

所有權、組織信任與組織公民行為關係之研究

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摘要

本研究旨在探討心理所有權對於員工組織信任的影響，以及其組織信任對心理所有權與組織公民行為關係之中介效果。在依變項「組織公民行為」中，分成三個子構面，分別為堅守本份行為、人際利他行為、組織公益行為，分別探討此三個構面對於自變項心理所有權之影響，以及「組織信任」是否具中介效果作用。本研究係以中華郵政員工為研究對象，採立意取樣方式發放問卷，受試者為中華郵政員工，與該員工的直屬主管，樣本採對偶方式，總計有654筆配對資料有效樣本。研究結果顯示，心理所有權對組織信任與組織公民行為三個子構面均有顯著正向影響，組織信任對組織公民行為亦有顯著正向影響，組織信任對於心理所有權與組織公民行為之關係會產生部分中介效果。

關鍵詞：組織信任、心理所有權、組織公民行

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