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授权氛围、心理授权氛围与员工的心理授权

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Empowerment climate, psychological empowerment climate and employee's psychological empowerment

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摘要

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摘要 本文作者在我国52个旅游企业进行了一次实证研究,同时检验企业层次变量(企业的支持型领导氛围、授权氛围、员工服务行为评估氛围)、部门层次变量(部门的支持型领导氛围、心理授权氛围)和员工层次变量(员工的角色负担过重、角色冲突、角色模糊)对员工心理授权的影响。多层次线性模型分析结果表明,企业和部门层次变量对员工心理授权都有显著的正向影响,员工的角色模糊对心理授权有显著的负向影响。此外,企业的授权氛围不仅会通过部门的心理授权氛围,间接影响员工的心理授权,而且会调节部门的支持型领导氛围对员工心理授权的影响,企业的支持型领导氛围会调节员工的角色负担过重对心理授权的影响,部门的支持型领导氛围会调节员工的角色冲突对心理授权的影响。

关键词: [支持型领导氛围](#) [授权氛围](#) [心理授权氛围](#) [员工心理授权](#) [员工角色压力](#) [多层次线性模型](#)

Abstract: An Empirical study of 52 tourism enterprises is conducted to investigate the impact of organizational level variables (organizational supportive leadership climate, empowerment climate, service behavior evaluation climate), departmental level variables (departmental supportive leadership climate and psychological empowerment climate), employee level variables (employee's role overload, role conflict and role ambiguity) on employee's psychological empowerment. The results of HLM analysis indicate that both organizational and departmental level variables have positive effects on employee's psychological empowerment, and the employee's role ambiguity has negative effect on the employee's psychological empowerment. In addition, the organizational empowerment climate

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has indirect effects on the employee's psychological empowerment through the departmental psychological empowerment climate, and regulates the relationship between departmental supportive leadership climate and employee's psychological empowerment. The organizational supportive leadership climate may regulate the relationship between employee's role overload and their psychological empowerment, and the departmental supportive leadership climate may regulate the relationship between employee's role conflict and their psychological empowerment.

Keywords: [supportive leadership climate](#) [empowerment climate](#) [psychological empowerment climate](#) [employee' s psychological empowerment](#) [employee' s role stress](#) [hierarchical linear modeling \(HLM\)](#)

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