

# 價值契合度、知覺組織支持與工作績效-工作投入的中介效果

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## 摘要

本研究目的為檢視從事即時性任務時的員工，其價值契合度與知覺組織支持是否透過工作投入、內在動機、工作涉入，分別影響任務績效與組織公民行為。本研究以警察人員為研究對象，針對六家警察局發出主管及員工兩種問卷，共回收167組主管與員工配對問卷，以主管與所屬員工配對評估員工的行為(主管評量員工的任務績效與組織公民行為，員工自評價值契合度、知覺組織支持、工作投入、內在動機與工作涉入)，以兩種來源進行量測，以降低單一來源偏誤的可能性。研究模型採迴歸分析併用驗證分析法加以評估，結果顯示：(1)價值契合度與知覺組織支持分別對任務績效皆無顯著影響；(2)價值契合度與知覺組織支持分別對組織公民行為皆具有顯著正向影響；(3)工作投入、內在動機與工作涉入分別對價值契合度與任務績效皆不具中介效果；(4)工作投入、內在動機與工作涉入分別對價值契合度與組織公民行為皆具完全中介效果；(5)工作投入、內在動機與工作涉入分別對知覺組織支持與任務績效皆不具中介效果；(6)工作投入、內在動機與工作涉入分別對知覺組織支持與組織公民行為皆具完全中介效果。

關鍵詞：價值契合度、知覺組織支持、工作投入、任務績效、組織公民行為

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