

主管支持與工作壓力關係之研究

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摘要

在競爭愈來愈激烈，生存空間日愈狹小的現實環境中，組織要達成目標，必須依賴主管的支持與組織成員的同心協力，當主管對部屬展現支持行為時，會影響到部屬的績效，工作滿意度、生產力等。本研究在了解主管支持與工作壓力的關係，本研究採用問卷調查法並以製造業、服務業、金融業、保險業、非營利事業之員工為研究對象。因有些人員不願作答或填寫不完整予以刪除，最後問卷回收300份，問卷回收率85.7%。本研究分四個假設，使用統計方法有描述性統計分析、信度分析、相關分析、獨立樣本t檢定、變異數分析、多層級迴歸分析。本研究發現主管支持對工作壓力具有正面影響。另本研究依據上述結論對未來研究提出建議，以供參考。

關鍵詞：主管支持；工作壓力；人格特質

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