

組織正義、領導者與部屬交換關係、資訊過荷對工作倦怠之影響探討-以銀行業為例

徐佩筠、吳孟玲

E-mail: 9403197@mail.dyu.edu.tw

摘要

本研究目的係以組織正義、領導者-部屬交換關係、及資訊過荷為前因變項，探討其對工作倦怠之影響。研究中將組織正義分為分配、程序、互動正義三構面；將領導者-部屬交換關係分為情感、忠誠、貢獻、成就四構面；將工作倦怠分為情緒耗竭、乏人性化、降低個人成就感三構面。研究對象係以445位銀行行員為受測對象，研究結果顯示：組織正義中，僅有分配正義對於員工之工作倦怠達到顯著性影響。領導者與部屬交換關係中，僅有貢獻構面對於工作倦怠達顯著性影響。再者，資訊過荷對於員工工作倦怠亦達顯著性影響。最後，本研究亦對管理意涵與未來之研究建議提出討論。關鍵字：領導者與部屬交換關係，組織正義，資訊過荷，工作倦怠

關鍵詞：領導者與部屬交換關係；組織正義；資訊過荷；工作倦怠

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