

社會支持、心理安全與工作倦怠關係之研究-以兩岸電子產業員工為例

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摘要

本研究旨在於瞭解員工在社會支持、心理安全與工作倦怠之關係，以兩岸電子產業為例，用問卷調查方式進行資料收集，發放對象為大陸廣州電子廠、上海昆山廠、台灣頭份廠及觀音廠。問卷共發放800份，回收問卷745份，回收率為93%，扣除無效問卷17份，實際有效問卷728份，有效回收率為91%。有效樣本以描述性統計、因素分析、信度分析、相關分析及階層式回歸進行分析。根據研究結果得到以下發現：一、社會支持與工作倦怠有顯著負向的影響。亦即當員工對社會支持的認知程度越低，其工作倦怠愈高。二、社會支持與員工心理安全有顯著正向的影響。亦即員工對社會支持的認知程度越高，心理安全會愈高。三、心理安全對工作倦怠有顯著負向的影響。亦即員工的心理安全愈低，其工作倦怠會愈高。四、心理安全為社會支持與工作倦怠之關係具有部份中介效果。顯示員工對社會支持的認知及工作倦怠之程度，會受到心理安全之影響而較不更為明顯。

關鍵詞：社會支持、心理安全、工作倦怠、社會支持與工作倦怠

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