

## 摘要

本研究探討辱罵式領導 (Abusive Supervision theory) 與心理壓力 (Psychological Distress theory) 和工作壓力 (Job Stress theory) 建立一個模式，利用此模式連結辱罵式領導 (Abusive Supervision) 與工作滿意度 (Job Satisfaction)、主管偏差行為 (Supervisor-directed Deviance)、組織偏差行為 (Organizational Deviance) 及離職意圖 (Turnover Intention)，並以情緒穩定性 (Emotional Stability) 調解。本研究以台灣正職員工為研究對象，共發放 300 份，有效樣本為 288 份。經各分析工具之結果顯示，辱罵式領導會正向影響心理壓力與工作壓力，且情緒穩定性會調解心理壓力與工作壓力。本研究也發現，心理壓力會完全中介辱罵式領導與主管偏差行為的關係；工作壓力會完全中介辱罵式領導與主管偏差行為的關係及辱罵式領導與離職意圖的關係，而工作壓力會部分中介工作滿意度。情緒穩定性會調解心理壓力與工作滿意度的關係；情緒穩定性也會調解工作壓力與工作滿意度的關係、工作壓力與主管偏差行為的關係、工作壓力與組織偏差行為的關係及工作壓力與離職意圖的關係。本研究依據實證結果提出學術面與管理面的意涵，並提出研究限制及建議。

**關鍵字：**辱罵式領導、心理壓力、工作壓力、工作滿意度、主管偏差行為、  
組織偏差行為、離職意圖、情緒穩定性

## **ABSTRACT**

This study examines the relationship between abusive supervision and job satisfaction, workplace deviance behavior (supervisor-directed deviance and organizational deviance) and turnover intention, by focusing on the mediating effect of job stress and psychological distress and the moderating effect of emotional stability. Data were obtained from 288 full-time employees of various industries of Taiwan enterprises. The results indicated that the positive affect between abusive supervision and job stress and psychological distress. Meanwhile, job stress mediated the relationship between abusive supervision and job satisfaction, supervisor-directed deviance, and turnover intention. For psychological distress, it just mediated the relationship between abusive supervision and supervisor-directed deviance. Furthermore, emotional stability moderates the relationships between job stress and job satisfaction, supervisor-directed deviance, organizational deviance and turnover intention. For psychological distress, emotional stability moderates the relationship between psychological distress and job satisfaction. Theoretical and the practical implications are discussed.

**Keywords: Abusive Supervision, Job Stress, Psychological Distress, Emotional Stability, Job Satisfaction, Supervisor-Directed Deviance, Organizational Deviance, Turnover Intention**