

情緒勞務、職場靈性與組織承諾關係之研究 = The study of relationships among emotional labor, workplace spirituality and or

呂秋雪、楊豐華

E-mail: 354747@mail.dyu.edu.tw

摘要

本研究的目的是在探討國小教師情緒勞務對教師職場靈性與組織承諾之間的關係。採問卷調查法，研究樣本取自彰化縣國民小學59所498位教師，得到結果包括相關、回歸分析、中介變項效果三部份：一、表層演出和職場靈性、組織承諾為顯著的負相關、深層演出和職場靈性、組織承諾有顯著的正相關、職場靈性和組織承諾是呈現顯著的正相關；二、表層演出對組織承諾及職場靈性具有顯著負向的預測力、深層演出對組織承諾及職場靈性具有顯著正向的預測力、職場靈性對組織承諾有顯著正向的預測力；三、以職場靈性為中介變項，放入表層演出及深層演出和組織承諾關係中，發現職場靈性具有中介效果。

關鍵詞：情緒勞務、表層演出、深層演出、職場靈性、組織承諾

目錄

中文摘要	iii	英文摘要	iii
iv 誌謝辭		v 內容目錄	
vi 表目錄		viii 圖目錄	
x 第一章 緒論	1	第一節 研究背景與動機	1
1 第二節 研究問題與目的	4	第二章 文獻探討與研究假說	4
6 第一節 情緒勞務	6	6 第二節 職場靈性	6
11 第三節 組織承諾	15	15 第四節 控制變項與組織承諾之關係	15
18 第五節 各變數之間的關係與研究假說	20	第三章 研究方法	20
24 第一節 研究架構	24	24 第二節 變數操作型定義與衡量工具	25
32 第三節 研究對象與資料蒐集	32	32 第四節 資料處理與分析	33
34 資料分析	34	34 第一節 樣本資料特性分析	35
42 第二節 效度分析	42	42 第三節 信度分析	48
49 相關分析	49	49 第五節 層級迴歸分析	51
58 結論與建議	58	58 第一節 研究假設驗證結果	58
61 第二節 管理實務意涵	61	61 第三節 研究限制與建議	62
64 文獻	64	64 附錄 研究問卷	76
26 表 3-1 情緒勞務衡量問項	26	26 表 3-2 職場靈性衡量問項	26
27 表 3-3 組織承諾衡量問項	27	27 表 3-4 工作滿足衡量問項	27
31 表 3-5 工作負荷衡量問項	31	31 表 3-6 樣本抽樣分配表	31
32 表 4-1 問卷回收狀況表	32	32 表 4-2 樣本基本資料分析	32
36 表 4-3 各變數之敘述性統計	36	36 表 4-4 情緒勞務之敘述性統計	36
38 表 4-5 職場靈性之敘述性統計	38	38 表 4-6 組織承諾之敘述性統計	38
40 表 4-7 工作滿足之敘述性統計	40	40 表 4-8 工作負荷之敘述性統計	40
41 表 4-9 因素分析判斷準則表	41	41 表 4-10 情緒勞務量表之效度分析	41
43 表 4-11 職場靈性量表之效度分析	43	43 表 4-12 組織承諾量表之效度分析	43
46 表 4-13 工作滿足量表之效度分析	46	46 表 4-14 工作負荷量表之效度分析	46
47 表 4-15 各變數量表之信度係數	47	47 表 4-16 各變數 Pearson 相關分析表	47
51 表 4-17 情緒勞務與組織承諾之迴歸分析	51	51 表 4-18 情緒勞務與職場靈性之迴歸分析	51
54 表 4-19 職場靈性與組織承諾之迴歸分析	54	54 表 4-20 職場靈性對情緒勞務與組織承諾之迴歸分析	54
57 表 5-1 研究假說實證結果彙整	57	57 圖目錄	57
27 圖 3-1 研究架構	27		

