

情緒勞務與建言行為關係之研究—以主動性人格為調節變項

Relationship Between Emotional Labor and Voice Behavior—Using Proactive Personality as the Moderating Variable

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摘要

建言行為屬於員工正向行為的一環，員工對於組織自發性的建言行為，是組織精進的一個重要環節，但目前卻對於建言行為與員工情緒關係上的研究，尚鮮少著墨。此外，人格特質影響著人們的外顯行為，亦影響著建言行為的產生。因此，本研究從主動性人格特質切入，探討其對於情緒勞務與建言行為關係的影響。本研究以全職工作者為研究對象，採用問卷調查法進行資料蒐集，共回收有效問卷 819 份。研究結果發現，情緒勞務與建言行為具有顯著正向影響，主動性人格對於情緒勞務與建言行為的關係具有部分調節效果。依據本研究分析結果，提供精進組織人力資源管理上的方針，內化員工對情緒勞務的體認、強化員工建言行為的意願，及提升員工主動性人格的程度。

關鍵字：情緒勞務、建言行為、主動性人格

ABSTRACT

Voice behavior is a type of positive behavior. Employees' spontaneous voice behavior is crucial to the improvement of an organization. Scan studies have investigated the relationship between employee voice behavior and employee emotions. Personality traits also influence explicit behavior and voice behavior. Therefore, this study examined the influence of proactive personality traits on the relationship between emotional labor and voice behavior. This study targeted full-time workers and employed a questionnaire survey to collect data. Overall, 819 valid questionnaires were returned. The results revealed that emotional labor and voice behavior were positively related, and proactive personality had a partial moderating effect on the relationship between emotional labor and voice behavior. The results of this study can serve as a reference for organizations to recruit employees, improve their human resources management, help employees internalize their understanding of emotional labor, reinforce employees' voice behavior, and encourage employees to demonstrate a proactive personality. This facilitates enhancing organizational efficiency and promoting a positive organizational culture.

Keywords: Emotional labor, Voice behavior, Proactive personality