

賦閒受害之後果探討

陳嘉林、吳孟玲

E-mail: 375120@mail.dyu.edu.tw

摘要

本文旨在透過整合賦閒受害，團體凝聚力，社會幸福感，賦閒受害經驗的研究，發展出多層次的模型以進一步研究建言行為。我們採用階層線性模式（HLM）作為測試的模型，資料數據來自於46個部門的354套主管對部屬的雙源問卷。研究結果顯示在個體層級方面，社會幸福感對賦閒受害和默許/防衛建言行為之間具有中介作用，此外，賦閒受害經驗正向干擾了賦閒受害與社會幸福感之間的關係，在組織層級方面，結果顯示社會幸福感在團隊凝聚力與三種建言行為間都具有中介作用。最後，本研究亦對管理意涵及研究建議提出討論。

關鍵詞：賦閒受害，社會幸福感，建言行為，團隊凝聚力，賦閒受害

目錄

封面內頁 簽名頁 中文摘要.....	i	英文摘要.....	ii	誌謝.....	
.....	iii	目錄.....	iv	圖目錄.....	
.....	vi	表目錄.....	vii	第一章緒論.....	
...1 第二章文獻探討 第一節賦閒受害.....	6	第二節建言行為.....	7	第三節賦閒受害與建言行為.....	10
第四節團隊凝聚力.....	13	第五節團隊凝聚力與建言行為.....	15	第六節社會幸福感.....	17
第七節社會幸福感之中介效果.....	20	第八節賦閒受害經驗.....	24	第九節賦閒受害經驗之干擾效果.....	26
第三章研究方法 第一節研究架構.....	28	第二節研究對象及流程.....	29	第三節操作性定義.....	30
第四節分析方法.....	34	第四章結果分析 第一節信效度分析.....	36	第二節HLM分析.....	38
第五章結論與建議 第一節研究結論.....	44	第二節管理意涵.....	46	第三節研究限制與建議.....	47
參考文獻 一、中文部分.....	49	二、英文部分.....	58	附錄一主管問卷.....	75
附錄二部屬問卷.....	77	圖目錄 圖3-1. 研究架構.....	28	表目錄 表4-1. 相關分析.....	37
表4-2. HLM分析結果（一）.....	42	表4-3. HLM分析結果（二）.....	42	表4-4. HLM分析結果（三）.....	43

參考文獻

一、中文部分 王加微（1980），行為科學（初版），台北：五南圖書出版社。田佳杰（2009），職場霸凌對空服員工作活力影響之相關研究-以社會支持為調節變項，南台科技大學技職教育與人力資源發展研究所碩士論文。朱育萱（2011），負向生活事件與大學生憂鬱或主觀幸福感之關係：以壓力因應方式為調節變項，國立成功大學醫學院行為醫學研究所碩士論文。朱鴻薇（2004），教師僱用身分與人格特質對心理契約實現與組織公民行為關係之影響，國立中央大學企業管理研究所碩士論文。呂宛霖（2007），知覺閒散、報復動機對反生產工作行為影響之研究：以知覺組織支持為干擾變項，國立彰化師範大學人力資源管理研究所碩士論文。呂錦智（1996），社會閒散與社會彌補之探討，國立政治大學心理學研究所碩士論文。杜佩蘭、曾榮豐、黃英忠、施瑞峰（2009）。領導行為、組織學習與組織認同關係之研究。管理實務與理論研究，3（1），45-67。李玉玲（2003），癌症病患復原力之研究。國立暨南國際大學輔導與諮商研究所碩士論文。李宇青（2011），員工偏差行為之跨層次分析 - 以跨國企業員工為例，大葉大學國際企業管理學系碩士論文。李沛慶（2009），社會賦閒意向與社會賦閒關係之研究，商學學報，第十七期，p47-59。李宗霖（2012），台灣長期照護機構護理人員職場霸凌風險因數之研究，南開科技大學福祉科技與服務管理研究所碩士論文。李原、郭德俊（2006），員工心理契約的結構及其內部關係研究，社會研究學，2006-5。李雪萍（1994），幸福城市大調查，天下雜誌，307，132-143。李璧伶（2003），團隊衝突、團隊凝聚力與社會賦閒之研究，中國文化大學商學院國際企業管理研究所碩士論文。吳慧卿（2002），選手知覺教練領導行為、團隊衝突、團隊凝聚力及滿意度關係之實證研究，國立台灣師範大學體育研究所博士論文。吳慧菁、唐宜楨（2008），人為性創傷的因應歷程探討。台灣醫學人文學刊9（1、2），p65-87。林宜蓁（2009），人力資源管理滿意度與員工建言之關聯性研究-心理安全感的中介效果，國立台灣科技大學企業管理系碩士論文。林秋燕（2003），失戀歷程及復原力展現之分析研究。國立高雄師範大學輔導與諮商研究所碩士論文。林娟娟（2006），婚姻中性暴力及其他暴力受害女性自尊、情緒與創傷後反應之研究，樹德科技大學人類性學研究所