參考文獻

參考文獻 一、中文部份 田育昆(2007), 國民小學教師情緒勞務與組織承諾關係之研究—以桃竹苗四縣市為例, 國立新竹教育大學教育學系未出版之碩士論文。 李新民, 陳蜜桃(2006), 幼兒教師的情緒勞務因素結構及其對工作倦怠之影響, 高雄師大學報, 20, 67-90。 吳宗祐(2003), 工作中的情緒勞務:概念發展、相關變項分析、心理歷程議題探討, 國立台灣大學心理學研究所未出版之博士論文。 呂晶晶(2007), 國民小學教育人員情緒勞務量表發展及其影響因素之研究, 國立新竹教育大學教育學系未出版之博士論文。 李雅慧(2008), 臨床護理照護工作者靜坐、職場靈性與照護工作品質之相關研究, 雲林科技大學企業管理研究所未出版之碩士論文。 杜強國, 林芳生(2009), 靈性健康與職場靈性之探索性研究 - 以C公司為例, 全球商業經營管理學報, 1, 35-50。 吳明隆(2007), spss統計應用學習實務, 台北:加樺國際。 林尚平(2007), 組織情緒單量標之發展, 中山管理評論, 8(3),427-447。 林惠蓮(2007), 在職進修成人職場靈性觀與工作價值觀對組織承諾影響之研究, 國立中正大學成人及繼續教育學系博士論文。 林炯妍(2004), 國民小學啟智班教師組織承諾與教學效能之研究, 國立彰化師範大學教育研究所未出版之碩士論文。 徐瑄(2010), ?職場靈性與組織承諾之研究—以某鋼鐵公司為例, 私立大葉大學管理學院事業經營組未出版之碩士論文。 張淑美, 陳慧姿(2008), 高雄地區高中教師靈性健康及其相關因素之研究, 生死學研究, 7, 89-137。 張淑萍(2010), 屏東縣國小教師角色壓力與靈性健康關係之研究?, 高雄師範大學教育研究所未出版之碩士論文。 郭文瑞(2004), 偏遠地區國小教師工作生活品質、工作壓力與組織承諾關係之研究 - 以高屏地區為例, 國立屏東師範學院國民教育研究所未出版之碩士論文。 陳佳玲(2004), 台灣企業之幽默傾向、溝通滿足、工作績效關係模式之研究 以情緒勞務為干擾變項, 長榮大學經營管理研究所未出版之碩士論文。 陳夏萌(2008), 組織併購後留任人員之工作壓力、工作負荷、職業承諾與組織承諾之關聯性研究 - 以台灣金融控股公司為例。國防管理學院資源管理研究所未出版之碩士論文。 彭慧玲, 陳麗雲(2005), 生涯輔導的靈性層面, 諮商與輔導, 246, 25-26。 葉倩玟(2009), 工作負荷、工作家庭衝突與工作滿意度之關聯研究, 國立中央大學人力資源管理研究所未出版碩士論文。 葉璟慧(2008), 情緒勞務、衝動性購買行為、工作倦怠與自我監控關係之研究 - 以服務業前場人員為例, 國立中山大學中山學術研究所未出版之碩士論文。 鄔佩君(2003), 第一線服務人員之情緒勞動的影響因素與其結果之關係:以銀行行員為例, 國立政治大學心理學研究所未出版之碩士論文。 蕭鈺(2008), 職場靈性概念及其對於人力資源發展的意涵, T&D飛訊, 66。 蕭雅竹(2003), 護生靈性健康與實習壓力、憂鬱傾向及自覺健康狀態之相關研究, 國立台灣師範大學衛生教育研究所未出版之博士論文。 魏麗敏, 洪福源(2006), 師生衝突與教師情緒管理, 教育研究月刊, 150, 14-24。

