# The Effects of Organizational Climate on Employee Creativity - Self-Efficacy and Employee Well-Being as Mediators: 以自

## 梁瑞芸、魏志雄

E-mail: 365852@mail.dyu.edu.tw

#### **ABSTRACT**

The purpose of the research is to explore the relationships among the organizational climate, self-efficacy, employee well-being, and employee creativity. It further varifies the mediating effects of self-efficacy and employee well-being between organizational climate and employee creativity. In this study, principal insurance practitioners were recruited as the research subjects. Through purposive sampling, a total of 490 questionnaires were sent out, and 376 valid questionnaires were retrived. The valid re-sponse rate is 76.7%. The results showed that: (1) there is no significant relationship between organizational climate and employee creativity; (2) there is a significant posi-tive relationship between organizational climate and self-efficacy; (3) there is a signifi-cant positive relationship between self-efficacy and employee creativity; (4) there is a significant positive relationship between organizational climate and employee well-being and employee creativity; (6) self-efficacy has mediating effects between organizational climate and employee creativity; (7) employee well-being has mediating effects between organizational climate and employee creativity. In the end of this study, management practices and recommendations are proposed.

Keywords: Organizational Climate、Self-Efficacy、Employee Well-Being、Employee Creativity

### **Table of Contents**

封面內	頁																				
簽名頁																					
中文摘	要																				iii
英文摘	要																				i٧
誌謝辭																					٧
內容目	錄																				vi
圖目錄																					vii
表目錄																					ix
第一章		緒	論																		1
第	一節	i		研	究	背	景	與	動	機											1
第	二節	i		研	究	問	題	與	目	的											4
第二章		文	獻	探	討																6
第	一節	i		組	織	氣	候														6
第	二節	i																			11
第三節	自我	妏	能	į.													1	6			
第四節	員Ⅰ	幸_	福	感	ξ.												2	2			
第五節	變數	間	之	嫪	係	與	倨	嗀									2	7			
第三章		研:	究	方	法																36
第	一節																				36
第	二節	i		樣	本	與	資	料	收	集											37
第三節	變數	婝	,義	與	衡	量	ŀΙ	具									3	8			
第四節	資料	扮	析	方	法	: .											4	4			
第四章		資:	料	分	析	與	結	果													46
第	一節	i		紋	述	性	統	計	分	析											46
第	二節	i		信	效	度	分	析													52
第三節	相關	引分	·析	ŕ.													6	0			
第四節	迴歸	引	析	ŕ.													6	2			
第五節																			66	;	

第六節		研乳	で で で で で で で で で で で で で で で で で で で	没約	果	彙	整								67	7	
第五章		結訂	魚與?	建請	隻.												68
第	一節	j	研:	究紅	謞												68
第	二節	j	管:	理實	務	之	意	涵									71
第三節	研乳	꽪	制與	建詞	義 .								7	3			
參考文	獻.																74
附錄	石	肝究肝	問卷													9	0

#### REFERENCES

參考文獻 一、中文部份 1111人力銀行(2011) , 上班族幸福企業調查[線上資料] , 來源:

