

跨文化之工作價值對工作倦怠之影響

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摘要

由於科技快速的進步，再加上工作上的要求越來越多，工作者的工作壓力倍感加重，導致產生工作倦怠，最後萌生轉職念頭。工作倦怠不僅對個人造成情緒低落、成就感降低等負面影響外，對公司組織也造成人力資源分配上的損失。在現今工作職場上，每個初出社會的新鮮人都是選擇自己想要的工作，然而最後卻又導致工作倦怠的結果，此情形與台灣俗語「歡喜做、甘願受」大相違背，既是做自己喜歡的工作，為何又想離職？這種現象耐人尋味，因此針對工作倦怠的起因加以探討，將有助對於工作倦怠有更進一步的瞭解。為此，本研究架構出導致工作倦怠的模型，利用二因子理論的模式(工作價值)來分析導致工作倦怠的原因，並以工作壓力當成中介變項探討其過程的變化。所得結果與過去學者部份不相同，歸結原因可能是時代變遷及社會風氣影響。最後本研究套用此模式於兩國文化(台灣與美國)，用於比較中西文化下，工作價值對工作倦怠的異同。

關鍵詞：工作價值，工作壓力，工作倦怠

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