 關係與家庭-工作衝突有顯著的負向影響 9. 關係對表層情緒控制與工作-家庭衝突間不具有中介效果 10. 關係對表層情緒控制與家庭-工作衝突間不具有中介效果 11. 關係對深層情緒偽裝與工作-家庭衝突間具有部分中介效果 12. 關係對深層情緒偽裝與家庭-工作衝突間具有完全中介效果

關鍵詞：表層情緒控制、深層情緒偽裝、關係、工作-家庭衝突、家庭-工作衝突

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