

# 跨國企業員工職場友誼、關係與組織公民行為關係之研究

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## 摘要

本研究旨在探討職場友誼、關係與組織公民行為之間的關係，並進一步驗證關係對於職場友誼與組織公民行為之中介效果。本研究以外商汽車公司員工為研究對象，透過立意抽樣收集資料，共發出問卷500份，收回有效問卷446份，有效問卷回收率為89.2%。結果顯示：(1) 職場友誼對組織公民行為具有正向的影響；(2) 職場友誼對關係(Guanxi)具有正向的影響；(3) 關係(Guanxi)對組織公民行為具有正向的影響；(4) 關係對職場友誼與組織公民行為間具有中介效果，並提出管理實務及建議。

關鍵詞：職場友誼、關係、組織公民行為

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