

中文摘要

本研究主要是研究員工之情緒商數、工作壓力、心理契約三個變項相互之間的關聯性；並嘗試進行了解及探討各構面間彼此的差異性與互動關係。

本研究以問卷調查的方式進行，樣本主要來自台北市金融產業之從業人員，共計發出問卷450份，實際回收420份，有效問卷387份，問卷有效回收率為86%。藉由SPSS 套裝軟體進行 T 檢定、變異數分析(ANOVA)、因素分析、信度分析、Pearson 相關分析及迴歸分析等統計方法來驗證本論文之假設。

結論如下：(1) 情緒商數越高，工作壓力的知覺程度越低。(2) 情緒商數越高，心理契約被滿足的程度越高(3) 工作壓力知覺程度較高，心理契約被滿足程度較低。藉此找出影響因素，以提升員工的情緒商數，降低工作壓力對心理契約的負面影響，進而冀望能提供策略人力資源管理建議以提昇組織績效上的貢獻。

關鍵字：情緒商數、工作壓力、心理契約、金融業

ABSTRACT

The purpose of this study is to investigate the relationship among the three variables: Emotional Quotient, Work Stress, and Psychological Contract. In addition, The study tries to find out the difference and the interaction among these three variables.

This study is based on sampling survey, which were sent to the staffs of the financial institutions in Taipei City. There were 450 copies of the questionnaires being sent. 420 copies were retrieved. Among them, 387 copies were valid. The effective retrieval rate was 86%. By using SPSS package software, T-test、ANOVA、factor analysis、Cronbach α 、Pearson relation, and regression analysis were processed to improve the hypotheses of this research.

The results are as follow: (1) The relationship between Emotional Quotient and Work Stress is negative; (2) The relationship between Emotional Quotient and

Psychological Contract is positive; (3) The relationship between Work Stress and Psychological Contract is negative. By finding the influencing factors, we can try to reduce the negative effects on Psychological Contract caused by Work Stress. Moreover, hope that the study would provide some contributions to the strategic human resource management to raise the organizational performance.

Key words : Emotional Quotient, Work Stress, Psychological Contract , Financial Industries

