High-Performance Human Resource Practices, Organizational Citizenship Behavior, and Organizational Performance: The Mode

E-mail: 9806517@mail.dyu.edu.tw

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 person-organization fit, respectively, on organizational performance are also discussed. A survey research was conducted using a sample from three groups of 132 human resource managers, 132 line supervisors and 264 line staff collected from 132 hotels in Taiwan, the effective questionnaire is 69 groups.

The empirical results with hierarchical regression analysis found high-performance human resource practices is positively related to, high-performance human resource practices is negatively related to turnover rate. The service-oriented organizational citizenship behavior has partially mediating effects on the relationship of high-performance human resource practices and productivity, turnover rate, business strategy has negative moderating effect of service-oriented organizational citizenship behaviors and organizational performance in terms of productivity.

Keywords: high-performance human resource practices, organizational citizenship behavior, organizational Performance

Table of Contents

中文摘要 ..................... iii
英文摘要 ..................... iv
誌謝辭 ..................... v
内容目錄 ..................... vi
表目錄  ..................... viii
圖目錄 ..................... x

第一章 緒論................... 1
第一節 研究背景與動機............... 1
第二節 研究問題與目的............... 4
第三節 研究範圍............... 4

第二章 文獻探討................. 6
第一節 組織績效............... 6
第二節 高績效人力資源管理實務........ 11
第三節 服務導向組織公民行為......... 15
第四節 企業策略............... 21
第五節 個人與組織適配............... 22

第三章 研究方法................. 25
第一節 研究架構............... 25
第二節 研究假設............... 27
第三節 抽樣程序與樣本特性.......... 27
第四節 操作性定義及衡量工具......... 33
第五節 統計分析方法............. 39

第四章 資料分析與發現.............. 42
第一節 描述性統計分析............ 42
第二節 信度分析............... 45
第三節 相關分析............... 50
第四節 差異分析............... 56
第五節 迴歸分析與假設驗證.......... 62


In D. T. Hall & associates (Eds.), The career is dead: Long live the career: A relational approach to careers. San Francisco: Jossey-Bass.


South-Western College.


In D. T. Hall & associates (Eds.), The career is dead: Long live the career: A relational approach to careers. San Francisco: Jossey-Bass.