http://news.cnyes.com/Content/20110707/KDXYH6QLLR2ER.shtml [2011, July 7]。 Zhou, J., and Shalley, C. E. (2010), 組織創造力研究 全書(魏昕譯),北京:北京大學出版社。 沈明權(1999),個人特質、組織特性與組織創新之研究,國立中央大學人力資源管理研究所未出 版之碩士論文。 周曉虹(1995), 社會學習理論,台北:桂冠圖書公司。 林正峰(2007, January 22),不丹—最快樂的窮國,商業週刊 ,1(1000),2-11。 許士軍(1972),有關黎史二氏「組織氣候」尺度在我國企業機構之適用性之探討,國立政治大學學報,26,103-138。 許士軍(1990),管理學,台北:東華書局。 陸洛(1998),中國人幸福感之內涵、測量及相關因素探討,國家科學委員會研究彙刊,8 , 115-137。 梁進龍(2003), 「職場友誼與員工創造力關係之研究」, 中國文化大學國際企業管理研究所未出版之博士論文。 莊雅 茜(2010),領導風格、組織特性與員工創造力關係之研究,南台科技大學人力資源管理研究所未出版之碩士論文。 張寶誠(2011, June 6) ,提升員工幸福感,經濟日報(台北), 3版。 黃郁文(1994), 自我效能概念及其與學業成就表現之關係, 諮商與輔導, 106, 39-41。 黃荷 婷(2003),研發團隊成員目標導向與創新行為、創新績效 - 自我效能與集體效能的中介效果,東吳大學企業管理學系未出版之碩士論文 。 黃致凱(2004),組織創新氣候知覺、個人創新行為、自我效能知覺與問題解決型態關係之研究 以銀行業為研究對象,國立中山大 學人力資源管理研究所未出版之碩士論文。 鼓勵創意,3M激發員工潛能(2009, May 11),經濟日報(台北),2版。 趙惠玉(1999),國際 觀光旅館工作標準化與員工工作滿意度關係之研究,私立中國文化大學觀光事業研究所未出版之碩士論文。 蔡啟通(1997),組織因素、 組織成員整體創造性與組織創新之關係,國立台灣大學商學研究所未出版之博士論文。 二、英文部份 Abbey, A., & Dickson, J. W. (1983). R&D work climate and innovation in semiconductors. Academy of Management Journal, 26(2), 362-368. Afuah, A. (2003). Innovation Management: Strategies, Implementation and Profits, (2nd ed.). Oxford University Press. Al-Shammari, M. M. (1992). Organizational Climate. Leadership & Organization Development Journal, 13(6), 30-32. Albrecht K., & Albrecht, S. (1987). The creative corporation. Illinois: Dow Jones-Irwin. Amabile, T. M. (1983). The social psychology of creativity: A componential conceptualization. Journal of Personality and Social Psychology, 45(2), 357-376. Amabile, T. M. (1988). A model of creativity and innovation in organizations. Research in Organizational Behavior, 10, 123-167. Amabile, T. M. (1997). Motivating creativity in organizations: On doing what you love and loving what you do. California Management Review, 40(1), 39-58. Amabile, T. M., Hill, K. G., Hennessey, B. A., & Tighe, E. M. (1994). The Work Preference Inventory: Assessing Intrinsic and Extrinsic Motivational Orientations. Journal of Personality and Social Psychology, 66(5), 950-967. Amabile, T. M., Conti, R., Coon, H., Lazenby, J., & Herron, M. (1996), Assessing the work environment for creativity, Academy of Management Journal, 39(5), 1154-1184. Andersson, L. M., & Bateman, T. S. (1997). Cynicism in the workplace: Some causes and effect. Journal of Organizational Behavior, 18(5), 449-469. Andrews, F. M., & Withey, S. B. (1976). Social indicators of well-being. New York: Plenum. Argyle, M. (1987). The psychology of happiness. London and New York: Routedge. Bakker, A. B., & Oerlemans, W. (2011). Subjective well-being in organizations. Cameron KS and Spreitzer GM (eds) The Oxford Handbook of Positive Organizational Scholarship. New York: Oxford University Press, 178-189. Bandura, A. (1977). Self-efficacy: Toward a unifying theory of behavioral change. Psychological Review, 84(2), 191-215. Bandura, A. (1982). Self-efficacy mechanism in human Agency. American Psychologist, 37(2), 122-147. Bandura, A. (1986). Social foundations of thought and action: A social cognitive theory. Englewood Cliffs, NJ: Prentice-Hall. Bandura, A. (1997). Self-efficacy: The exercise of control. New York: W. H. Freeman. Belsley, D. A., Kuh, E. & Welsch, R. E. (1980). Regression Diagnostics. New York: Wiley. Boehm, J. K., Lyubomirsky, S., & Sheldon, K. M. (2008). Spicing up kindness: The role of variety in the effects of practicing kindness on improvements in mood, happiness, and self-evaluations. Manuscript in preparation. Busch, T. (1995). Gender differences in self-efficacy and attitudes toward computers. Journal of Educational Computation Research, 12(2), 147-158. Campbell, J. J., Dunnette, M. D., Lawler, E. E., & Weick, K. E. (1970). Managerial Behavior, Performance and Effectiveness. New York: McGraw-Hill. Collins, M. A., & Amabile, T. M. (1999). Motivation and creativity. In R. J. Sternberg (Ed.), Handbook of creativity. Cambridge, UK: Cambridge University Press, 297-312. Cummings, A., & Oldham, G. R. (1997). Enhancing creativity: Managing work contexts for the high potential employee. California Management Review, 40(1), 22-38. Davis, D. (1986). Technological innovation and organizational change. Management Technological Innovation, San Francisco, CA:Jossey-Bass. Delcourt, M. A. B., & Kinzie, M. B. (1993). Computer technologies in teacher education: The measurement of attitudes and self-efficacy. Journal or Research and Development in Education, 27(1), 35-41. Dessler, G. (1976). Organization amd management: a contingency approach. Enlewood Geiffs, NJ: Prentice-Hall. Diener, E. (1984). Subjective well-being. Psychological Bulletin, 93, 542-575. Diener, E., Oishi, S., & Lucas, R. E. (2009). Oxford Handbook of Positive Psychology. New York: Oxford University Press. Diener, E., Suh, E. M., Lucas, R. E., & Smith, H. L. (1999). Subjective well-being: Three decades of progress. Psychological Bulletin, 125(2), 276-302. Efraty, D., Sirgy, M. J., & Claiborne, C. B. (1991). The effects of personal alienation on organizational

