

# 主管不當監督行為之後果探討:以負面情感為中介變項

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## 摘要

不當監督行為普遍存在於組織中，主管的不當監督行為會造成部屬的心理痛苦與負面的情感狀態，亦會影響部屬對組織的信任及對組織正義之不認同，且引發對抗策略。根據一般緊張理論，當個體遭受到壓力時會產生負面情感，而擁有高度負面情感的員工會對於工作採取負面的觀點，進而影響了對工作滿足感、組織承諾，個人與組織契合度等工作態度的看法以及工作效率，甚至造成組織績效的衰落。因此，本研究將以負面情感為中介因子，探討主管不當監督行為對部屬偏差行為以及工作態度之影響。

關鍵詞：不當監督行為；負面情感；工作滿足感；組織承諾；個人與組織契合度；部屬偏差行為；一般緊張理論

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