

The relationships between organizational trust, organizational identification, and human resource performance

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ABSTRACT

This study was focused on organizational trust, trust identification and human resource performance as well as using the social exchange theory to explain those relationships. In today's business environment, enterprises realize that they need to maintain competitive advantage, successfully achieve organizational goals, and maximize the company's profits by enhancing the company's human resource performance. The improvement of human resource performance can be attained through the recognition of organizational identification and trust. In addition, social exchange theory can perfectly explain those relationships. In organizational research, many study related to performance consider the concept of trust a core construct to explore the association between trust and performance. Employee's trust in the organization can their productivity and the compant's competitive advantage. Employee's trust in organization will generate their member identification which has a profound effect on the performance of human resource. The interactions among those constructs in this study exist more or less exchange relations, and the social exchange theory plays a role to explain these phenomena. This study aims to understand the relationships between organizational trust, organizational identification, and human resource performance as well as the mediating effect of organizational identification. In this study, a questionnaire survey method was used to collect data from the population of 2240 domestic companies. A total of 214 individual samples were obtained for data analysis in this study. The results showed that trust in the organization has a significant impact on human resource performance; organizational trust has a positive impact on organizational identification; organizational identification has a significant impact on human resource performance; organizational identification mediates the relationship between organizational trust and human resource performance. This study provides important implications for the academics and the businesses. In addition, recommendations for future research and limitations of this study are discussed in this study.

Keywords : Organizational trust、 Organizational identification、 Human resource performance、 Social exchange theory

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