碩士論文。林崇逸(2007),幸福與財富:幸福感影響因素之探討,世新大學管理學院財務金融學系碩士論文。林溥鈞、宋玲蘭(2005),當代管理學,台北,麥格羅希爾。林鈺琴、林璟汶(2005),五大人格特質、心理契約實踐與組織公民行為關連性探討,第九屆科際整合管理研討會,1-26。林榮欽(1992),人事管理(四版),台北,前程企業管理。林德慧(2009),員工面對工作與生活品質衝突時之因應策略及其對幸福感影響之分析研究,國立暨南國際大學輔導與諮商研究所碩士論文。林麗玲(2000),員工工作滿意度和生活滿意度之關係探討-以護理人員為例,國立中央大學人力資源管理研究所碩士論文。周力行(2003),工作特性與組織公平對社會賦閒效果影響之研究,國立台灣海洋大學航運管理學系碩士論文。邱淑妙(2006),團隊人格特質、轉換型領導-團隊效能之關係探討-團隊凝聚力之中介角色,國立中山大學人力資源管理研究所碩士在職專班碩士論文。柯年滿、關麗媛(2011)心??約違背與員工?職傾向關係的實證研究,第六屆海峽兩岸組織行為與人才開發學術研討會論文集。洪佩圓(2008),高中學生自我概念情緒管理與幸福感之相關研究,國立彰化師範大學教育研究所博士論文。施建彬(1995),幸福來源與相關因素之探討,私立高雄醫學院行為科學研究所碩士論文。施能傑(2002),組織內社會賦閒效果之研究,行政院國家科學委員會補助專題研究計畫成果報當。苗元江、王青華(2009),大學生社會幸福感調查研究,贛南師範學院學報,第四期,76-81。段錦雲、田曉明、王先輝、孔瑜(2011),支持性組織氛圍對員工建言行為的影響機制及理論基礎,心理科學進展,2011,1,13-18。段錦雲、凌斌(2011),中國背景下員工建言行為結構及中庸思維對其的影響,心理學報,Vol. 43, No. 10, 1185-1197。桑國忠(1994),台灣地區中、美船舶運送業的組織氣候與社會賦閒效果之比較研究,海洋大學航運管理所碩士論文。馬靖惟(2003),個體差異與賦閒受害之關係探討,大葉大學國際企業研究所碩士論文。郭慧敏(2005),從家庭結構、社會控制理論、社會學習理論探討青少年不良行為,國立臺北大學犯罪學研究所碩士論文。陳俊銘(2008),任務能見度、組織公平對社會賦閒影響之跨層級效果--群體凝聚力之調節效果,清雲科技大學碩士論文。陳智彥(2007),知覺社會賦閒、人力資源管理活動、知識分享行為與人際幫助行為之多層級探討,國立中興大學企業管理研究所碩士論文。陳義勝(1996),組織氣候、工作特性及管理型態,透過組織公民行為對政治行為、組織承諾及社會賦閒效果之相關研究,行政院國家科學委員會專題研究計畫報告。陳蕤琬(2011),承諾型人力資源管理實務、團隊凝聚力、合作組織氣候對員工知識分享行為的影響,第14屆科際整合管理研討會,183-199。陳鴻汶(1995),個人與組織工作價值觀一致對工作態度與生涯發展的影響,國立中山大學人力資源管理研究所碩士論文。陳熾竹(2002),網路與真實人際關係、人格特質及幸福感之研究,國立屏東師範學院教育心理與輔導研究所碩士論文。陳驥龍(2001),國小學童情緒智力與幸福感、人際關係及人格特質之相關研究,屏東師範學院教育心理與輔導研究所碩士論文。莊文賢(2007),領導型態、團隊凝聚力、集體效能、組織公正與智慧資本關係之研究—以台灣國際造船公司為例,國立中山大學人力資源管理研究所碩士在職專班碩士論文。梁建、唐京(2009),員工合理化建議的多層次分析:來自本土連鎖超市的證據,南開管理評論,12(3),125-136。梁雙蓮(1984),中央行政機關公務人員組織認同的研究,台灣大學政治學研究所博士論文。陸洛(1998),中國人幸福感之內涵、測量及相關因素探討,人文及社會科學彙刊,8(1),115-137。張守中(2008),團體凝聚力的變化機制與影響因素。人文及社會學科集刊,20(2),141-172。張守中、李宜玲、鄭國泰(2011),團員關鍵性、忠誠行為與團體動能的關聯。