

# 壓力與工作績效：情感性承諾與工作經驗之干擾效果

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## 摘要

本研究探討壓力、情感性承諾、工作經驗及工作績效之間的關係。首先，以壓力為自變項，情感性承諾為干擾變項；其次，以工作經驗為干擾變項，探討對依變項工作績效之影響；第三，探討工作經驗對情感性承諾與工作績效之干擾效果；最後，再以工作經驗為干擾變項，探討對壓力、情感性承諾及工作績效之影響。

本研究採問卷調查方式，研究樣本為彰化縣郵局。資料分析方法採用階層迴歸分析來驗證各項假設。結果發現：(1) 情感性承諾對壓力與工作績效之間的關係無顯著干擾影響；(2) 工作經驗對壓力與工作績效之間的關係無顯著干擾影響；(3) 工作經驗對情感性承諾與工作績效之間的關係無顯著干擾影響；(4) 工作經驗干擾工作壓力、情感性承諾與工作績效間的關係。當工作經驗高時，壓力與最大等級的情感性承諾的交互作用，對工作績效有可預期的顯著影響。

最後，針對本研究實證結果提出相關討論與建議。

關鍵詞：壓力(stress)、情感性承諾(affective commitment)、工作經驗(job Experience)、工作績效(job performance)

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