



國立高雄科技大學
企業管理系碩士班
碩士論文

優壓力與工作滿意度關聯性之研究—
以心流經驗與情緒耗竭為中介變數

The Relationship between Eustress and Job
Satisfaction: The Mediation Effects of Flow
Experience and Emotional Exhaustion

研究生：鍾皓宇

指導教授：劉季貞 博士

中華民國 110 年 06 月

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優壓力與工作滿意度關聯性之研究— 以心流經驗與情緒耗竭為中介變數

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摘 要

本研究旨在探討優壓力、心流經驗、情緒耗竭與工作滿意度之關聯性，以深入解優壓力，是否會讓工程師產生更多的心流經驗與降低情緒耗竭，因而提升工程師工作滿意度，並了解工程師的心流經驗與情緒耗竭對於優壓力與工作滿意度之中介效果。以高雄的科技業工程師為主要研究對象，採用問卷調查法，共發放 250 份問卷，有效問卷為 196 份。本研究採用信度分析、敘述性統計分析、獨立樣本 t 檢定、單因子變異數分析、相關分析及多元迴歸分析等統計方法，分析資料與驗證假設。

研究結果發現優壓力與心流經驗對工作滿意度有顯著正向影響；優壓力對情緒耗竭有顯著負向影響；情緒耗竭對工作滿意度有顯著負向影響；心流經驗對優壓力與工作滿意度之關係具有中介效果；情緒耗竭對優壓力與工作滿意度之關係具有中介效果。最後針對本研究結果進行探討並提供管理實務上的建議。

關鍵字：優壓力、心流經驗、情緒耗竭、工作滿意度

The Relationship between Eustress and Job Satisfaction: The Mediation Effects of Flow Experience and Emotional Exhaustion

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ABSTRACT

The purpose of this study was to explore the relationship among the eustress, flow experience, emotional exhaustion, and job satisfaction. The study intends to investigate in depth how engineers' eustress, whether, by doing so, improving engineers job satisfaction by increasing more flow experience and decreasing emotional exhaustion. Data was collected from employees who are currently employed in Taiwan companies and analyzes 196 valid questionnaires. A questionnaire survey is conducted in the study. Data obtained from the survey are analyzed by Reliability Analysis, Descriptive Statistics Analysis, t-test, One-way ANOVA, Correlation Analysis and Multiple Regression Analysis.

Results show that eustress, flow experience, and emotional exhaustion significantly influenced job satisfaction. In addition, the relationship between eustress and job satisfaction was found to be significantly mediation by flow experience. Lastly, the relationship between eustress and job satisfaction was found to be significantly mediation by emotional exhaustion. The key findings of this study will be discussed with suggestions offered for future study.

Keywords : Eustress, Flow Experience, Emotional Exhaustion, Job Satisfaction