

A Study of Relationships among Volunteers' Work Value, Psychological Contract, Self-Efficacy and Continuance Commitment

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ABSTRACT

Non-profit organizations are the cornerstone of the operation of welfare states' social policies. As far as the completion of non-profit organizations' missions is concerned, the core of driving force comes from the selfless devotion of volunteer teams. Today, the participation of enthusiastic volunteers is highly encouraged in Taiwan. Therefore, how to promote volunteers' continuance commitment effectively has become a great challenge and issue for non-profit organizations. The purpose of this study is to explore the relationships among volunteers' work value, psychological contract, self-efficacy and continuance commitment. The three objectives of this study are as follows: (1) to understand the existing state of volunteers' work value, psychological contract, self-efficacy and continuance commitment, (2) to analyze the relevance among volunteers' work value, psychological contract, self-efficacy and continuance commitment, and (3) to examine whether volunteers' psychological contract and self-efficacy play the role of intermediaries between work value and continuance commitment. A questionnaire approach is taken to conduct the research. The questionnaire respondents are volunteers serving in central region or northern region of Taiwan. The total number of questionnaires sent out is 580, 528 of which are valid copies. Thus, the effective return rate is 91.0%. The statistical software of SPSS 18.0 edition and that of AMOS 18.0 edition are applied to analyze all the questionnaire collected data. The results indicate: 1. Volunteers' work value has a remarkably positive effect on psychological contract. 2. Volunteers' work value also influences self-efficacy very positively. 3. Volunteers' psychological contract has a significantly positive effect on continuance commitment. 4. Volunteers' self-efficacy also affects continuance commitment rather positively. 5. By means of the intervening variables, i.e. psychological contract and self-efficacy, volunteers' work value influences continuance commitment in an indirect way. Finally, based on the above findings, this study proposes relevant suggestions for the volunteer management of non-profit organizations and future research.

Keywords : Volunteer、Work Value、Psychological Contract、Self-Efficacy、Continuance Commitment

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