identification: A quality-of-work life model. Journal of Business and Psychology, 6(1), 57-78. Eisenberger, R., & Rhoades, L. (2001). Incremental effects of reward on creativity. Journal of Personality and Social Psychology, 81(4), 728-741. Eisenberger, R., & Shanock, L. (2003). Rewards, Intrinsic Motivation, and Creativity: A Case Study of Conceptual and Methodological Isolation. Creativity Research Journal, 15(2-3), 121-130. Ford, C. M. (1996). A theory of individual creative action in multiple social domains. Academy of Management Review, 21(4), 1112-1142. Gaski, J. F. (1986). Interrelations among a channel entity's power sources: Impact of the exercise of reward and coercion on expert, referent and legitimate power sources. Journal of Marketing Research, 23(1), 62-77. Gist, M. E., & Mitchell, T. R. (1992). Self-efficacy: A theoretical analysis of its determinants and malleability. Academy of Management Review, 17(2), 183-211. Gist, M. E., Catherine, S., & Benson, R. (1989). Effects of Alternative Training Methods on Self-Efficacy and Performance in Computer Software Training, Journal of Applied Psychology, 74 (6), 884-891. Gong, Y., Huang, J. C., & Farh, J. L. (2009). Employee Learning Orientation, Transformational Leadership, And Employee Creativity: The Mediating Role of Employee Creative Self-Efficacy. Academy of Management Journal, 52(4), 765-778. Greenhaus, J. H., Bedian, A. G., & Mossholder, K. W. (1987). Work experiences, job performances, and feelings of personal and family well-being. Journal of Vocational Behavior, 31(2), 200-215. Guilford, J. P. (1950). Creativity. American Psychologist, 5, 444-454. Hair, J. F., Anderson, R. E., Tatham, R. L., & Black, W. C. (1998). Multivariate data analysis. Prentice-Hall, Inc, New Jersey. Halpin, A. W., & Croft, D. B. (1966). The organizational climate of schools. In A. W. Halpin(Eds.), Theory and research in administration, NY: The Macmillan Company, 106-151. Hirt, E. R., Levine, G. M., McDonald, H. E., & Melton, R. J. (1997). The Role of Mood in Quantitative and Qualitative Aspects of Performance: Single or Multiple Mechanisms? Journal of Experimental Social Psychology, 33, 602-629. James, L. R., James, L. A., & Ashe, D. K. (1990). The meaning of organizations: The role of cognition and values. In B. Schneider (Ed.), Organizational climate and culture. San Francisco: Jossey-Bass. Kaiser, H. F. (1974), Little jiffy, Mark IV. Educational and Psychological Measurement, 34(1), 111-117. Kanji, G. K., & Chopra, P. K. (2009). Psychosocial system for work well-being: On measuring work stress by causal pathway. Total Quality Management and Business Excellence, 20(5), 563-580. Kerlinger, F. N.(1986). Foundations of Behavioral Research. Holt, Rinehart and Winston, Inc., New York. Latham, G. P., Winters, D. C. & Locke, E. A. (1994). Cognitive and motivational effects of participation: a mediator study, Journal of Organizational Behavior, 15(1), 49-63. Layard, R. (2006). Happiness: Lessons from a new science. New York: Penguin. Lewin, K. (1951). Field theory in social science. New York: Harper & Bros. Co. Litwin, G. H., & Stringer, R. A. (1968). Motivation and organizational climate, Division of Research, Graduate School of Business Administration, Boston: Harvard University, Lu, L. (2006). Cultural fit: Individual and societal discrepancies in values, beliefs and SWB. The Journal of Social Psychology, 146(2), 203-221. Madjar, N., Oldham, G., & Pratt, M. G. (2002). There's no place like home? The contributions of work and nonwork creativity support to employees' creative performance. Academy of Management Journal, 45(4), 757-767. March, J., & Simon, H. (1958). Organizations. New York: Wiley, Maslow, A. H. (1968), Toward a Psychology of Being, Princeton: Van