

觀光飯店員工知覺組織支持、員工能力、工作滿足、與組織承諾之關聯研究:以接待大陸觀光客為例

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摘要

隨著臺灣觀光業蓬勃發展，顯示觀光產業中觀光飯店是個極有發展潛力的行業。而觀光飯店員工是組織經營成敗的關鍵之一。能夠留住優秀人才，是組織經營一大助力。經文獻探討中發現，知覺組織支持對組織承諾各構面之關係呈現不一致；因此，本研究以知覺組織支持、員工能力、工作滿足及組織承諾為研究架構，驗證四者之相關變項及其關連性之研究，並以觀光飯店員工為調查對象，隨機抽樣問卷調查，發出600份問卷，實得有效樣本222份，運用描述性統計分析、信度與效度分析、差異性檢定、Pearson相關分析、結構方程式模型分析進行資料分析。研究結果發現：（一）知覺組織支持可透過員工能力提升組織承諾；（二）知覺組織支持可透過工作滿足提升組織承諾；（三）知覺組織支持可透過員工能力、工作滿足提升組織承諾。最後，針對本研究驗證結果提出相關討論與建議。

關鍵詞：知覺組織支持、員工能力、工作滿足、組織承諾

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