

地方行政人員工作情境特性及行政人員人格特質 對其工作壓力知覺影響之研究 - 以苗栗縣為例

王耀德*，許桂蘭**

摘 要

本研究以問卷調查來探討地方行政人員所處機構的工作情境特性及行政人員的人格特質對其工作壓力知覺的影響。結果顯示機構派系化程度愈高、工作多樣化愈高、工作與民眾互動愈多，行政人員知覺的工作壓力愈大；行政人員的工作成長機會愈高、工作自主性愈高，其所知覺的工作壓力愈小；愈內控傾向、彈性愈高的行政人員其所知覺的工作壓力愈小；但自信心高者卻知覺較大的工作壓力。行政人員的人格特質對工作情境特性與行政人員的工作壓力知覺關係具有調節作用，行政人員彈性愈高時，派系化程度對壓力知覺的正向影響增強，但工作多樣化對壓力知覺的正向影響減弱；行政人員愈傾向外控時，工作多樣化對壓力知覺的正向影響增強。根據上述的發現，本研究對如何減少行政人員的工作壓力提出建議。

關鍵詞：地方行政人員、工作情境特性、人格特質、工作壓力知覺

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*University of Texas-Austin 企管博士；國立交通大學管理科學系副教授。

**國立交通大學管理科學系碩士；苗栗縣議會法制室主任。

A Study of the Effects of the Job-Situation Characteristics of Local Governmental Employees and the Employees' Personalities on Their Perceived Job Stress - Taking Miao-Li County as an Example

Yau-De Wang*, Kui-Lan Hsu**

Abstract

This study used questionnaire survey to explore the relationships between the local governmental employees' job-situation characteristics, personality traits, and level of perceived job stress. The results show that the employees' perceived job stress rose as the level of partisanship within the local government, the diversity of their work activity, and the level of their interaction with the public increased. Growth opportunities within their job and job autonomy reduced their perceived job stress. Having a personality characterized by an internal locus of control and a higher level of confidence lowered the level of the employees' perceived job stress; however, a higher level of confidence increased the employees' perceived stress. We also discovered that the employees' personality traits moderated the relationships between the characteristics of their jobs and their perceived stress. Under a higher level of personal flexibility, the effect of the level of partisanship on the perceived stress became greater; however,

the effect of the diversity of work activities on the perceived stress became smaller. When the employees' personalities were more externally controlled, the positive effect of diversity on the perceived job stress became stronger. Based on these findings, we propose a set of suggestions for reducing the public employees' job stress.

Key words: Local Governmental Employees, Job-Situation Characteristics, Personality Traits, Perceived Job Stress

- * Associate Professor, Department of Management Science, College of Management, National Chiao Tung University.
- ** Director, Office of Law and Regulation, Miao-Li County Council.