ABSTRACT
This research is aimed to discuss the relationship among the organizational level of high-performance human resource practices, service-oriented organizational citizenship behavior and organizational performance in terms of productivity and turnover rate, respectively. Meanwhile two interaction effects of the service-oriented organizational citizenship behavior, and business strategy and unemployment rate, respectively, on organizational performance are also discussed. A survey research was conducted using a sample from two groups of 168 human resource managers and line supervisors collected from 168 hotels in Taiwan, the effective questionnaire is 82 groups. The empirical results with hierarchical regression analysis found high-performance human resource practices is negatively related to turnover rate, high-performance human resource practices is positively related to productivity. The service-oriented organizational citizenship behavior has partially mediating effects on the relationship of high-performance human resource practices and organizational performance in terms of productivity. Business strategy has moderating effect of service-oriented organizational citizenship behaviors on organizational performance in terms of productivity. Unemployment rate has moderating effect of service-oriented organizational citizenship behaviors on organizational performance in terms of turnover rate.

Keywords : high-performance human resource practices, organizational citizenship behavior, organizational performance, business strategy, unemployment rate


