

驅動知覺組織支持、核心自我評價對工作績效 = Driving Perceived Organizational Support, Core Self : 工作參與為中介效果

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摘要

本研究發探討知覺組織支持、核心自我評價對工作績效的直接效果，同時驗證工作投入、工作滿意、內在動機是否在直接效果中，扮演著中介角色。本研究以全台灣39家消防隊181對主管部屬配對資料作為跨部門樣本，同時採用多重資料來源跨期研究法(消防員評量知覺組織支持、核心自我評價、工作投入、工作滿意、內在動機，而直屬主管評量任務績效與組織公民行為)分別在兩個不同時間點予以測量，來檢驗工作投入、工作滿意與內在動機分別在知覺組織支持/核心自我評價和工作績效關係的中介效果。本研究採階層迴歸模式進行分析。結果發現，知覺組織支持、核心自我評價分別對任務績效、組織公民行為的四種直接效果正向地顯現出來。知覺組織支持透過工作投入、工作滿意、內在動機對任務績效產生中介效果，同時亦透過工作投入對組織公民行為產生影響；核心自我評價透過工作投入、內在動機對任務績效產生影響，亦透過前三種中介變項對組織公民行為具中介效果。針對上述發現，本研究就管理與實務兩方面提出建議。

關鍵詞：知覺組織支持、核心自我評價、工作投入

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