

A Study of the Relationships among Psychological Ownership, Organizational Trust and Organizational Citizenship Behavior

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ABSTRACT

The purpose of this study is to probe into the influence of psychological ownership on organizational trust, as well as the intermediary result of the organization trust and the relationship between psychological ownership and organizational citizenship behavior. In dependent variable “ the organization citizenship behavior, ” there are three structures: the in-role behavior, the individual-targeted organizational citizenship behavior, the organizational-targeted organizational citizenship behavior. We would respectively probe into the influence of this three structures on independent variable, “ psychological ownership, ” and whether the intermediary parameter “ organizational trust ” has the function of intermediary result. The research method of this study is to use the purposive sampling method to conduct a survey with structured questionnaires in the Chunghwa Post. The participants of this survey are some personnel of Chunghwa Post and their direct superintendent, and the questionnaires of each set of samples are matched. The total number of valid sets of questionnaires is 654, and those questionnaires are retrieved for further analysis. The result of study shows that psychological ownership has a positive significant influence on both organizational trust and organizational citizenship behavior (all of the three structures), organizational trust has a positive significant influence on organizational citizenship behavior, and organizational trust and the relationship between psychological ownership and organizational citizenship behavior would have some intermediary result.

Keywords : organizational trust、 psychological ownership、 organizational citizenship behavior

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