Nostrand, Mumford, M. D., & Gustafson, S. (1988), Creativity syndrome: Integration, application, and innovation. Psychological Bulletin, 103(1), 27-43. Mumford, M. D., & Simonton, D. K. (1997). Creativity in the Workplace: People, Problems, and Structures. Journal of Creative Behavior, 31(1), 1-6. Nunnally, J. C., & Bernstein, I. (1994). Psychometric theory (3rd ed.). New York: McGraw-Hill. Oldham, G. R., & Cummings, A. (1996). Employee creativity: Personal and contextual factors at work. Academy of Management Journal, 39(3), 607-634. Ouweneel, E., Blanc, P. M., Schaufeli, W. B., & Wijhe, C. I. (2012). Good morning, good day: A diary study on positive emotions, hope, and work engagement. Human Relations, 65(9), 1129-1154. Parker, C. P., Baltes, B. B., & Christiansen, N. D. (1997). Support for affirmative action, just perceptions, and work Attitudes: A study of gender and racial-ethnic group differences, Journal of Applied Psychology, 82(3), 376-389. Podsakoff, P. M., Mackenzie, S. B., Lee, J. Y., & Podsakoff, N. P. (2003). Common method biases in behavioral research: A critical review of the literature and recommended remedies. Journal of Applied Psychology, 88(5), 879-903. Porter, M. E. (1990). The competitive advantage of nations. Harvard Business Review, 68(1), 73-79. Rasulzada, F., & Dackert, I. (2009). Organizational creativity and innovation in relation to psychological well-being and organizational factors. Creativity Research Journal, 21(2-3), 191-198. Redmond, M. R., Mumford, M. D., & Richard, T. (1993). Putting creativity to work: Effects of leader behavior on subordinate creativity. Organizational Behavior and Human Decision Processes, 55(1), 120-151. Rhodes, M. (1961). An Analysis of Creativity, In S. G. Isaksen(ed.). Frontiers of Creativity Research, Bearly Limited, New York. Riggs, M. L., Warka, J., Babasa, B., Betancourt, R., & Hooker, S. (1994). Development and validation of self-efficacy and outcome expectancy scales for job-related applications. Educational and Psychological Measurement, 54(3), 793-802. Sarvimi, A., & Stenbock-Hult, B. (2000). Quality of life in old age described as a sense of well-being meaning and value. Journal of Advanced Nursing, 32(4), 1025-1033. Schein, E. H. (1985). Organizational culture and leadership: A dynamic view. San Francisco, CA: Jossey-Bass. Schneider, B. (1990). The climate for service: an application of the climate construct. In B.Schneider (Ed.). Organizational climate and culture. San Francisco, CA: Jossey-Bass, 383-412. Schulte, P., & Vainio, H. (2010). Well-being at work-overview and perspective. Scand J Work Environ Health, 36(5), 422-429. Schunk, D. H. (1984). Self-Efficacy Perspective on Achievement Behavior. Educational Psychology, 19(1), 48-58. Scott, S. G., & Bruce, R. A. (1994). Determinants of innovative behavior: A path model of individual innovation in the workplace. Academy of Management Journal, 37(3), 580-607. Shalley, C. E. (1995). Effects of coation, expected evaluation, and goal setting on creativity and productivity. Academy of Management Journal, 38(2), 483-503. Shalley, C. E., & Oldham, G. R. (1997). Competition and creative performance: Effects of competitor presence and visibility. Creativity Research Journal, 10(4), 337-345. Shalley, C. E., & Gilson, L. L. (2004). What leaders need to know: A review of social and contextual factors that can foster or hinder creativity. Leadership Quarterly, 15(1), 33-53. Shalley, C. E., Gilson, L. L., & Blum, T. C. (2000). Matching Creativity Requirements and the Work Environment: Effects on Satisfaction and Intentions to Leave. Academy of Management Journal, 43(2), 215-223. Shalley, C. E., Zhou, J., & Oldham, G. R. (2004). The effects of personal and contextual characteristics on creativity: Where should

