

組織公平、工作耗竭、工作滿意度與組織承諾關係之研究

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摘要

為提升國家形象，政府將中正機場改制為台灣桃園國際機場股份有限公司後，期以民營化方式經營，提升組織績效；但在相關福利制度改變過後，員工是否認同公司目標、對工作績效方面能否有所提升，仍待考證，故本研究旨在利用此案例探討員工組織公平、工作耗竭、工作滿意度與組織承諾之間的影響。根據相關文獻進行探討，建立統計研究架構，以及各變數間之操作型定義，並設計問卷，本研究以桃園國際機場股份有限公司員工為樣本及問卷調查對象，總計回收有效樣本及問卷共211份，並運用統計軟體SPSS18.0及AMOS6.0進行問卷之統計資料分析及驗證各變數之間的關係。統計資料分析結果及本研究結論為組織公平對工作滿意度有顯著正向影響，工作滿意度對工作耗竭有顯著負向影響；工作滿意度對組織承諾有顯著正向影響；工作耗竭對組織承諾有顯著負向影響。最後，本研究結果提出學術及實務上的管理蘊涵，並提供未來深入研究之建議。

關鍵詞：組織公平、工作耗竭、工作滿意度、組織承諾

目錄

目錄	封面內頁	簽名頁	中文摘要	iii	英文摘要	ix
		iv	誌謝		vi	目錄
		vii	圖目錄		ix	表目錄
		x	第一章 緒論		1	第一節
節	研究背景與動機	1	第二節 研究目的		2	第三節
	研究流程	3	第二章 文獻探討		5	第一節
	組織公平	5	第二節 工作耗竭		14	第三節
	工作滿意度	23	第四節 組織承諾		28	第五節 各變
數間的相關研究		33	第三章 研究方法		48	第一節
節	研究架構	48	第二節 研究假設		48	第三節
	變數操作性定義與衡量	49	第四節 問卷與抽樣設計		55	第五節
統計分析方法		58	第四章 實證分析		63	第一節
樣本資料分析		63	第二節 變數基本資料敘述統計分析		65	第三節 驗
證性因素分析		69	第四節 信度與效度		83	第五節 整體結
構模型驗證		85	第六節 討論		90	第五章 結論與建議
		98	第一節 研究結論		98	第二節 管理意
涵		99	第三節 研究限制與後續研究建議		101	參考文獻
		104	附錄 問卷		136	

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