二、英文部分 Ashforth, B. E., & Humphrey, R. H. (1993). Emotional labor in service roles: The influence of identity. *Academy of Management Review*, 18(1), 88-115. Ashmos & Duchon (2000). Spirituality at work: A conceptualization and measure. *Journal of Management Inquiry*, 9(2),134-145. Bogler, R., & Somech, A. (2004). Influence of teacher empowerment on teachers' organizational commitment, professional commitment and organizational citizenship behavior in schools. *Teaching and Teacher Education*, 20, 277 – 289. Bradley, J., & Kauanui, S.K. (2003). Comparing spirituality on three southern California college campuses. *Journal of Organizational Change Management*, 16(4), 448-462. Brotheridge, C. M., & Lee, R. T. (2003). Development and validation of the emotional labour scale. *Journal of Occupational and Organizational Psychology*, 76, 365-379. Brown, J. (1992). Corporation as community: A case for a new era. In Renesch, J.(Eds.) *New Traditions in Business: Spirit and Leadership in the 21st Century*, 123-139 Claude,J.,&Zamor,G.(2003).Workplace spirituality and organizational performance.*Public Administration Review*,63(3),355-363. Ewles, L. & Simnett, I. (1999). *Promoting Health*. Bailliere Tindall. Frank M. Gryna. (2004). *Work overload: Redesigning Jobs to Minimize Stress and Burnout*. Fry, L. W., Vitucci, S., & Cedillo, M. (2005). Spiritual leadership and army transformation: Theory, measurement, and establishing a baseline. *Leadership Quarterly*, 16(5), 835-862. Garcia-Zamor, J.C. (2003). Workplace spirituality and organizational performance.*Public Administration Review*, 63(3), 355-363. Geh, E. & Tan, G. (2009). Spirituality at work in a changing world: Managerial and research implications. *Journal of Management, Spirituality & Religion*, 6(4),287-300. Geroy, G. D.(2005). Preparing students for spirituality in the workplace. *New Directions for Teaching and Learning*, 67 – 74. Gosserand, R. H. (2003). An examination of individual and organizational factors related to emotional labor. Unpublished doctoral dissertation, Louisiana State University And Agricultural & Mechanical College, Louisiana. Grandey, A. A. (2000). Emotional Regulation in the Workplace: A New Way to Conceptualize Emotional Labor.*Journal of Occupational Health Psychology*, 5(1), 95-110. Hernandez Lopez, L., Ramos Ramos, R., & Ramos Ramos, S(2009).Spiritualbehaviour in the workplace as a topic for research.*Journal of Management,Spirituality & Religion*, 6(4), 273-285. Hochschild, A. R.(1983). *The Managed Heart*, Berkeley:University of California Press. Hochschild, A. R. (1993). Preface. In S. Fineman (Ed.), *Emoion in organizations*, 36-57. London: Sage. Isenbarger, L., & Zembylas, M. (2006). The emotional labour of caring in teaching, *Teaching and Teacher Education*, 22(1),120-134. Jurkiewicz, C. L., Giacalone, R. A. (2004). A values framework for measuring the impact of workplace spirituality on organizational performance. *Journal of Business Ethics*, 49(2), 129-142. Kantor, R. M.(1968). Commitment and social organization: A study of commitment mechanisms in utopian communities. *American Sociological Review*, 33, 499-517. Kushman, J. W. (1992). The organizational dynamics of teacher workplace commitment: A study of urban elementary and middle school. *Educational Administration Quarterly*, 28(1), 5-42. Lemons, M. A., & Jones, C. A. (2001). Procedural justice in promotion decisions:using perceptions of fairness to build employee commitment. *Journal of Managerial Psychology*, 16(4) 268-280. Lips-Wiersma, M. (2002). The influence of spiritual “ meaning -making ” on career behavior, *Journal of Management Development*, 21(7), 497-520. Maslach, C., and Goldberg, J. (1998). Prevention of burnout: New perspectives. *Applied & Preventive Psychology*, 7(1), 63-74. Maslow, A. H. (1969), *Theory Z*. *Journal of Transpersonal Psychology*, 1(2), 31- 47. Meier, K. J., Mastracci, S. H., & Wilson, K. (2006). Gender and Emotional Labor in Public Organizations: An Empirical Examination of the Link to Performance. *Public Administration Review*, 66(6), Washington. Meyer, J. P. & Allen, N. J.(1997). *Commitment in the workplace: Theory, research, and application*. Thousand Oaks, CA: Sage publications. Mikolajczak, M., Menil, C., & Luminet, O. (2007). Explaining the protective effort of trait emotional intelligence regarding occupational stress: Exploration of emotional labour processes. *Journal of Research in Personality*, 41, 1107-1117. Milliman, J., Czaplewski, A. J., & Ferguson, J. (2003). Workplace spirituality and employee work attitudes: An exploratory empirical

