A Study on Employees Perceived Support, Job Satisfaction, and Organizational Citizenship Behaviors

張靜文、李宗愷

E-mail: 9901240@mail.dyu.edu.tw

ABSTRACT
This study is to explore the influence of elementary school perceived employees' organizational support, perceived supervisors' support, and perceived coworkers' support, on the job satisfaction and organizational citizenship behaviors. Scales were revised and translated from overseas scholars' reorganization scales. And the young elementary school teachers were taken as the population. A survey by questionnaires was conducted with convenience sampling. A total of 500 questionnaires were issued and 411 valid questionnaires were returned. Data collected was analyzed using the SPSS 12.0 for descriptive statistics, letter analysis, Pearson product-moment correlation, and simple regression analysis; whereby the following results were obtained: 1. Among all the influences employees perceived support consciousness has on the job satisfaction- Employees perceived organizational support, perceived supervisors support have positively effect on the multifaceted job satisfaction, but not perceived supervisors support. 2. The job satisfaction has positive effect on the multifaceted organization citizenship behavior -organization, organization citizenship behavior-supervisor, and organization citizenship behavior-coworker. 3. Employees perceived support, job satisfaction, and organizational citizenship behaviors would reinforce each other mightily. Furthermore, job satisfaction has partial intermediary effect on the organizational citizenship behaviors. According to above results and analyses, conclusions and suggestions were provided as reference for educators and further studies.

Keywords: perceived supervisors support; job satisfaction; organizational citizenship behavior


Fisher, C. D.