人文及社會學科集刊,23(2),163-197。張伊君(2010),個人傳統性-現代性心理特徵、個人-組織契合度對幸福感之影響-職場關係品質的調節效果,南台科技大學人力資源管理研究所碩士論文。張海波(2012),新生代農民工的社會幸福感-基於江蘇省南京市394位新生農民工的實證研究,Journal of UESTC (Social Sciences Edition) Vol. 14, No.1. 21-28。張祐瑄(2008),授權賦能領導與團隊績效-知識分享與團隊凝聚力之中介效果,大葉大學人力資源暨公共關係學系碩士論文。張國義、陳皎眉(1995),不同的激勵策略對社會閒散之影響,中華心理學刊,37卷,1期,71-81。許春金(2000),犯罪學,台北,三民。許智威(2011),組織文化、員工幸福感與組織創新能力之關係:員工幸福感之中介效果,世新大學企管理學系碩士論文。許道然(2002),組織公民行為之研究,空大行政學報,第十二期,113-146頁。許遠理、趙玉紅(2010),論影響幸福感因素的整合趨向,信陽師範學院學報,第30卷,第3期,30-33頁。郭珮怡(2008),高科技產業員工社會支持與幸福感關係之研究,國立屏東教育大學社會發展學系碩士論文。傅強、段錦雲、田曉明(2012),員工建言行為的情緒機制:一個新的探索視角,心理科學進展,Vol. 20, No. 2, 274-282。曾文志(2005),大一學生歷經創傷事件與復原力模式之文獻分析研究,慈濟通識教育學刊,2期,117-162頁。曾文志(2006),復原力保護因子效果概化之統合分析,諮商輔導學報,14期,1-35頁。曾文志(2007),大一學生歷經創傷事件與復原力模式之研究。教育心理學報,39(2),317-334。曾鈺雯(2010),政治技巧、人際信任與建言行為關係之研究,國立彰化師範大學人力資源管理研究所碩士論文。程一璿(2012),「幸福組織」之研究-以考試院機關組織成員認知為例,東吳大學政治學系碩士論文。黃俞瑤(2011),企業員工旅遊對組織認同、凝聚力及組織公民行為間關係之影響研究,義守大學管理學院管理碩士班碩士論文。黃家齊(2002),人力資源管理活動認知與員工態度、績效之關聯性差異分析-心理契約與社會交換觀。管理評論,21(4),101-127。黃雅琪(2010),桃園縣國中教師人格特質、社會支持與幸福感之相關研究,教育研究所在職專班碩士論文。黃瓊妙(2000),臺北市在學少年不同休閒參與類型之刺激尋求動機、休閒阻礙對其心理社會幸福感之探討,中國文化大學兒童福利研究所碩士論文。楊中芳(1999),人際關係與人際情感的構念化,本土心理學研究。萬同軒、龐開基、王立華(2002),組織內人際關係型態之初探,亞太社會科技學報。詹雅玲(2004),倫理氣候、倫理契合度與社會賦閒關係之研究,中國文化大學國際企業管理研究所碩士論文。趙榮村(2006),團隊成員交換關係與社會賦閒之研究-以集體效能為干擾變數,中國文化大學國際企業管理研究所碩士論文。趙德蕙(2006),負面情緒、神經質性格與員工偏差行為之關係,國立台灣科技大學企對管理系研究所碩士論文。劉耀隆(2012),探討自我效能及參與式領導對員工建言行為之影響-跨層次之研究,國防大學管理學院資源管理及決策研究所碩士論文。潘正德(1995),團體動力學,台北:心理出版社。蔡昆憲(2007),以正向觀點探討資訊人員職場幸福感之研究:擴展-建立理論觀點,國立高雄大學經濟管理研究所碩士論文。蔡群瑞、蕭文(2004),復原力對離婚後個人適應之影響研究。國立高雄師範大學輔導與諮商研究所諮商輔導學報,11,p.59-80。蔡耀尹(2003),資訊軟體對高階經理人工作價值觀與工作成就之個案研究。國立中山大學資訊管理學系研究所碩士論文。蕭崑典(2011),組織公平、工作滿意、組織公民行為與職場幸福感關係之研究,義守大學管理學院管理碩士在職專班碩士論文。蕭評瀚(2010),

