

# 國際觀光旅館員工知覺壓力與工作角色表現之相關研究—以組織支持為干擾變項

## A Study of Perceived Job Stress and Work Role Performance of International Tourist Hotel Employees: Organizational Support as a Moderator

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## 摘要

本研究旨在探討國際觀光旅館員工知覺壓力與工作角色表現之間的關聯性，以及透過組織支持的干擾，是否會對知覺壓力與工作角色表現產生影響。本研究採便利抽樣進行問卷調查，受測對象係台北市國際觀光旅館工作滿三個月以上之正式員工，問卷總計發放400份，回收有效問卷360份。研究結果顯示工作挑戰性壓力與任務表現及道德表現呈顯著負相關；工作障礙性壓力與任務表現及道德表現呈顯著負相關；組織支持對工作挑戰性壓力與任務表現及道德表現的關係有顯著干擾效果；組織支持對工作障礙性壓力與任務表現及道德表現的關係有顯著負向干擾效果。

**關鍵詞：**知覺壓力、工作挑戰性壓力、工作障礙性壓力、工作角色表現、組織支持

## Abstract

This study aimed to explore the relationship between international tourist hotel employees' perceived job stress and work role performance. The moderator effect of organizational support on the relationship between perceived job stress and work role performance was also examined. This study adopted convenience sampling. Questionnaires were sent to hotel full-time employees who had worked more than three months in the international tourist hotels in Taipei. Four hundred questionnaires were sent, and 360 were returned valid data. The results indicated that there was: (1) a significant negative relationship between challenge-related stress, task performance, and ethical behavior; (2) a significant negative relationship between obstacle-related stress, task performance and ethical behavior; (3) a significant moderated effect of organizational support on the relationship between challenge-related stress, task performance, and ethical behavior; (4) a significantly negative moderated effect of organizational support on the relationship between obstacle-related stress, task performance and ethical behavior.

**Keywords:** Perceived job stress, Challenge-related stress, Obstacle-related stress, Work role performance, Organizational support