

從社會交換理論觀點探討組織信任、組織認同與人力資源績效之關係

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摘要

本研究主要探討組織信任、組織認同與人力資源績效之關聯性，並且應用社會交換理論加以解釋及闡述。現今商業環境中，企業要維持競爭優勢並且成功達成組織的目標及公司的利潤最大化，均會積極的提升公司的人力資源績效。人力資源績效的提升可透過組織認同與組織信任來達成，且透過社會交換理論可以解釋三者之間的關係，並探討組織認同在組織信任與人力資源績效之間的中介效果。在組織研究中，許多探討績效領域中多以信任為核心構念來加以探討。員工對組織的信任可提升企業的生產力並使企業因此獲得更多的競爭優勢。而組織成員因信任產生之組織認同，亦對人力資源績效影響甚大。在這些相互影響的關係中存在著或多或少的交換關係。因此，社會交換理論扮演著解釋這些現象的角色。本研究目的著重了解組織信任、組織認同與人力資源績效之關係，以及組織認同之中介效果。本研究應用問卷調查法來收集資料，以國內服務業2240家企業為母體進行抽樣，共計獲得214份的樣本資料，進行資料分析。研究結果發現，組織信任對人力資源績效具有顯著性影響，組織信任對組織認同有正向影響，組織認同對人力資源績效具有顯著性影響，組織認同在組織信任與人力資源績效之間具有中介效果。本研究之發現對學術以及企業界具有相當的意涵，此外，對未來研究建議及本研究相關限制均在論文中加以探討。

關鍵詞：組織信任、組織認同、人力資源績效、社會交換理論

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