

# 知覺組織支持、組織公民行為與工作績效之關係 - 權力距離與公平敏感度之調節效果

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## 摘要

以地區醫院102對主管部屬配對資料的跨部門樣本，來檢視內隱知識成為外顯知識的轉型醫療服務組織的新形式與角色。同時採用多重資料來源跨期研究法(員工評量知覺組織支持、權力距離、公平敏感度與組織公民行為，而主管評量工作績效)，分別在三個不同時間點予以測量，來檢驗權力距離與公平敏感度分別在知覺組織支持和員工工作產出(角色內的工作績效與角色外組織公民行為)關係的調節效果。研究發現權力距離和公平敏感度，改變了知覺組織支持對工作產出的關係。權力距離調節知覺組織支持和工作績效之間的關係，這種關係在個人的高權力距離呈現較強烈，而在公平敏感度調節知覺組織支持和組織公民行為之間的關係，這種關係在高公平敏感度群組(自私自利者)呈現較強烈。從實務觀點而言，醫療服務業以及健康照護等業界可採取相關具體措施來提升員工知覺的組織支持，以提高個人角色內的工作績效與組織公民行為的員工產出表現。

關鍵詞：知覺組織支持(perceived organizational support)，工作績效(job performance)，組織公民行為(organizational citizenship behavior)，權力距離(power distance)，公平敏感度(equity sensitivity)

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