

組織公平、信任、工作滿意度與組織公民行為關係之研究

羅翊瑄、曾耀煌

E-mail: 365848@mail.dyu.edu.tw

摘要

近年來，由於組織經營的環境體系變遷迅速，如何了解並協助組織中的成員，持續保有正面積極的工作價值觀與組織向心力日顯重要。事實上，不論是組織公平或是信任、工作滿意度、組織公民行為都是組織得以順利運作之基礎，本研究將以此四變項作為本研究研究之焦點。本研究首先透過相關文獻理論，建構出研究架構，以及各變數之操作型定義，並以桃園機場公司工作者為對象設計問卷，總計回收有效問卷共209份，透過統計軟體SPSS12.0及AMOS18.0軟體進行資料分析並驗證各變數的關係。本研究結論為：(1)組織公平對信任具有正向顯著關係；(2)組織公平對工作滿意度具有正向顯著關係；(3)信任對工作滿意度具有正向顯著關係；(4)工作滿意度對組織公民行為具有顯著的正向關係。最後，根據研究的結果，對管理者提供管理意涵以及未來此領域的研究提出後續研究建議以茲參考。

關鍵詞：組織公平、信任、工作滿意度、組織公民行為

目錄

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