

摘要

當快速的經濟發展與社會進步，不可避免地帶來工作模式上的轉變。當工作時間越來越長，導致工作量增加、個人壓力與生活成本上升時，人們才開始意識到工作與生活之間的平衡，為了能有效減少工作與生活之間的衝突並改善其之間的平衡，彈性工作安排在世界變得越來越流行，因此也開始有學者會去針對彈性工作安排作學術探討。彈性工作安排透過賦予員工一定程度的工作自主權，允許員工自行決定在何時、何地、完成多少工作量，當自主性需求被滿足後，員工對工作的滿意度也會隨之增加。

每一種工作制度都會有優缺點，當然彈性工作安排也不例外，有著賦予員工一定程度上的工作自主權的優點，當然也會帶來一些缺點，例如：雖然員工的工作自主性提高了，但相對的員工對於某些工作的決策權也可能跟著變多，因為員工自己需要去決定與抉擇更多跟工作相關的事情，工作負擔反而不減反增。員工期望彈性工作安排的實施能使工作安排更順利，但實際情況是員工可能因此面臨更多工作上的決策，工作負擔反而更沉重，當期望大於實際報酬時，員工將對工作表示不滿意，並會透過減少努力、增加曠工以及降低工作效率來向主管或組織反應對工作的不滿。

根據上述討論，本研究提出，彈性工作安排可能會影響員工幸福感與員工工作忽視。本研究以彈性工作安排為主軸去探討實施彈性工作安排是否會透過組織尊重的中介效果提升員工幸福感；彈性工作安排是否會透過角色模糊的中介效果影響員工工作忽視；以及在溝通媒介的調節作用下，是否會影響角色模糊與員工工作忽視之間的關係，進行進一步探討與了解。

本研究回收有效樣本為 49 個工作團隊，共有 258 份進行後續分析。研究假設獲得支持，本研究結果顯示實施彈性工作安排會正向影響員工幸福感；組織尊重也會正向影響員工幸福感；當角色模糊的程度提高，員工工作忽視也會跟著提高；溝通媒介會調節角色模糊與員工工作忽視之間的關係。

關鍵詞：彈性工作安排、員工幸福感、員工工作忽視、組織尊重、角色模糊、溝通媒介

Abstract

When the rapid economic development and social progress, it will inevitably bring about changes in the working mode. When working hours are getting longer and longer, leading to increased workload, personal pressure and rising cost of living, people begin to realize the balance between work and life. In order to effectively reduce the conflict between work and life and improve The balance of flexible work arrangements has become more and more popular in the world, so some scholars have begun to conduct academic discussions on flexible work arrangements. By endowing employees with a certain degree of work autonomy, flexible work arrangements allow employees to decide when, where, and how much work to complete. When the autonomy needs are met, employees' job satisfaction will also increase.

Every work system has its advantages and disadvantages, and of course flexible work arrangements are no exception. It has the advantages of giving employees a certain degree of work autonomy, but of course it also brings some disadvantages. For example: although employees' work autonomy has improved, but Correspondingly, employees may also have more decision-making power for certain jobs, because employees themselves need to decide and choose more work-related things, and the workload will not decrease but increase. Employees expect that the implementation of flexible work arrangements will make work arrangements smoother, but the actual situation is that employees may face more work decisions, and the workload will be heavier. When expectations are greater than actual remuneration, employees will express dissatisfaction with their jobs. Work dissatisfaction can be reported to supervisors or the organization through reduced effort, increased absenteeism, and reduced productivity.

Based on the above discussion, this study proposes that flexible working arrangements may affect employee well-being and employee job neglect. This study focuses on flexible work arrangements to explore whether the implementation of flexible work arrangements

will improve employee well-being through the mediating effect of organizational respect; whether flexible working arrangements will affect employees' work neglect through the mediating effect of role ambiguity; and the moderating effect of communication media. Next, whether it will affect the relationship between role ambiguity and employee work neglect, further exploration and understanding.

In this study, 49 valid samples were collected from 49 working teams, and a total of 258 samples were used for follow-up analysis. The research hypothesis is supported. The results of this study show that the implementation of flexible working arrangements will positively affect employee well-being; organizational respect will also positively affect employee well-being; when the degree of role ambiguity increases, employee job neglect will also increase; communication media will moderate the relationship between role ambiguity and employee job neglect.

Key Words: flexible work arrangements, employee happiness, job neglect, organizational respect, role ambiguity, communication media