assessment. *Journal of Organizational Change Management*, 16, 426-447. Milliman, J., Ferguson, J., Trickett, D. & Condemni, B. (1999). Spirit and Community at Southwest Airlines: An Investigation of a Spiritual Values Based Model, *Journal of Organizational Change Management*, 12(3), 221-233. Mitchell, T. R. (1979). Organizational behavior. *Annual Review Psychology*, 30, 243-281. Mitroff, I. I. (2003). Do not promote religion under the guise of spirituality. *Organization: The Interdisciplinary. Journal of Organization*, 10(2), 375-382. Morris, J. A. & Feldman .D. C.(1996). The dimensions, antecedents, and consequences of emotional labor. *Academy of Management Review*, 21(4), 986-1010 Mowday, R. T., Porter, L.M., & Steers, R. M.(1982). Employee or ganization linkages:The psychology of commitment, absen teeism, and turnover. New York:Academic Press. Naring, G., Briet, M., & Brouwers, A. (2006). Beyond demend control:Emotional labour and symptoms of burnout in teachers. *Work & Stress*, 20(4), 303-315. Pfeffer, Jeffrey. (2003) Business and the Spirit: Management Practices that Sustain Values. in Robert A. Giacalone and Carole L. Jurkiewicz. eds. *Handbook of Workplace Spirituality and Organizational Performance: 29-45*. Armonk, N.Y.: M.E. Sharpe. Porter, L. W., Steers, R. N., Mowday, R. T., & Boulian, P. V. (1974). Organizational commitment, job satisfaction, and turnover among psychiatric patients. *Journal of Applied Psychology*, 59,603-609. Price, H. (2001). Emotional labour in the classroom: a psychoanalytic perspective. *Journal of Social Work Practice*, 15(2), 161-180. Rafaeli, A., & Sutton, R. I. (1987). Expression of emotion as part of the work role. *Academy of Management Review*, 12(1), 23-37. Reyes, P., & Pounder, D. G. (1990). Teacher commitment, job satis faction, and schoo value orientation: A study of public and private schools. University of Wisconsin, Madison. Richard, E. M. (2006). Applying appraisal theories of emotion to the concept of emotional labor. Unpublished doctoral dissertation, Louisiana State University and Agricultural & Mechanical College, Louisiana. Robbins, S. P. & Judge, T.(2007). *Organizational behavior*, New Jersey: Prentice Hall. Samad, S. (2005). Unraveling the Organizational Commitment and Job Performance Relationship: Exploring the Moderating Effect of Job Satisfaction. *The Business Review, Cambridge*, 4(2), 79-84. Smith, P.C., L. M. Kendall, & C. L. Hulin, (1969) . *The Measurement of Satisfaction in Work and Retirement*. Chicago : Rand McNally. Sonnentag, S., & Krueger, U. (2006). Psychological detachment from work during off-job time: The role of job stressors, job involvement, and recovery-related self-efficacy. *European Journal of Work and Organizational Psychology*, 15, 197-217. Staw, B. M. (1977). Commitment to a policy decision:a multitheoretical perspective. *Administrative Science Quarterly*, 23, 40-64. Stevison, M., Dent, E., & White, D. (2009). Toward a greater understanding of spirit at work: A model of spirit at work and outcomes. In *Academy of Management Proceedings of Academy of Management Annual Meeting*, August 7-11, Chicago, IL,p.1-6. Testa,M.R. (2001). Organizational commitment,job satisfaction,and effort in the service enviroment. *Journal of psychology and Thelogy*,135(2), 226-236. Trimble,D.E. (2006). Organizational commitment ,job satisfaction, turnover intention of missionaries *Journal of psychology and Thelogy*,34(4):349-360. Tryfos P. (1996). *Sampling methods for applied research*. New York: John Wiley & Sons. Turner,S(1995).Identifying depression in the workplace. *HRMagazine*, 40(10), 82-84. Wharton, A. (1993). The Affective Consequences of Service Work:Managing Emotion on the Job, *Work and Occupation*, 20(2),205-232. Wiener, Y. (1982). Commitment in organization: A normative view. *Academy of Management Review*, 7, 418-428. Williams, L. J., & Hazer, J. T. (1986). Antecedents and consequences of satisfaction and commitment in turnover models: A meta-analysis using latent variable structural equation methods. *Journal of Applied Psychology*, 71(2), 219-231 Williams, L. J., & Anderson. S. E. (1991). Job Satisfaction and organizational commitment as predictors of organizational citizenship and in-role behaviors *Journal of Management*, 17, 601-617. Witmer, J. M., & Sweeney, T. J. .(1992). A holistic model for wellness and prevention over the life span. *Journal of Counseling & Development*, 71,140-148. Yang ,F. H., & Chang ,C. C. (2008). Emotionak labour, job satisfaction and organizationalcommitment amongst clinical nurses :A questionnaire survey.*International Journal of Nursing Studies*,45,879-887.