we go from there? Journal of Management, 30(6), 933-958. Shrout, P. E., and Bolger, N. (2002). Mediation in Experimental and Nonexperimental Studies: New Procedures and Recommendations. Psychological Methods, 7(4), 422-445. Simonton, D. K. (1975). Sociocultural context of individual creativity: A Tran historical time series analysis. Journal of Personality and Social Psychology, 32, 1119-1132. Sobel, M. E. (1982). Asymptotic confidence intervals for indirect effects in structural equation models. Sociological methodology, San Francisco: Jossey-Bass. Sopow, E. (2006). The impact of culture and climate on change programs. Strategic Communication Management, 10(6), 14-17. Starko, A. J. (1995). Creativity in the classroom. White Plains, N.Y.: Longman Publishers. Staw, B. M. (1984). Organizational behavior: A review and reformulation of the field's outcome variables. In M. R. Rosenzweig & L. W. Porter [Eds.), Annual review of psychology, vol. 35: 627-666. Palo Alto, CA: Annual Reviews. Sternberg, R. J. (1988). A Three-Facet Model of Creativity. In R. J. Sternberg(Ed), The Nature of Creativity. New York: McGraw-Hill. Sternberg, R. J., & Lubart, T. I. (1995). Defying the crowd: cultivationg creativity in a culture of conformity. New York: Free Press. Stone, M. J., & Kozma, A. (1985). Structural relationships among happiness scales: A second order factorial study. Social Indictors Research, 17(1), 19-28. Svyantek, D. J., & Bott, J. P. (2004). Organizational culture and organizational climate measures: an integrative review. In J. C. Thomas (Ed.), Comprehensive handbook of psychological assessment: Industrial and organizational assessment, 4, Hoboken, NJ: Wiley, 507-524. Taguri, R., & Litwin, G. H. (1968), Organizational Climate: Explorations of Concept. Boston: Graduate School of Business Administration, Harvard University. Taris, T. W., & Schreurs, P. J. G. (2009). Well-being and organizational performance: An organizational-level test of the happy-productive worker hypothesis. Work and Stress, 23(2), 120-136. Tierney, P., & Farmer, S. M. (2002). Creative self-efficacy: Its potential antecedents and 23 relationship to creative performance. Academy of Management Journal, 45(6), 1137-1148. Tierney, P., Farmer, S. M., & Graen, G. B. (1999). An examination of leadship and employee creativity: The relevance of traits and relationships. Personnel Psychology, 52(3), 591-620. Torrance, E. P. (1974). The torance test of creative thinking:administration and scoring guyde. Lexington, MA: Personnel Press. Van de Ven, A. (1986). Central problems in the management of innovation. Management Science, 32(2), 590-607. Van Gundy, A. (1987). Organizational creativity and innovation. In S. G. Isaksen (Ed.), Frontiers of creativity research: Buffalo, NY: Bearly, 358-379. Warr, P. B. (1987). Work, unemployment, and mental health. Oxford: Oxford University Press. Wilson, W. (1967). Correlates of avowed happiness. Psychological Bulletin, 47(2), 203-231. Woodman, R. W., Sawyer, J. E., & Griffin, R. W. (1993). Toward a theory of organizational creativity. Academy of Management Review, 18(2), 293-321. Woolfolk, A. E., & Hoy, W. K. (1990). Prospective teacher sense of efficacy and beliefs about control. Journal of Educational Psychology, 82(1), 81-91. Wright, T. A., & Cropanzano, R. (2004). The role of psychological well-being in job performance: a fresh look at an age-old quest. Organizational Dynamics, 33(4), 338-351. Zhou, J., & George, J. M. (2001). When job dissatisfaction leads to creativity: Encouraging the expression of voice. Academy of Management Journal, 44(4), 682-692.