

群體凝聚力對組織公民行為影響之研究

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摘要

近年來，由於知識的分工越趨細膩，企業為結合不同所學的員工，紛紛以群體作為組織結構的基礎，組成跨功能的團隊以完成組織所賦予的工作。在團隊相處的過程中，員工為了在團體裡維持良好關係，需藉著互惠的形式，形成同事間組織公民行為的關係。員工之群體凝聚力、組織認同與組織公民行為之間的關係，尚未能由既有文獻加以解釋，因此，本研究的目的是釐清群體凝聚力與組織公民行為之間的關係。為純化此二變項之關係，本研究進一步控制工作滿意、工作投入、性別等變項，並以組織認同為中介變項，藉以釐清自變項與因變項間之關係型態。本研究採用問卷調查法，有效問卷計238份，以SPSS 18.0統計軟體，進行敘述性統計分析、皮爾森相關、迴歸分析等資料分析，研究結果顯示：一、群體凝聚力與組織公民行為呈顯著正向關係。二、群體凝聚力與組織認同呈顯著正向關係。三、組織認同與組織公民行為呈顯著正向關係。四、組織認同對於群體凝聚力與組織公民行為具有中介效果。最後本研究依據建立之架構及實證結果，提出若干管理實務之意涵及後續研究之建議。

關鍵詞：群體凝聚力、組織公民行為、組織認同

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