

中文摘要

本研究目的，為探討台灣 Z 世代進入職場後對員工幸福感的潛在期待。以工作價值觀，透過心理契約中介，預測員工幸福感。並觀察心理契約與員工幸福感間是否存在濫用監督的干擾效果。關於員工幸福感，由代表心理幸福感的工作滿意度、代表生理幸福感的恢復需求及代表社會幸福感的組織情感承諾組成。共完成 319 份有效問卷。研究發現：工作價值觀正向影響心理契約，而心理契約對工作滿意度及組織情感承諾有正向影響，對恢復需求有負向影響。另外，亦發現心理契約在工作價值觀與工作滿意度/恢復需求/組織情感承諾之間有完全中介效果。並且，濫用監督對心理契約與工作滿意度及心理契約與恢復需求間之關係有干擾作用。研究結果顯示心理契約對出生於 1995 至 2010 年的 Z 世代在職場中，體驗員工幸福感強弱的重要性。然而，本研究也傳達了濫用監督會調節 Z 世代的員工幸福感強度。研究結果可供企業雇主與組織管理者，在面對新進職場 Z 世代時，掌握更簡捷的人力資源管理與組織管理關鍵方向。

關鍵詞：Z 世代、工作價值觀、心理契約、員工幸福感、濫用監督

Abstract

This research aims to investigate employee well-being expectations of Generation Z in Taiwan's workforce. It examines how work values influence employee well-being through the psychological contract and whether abusive supervision can moderate this relationship. Employee well-being is assessed via job satisfaction, need for recovery, and affective commitment. Results show work values positively impact the psychological contract, which positively affects job satisfaction and affective commitment but negatively impacts need for recovery. Work values entirely influence job satisfaction, need for recovery, and affective commitment through the psychological contract. Abusive supervision moderates the relationship between the psychological contract and both job satisfaction and need for recovery. These findings highlight the importance of psychological contract in determining employee well-being of Generation Z. Additionally, abusive supervision has a moderating effect on employee well-being intensity in this cohort. This research provides valuable insights for employers and supervisors to address the needs of Generation Z, enhancing human resource management and organizational governance strategies.

Key Words : Generation Z, Work Values, Psychological Contract, Employee Well-being, Abusive Supervision