ABSTRACT

In recent years, with rapid transition of organizational management environment, increasingly important is how to understand and coordinate members in an organization and continue keeping a positive and aggressive work value and organizational centripetal force. In fact, organizational justice or trust, job satisfaction and organizational citizenship behavior are the bases of organizational smooth operation. These four variables are research focuses in the study. Research framework and operational definition of every variable are constructed via relevant literature theories. Questionnaires are designed with workers in Taoyuan International Airport Co., Ltd. There are in total 209 valid questionnaires withdrawn. Data analysis is made and the relationship of every variable is verified via the statistic software SPSS 12.0 and AMOS 18.0. Following are the research conclusion. (1) Organizational justice has positively significant influence on trust. (2) Organizational justice has positively significant influence on job satisfaction. (3) Trust has positively significant influence on job satisfaction. (4) Job satisfaction has a positive and significant relationship between organizational citizenship behavior. Finally, pursuant to the research results, managerial implications are provided to administrators and the following research suggestions are made to the future researches in the field for reference.

Keywords: organizational justice、organizational trust、job satisfaction、organizational citizenship behavior

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