

# 組織文化、組織變革、工作滿意度與組織承諾關聯性之研究

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## 摘要

桃園國際機場為我國空運的首要門戶，為符合世界潮流，增加其競爭力，交通部及民航局積極參考世界先進機場管理型態。透過公司化組織型態進行相關的建設和管理，以提升機場經營效率。因此，在桃園機場變革過程中，員工對於組織文化、組織變革、工作滿意度及組織承諾關聯性之研究，是值得探討的問題。本研究根據相關文獻，擬定研究架構，提出相關假設，以及各變數之操作行定義，並設計問卷。以桃園機場員工為樣本對象，總計收回樣本數243份，運用統計軟體SPSS12.0及AMOS18.0進行資料分析，以驗證各變數間之關係。結果顯示組織變革對工作滿意度與組織承諾有顯著正向影響，工作滿意度對組織承諾亦有正向影響；組織文化對組織變革有正向影響，然而對工作滿意度及組織承諾卻無顯著直接關係。由前述中得知，企業在進行變革計畫時，若能強化公司組織文化，提昇員工變革認知及工作滿意度，此時員工必將對組織產生高度認同與忠誠，進而達成組織變革真正的目的。

關鍵詞：組織文化、組織變革、工作滿意度、組織承諾

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