社會賦閒、主管關係、工作社會特徵對工作結果之影響，國立中央大學企業管理學系碩士論文。賴銘臻（2008），性侵害受害兒動的治療因子及干擾因子探究-從遊戲治療師的觀點，國立新竹教育大學教育心理與諮商學系碩士論文。薛瑋靈（2012），以階層線性模式來探討知覺賦閒和員工沉默之間的關係，大葉大學國際企業研究所碩士論文。顏映馨（1999），大學生的生活風格、人際親密和幸福感關係之研究，國立高雄師範大學教育研究所碩士論文。譚愷悌（2002），轉換型領導對團隊凝聚力、群組效力與組織公民行為之影響，世新大學觀光學系碩士論文。

二、英文部分 Albanese, R., and Van Fleet (1985). Rational behavior in groups: The free-riding tendency. *Academy of Management Review*, 10 (2), 244-255. Andrews, F. M., and Withey, S. B. (1976). Social indicators of well-being. American's perception of life equality. New York: Plenum Press. Argyris, C. (1960). *Understanding organizational behavior*. Homewood, IL: Dorsey Press. Baillien, E., Cuyper, N. D., and Witte, H. D. (2011). Job autonomy and workload as antecedents of workplace bullying: A two-wave test of Karasek's Job Demand Control Model for Targets and Perpetrators. *Journal of Occupational and Organizational Psychology*, 84, 191-208. Bandura, A. (1973). *Aggression: A social learning analysis*. Englewood Cliffs, NJ: Prentice-Hall. Barrick, M. R., and Stewart, G. L. (1998). Relating member ability and personality to work-team process and team effectiveness. *Journal of Applied Psychology*, 83 (3), 377-391. Blau, P. M. (1964). *Exchange and Power in Social Life*. New York: Wiley. Bogaardt, H. C.A., Speyer, R., Baijens, L. W. J., and Fokkens, W. (2009). Cross-cultural adaptation and validation of the Dutch version of SWAL-QoL. *Dysphagia*, 24 (1), 66-70. Bollen, K. A., and Hoyle, R. H. (1990). Perceived cohesion. *Social Force*, 69 (2), 479-504. Brooks, L. (1999). *Organizational Behaviour*. London: Pitman Publishing. Bryk, A. S., and Raudenbush, S. W. (1992). *Hierarchical linear models for social and behavioral research: Applications and data analysis methods*. Newbury Park, CA: Sage Publications. Cabrera, E. F., and Cabrera, A. (2005). Fostering Knowledge Sharing through People Management Practices. *International Journal of Human Resource Management*, 16 (2): 720-735. Campbell, D. T., & Fiske, D. W. (1959). Convergent and discriminant validation by the multitrait-multimethod matrix. *Psychological Bulletin*, 56, 81-105. Campbell, J.C., and Karen, L. S. (1999). Forced sex and intimate partner violence: Effects on women's risk and women's health. *Violence against Women*, 5, 1017-1035. Carron, A. V. (1982). Cohesiveness in Sport Group: interpretations and considerations, *Journal of Sport Psychology*, 4, pp. 123-138. Cartwright, D., and Zander, A. (1968). *Group dynamics: Research and theory*. New York: Harper and Row. Cox, T., Griffiths, A., Barlowe, C., Randall R., Thomson, L., and Rial-Gonzalez, E. (2000). *Organizational Interventions for Work Stress: A Risk Management Approach*. Sudbury: HSE Books. Currie, G., and Kerrin, M. (2003). Human Resource Management and Knowledge Management: Enhancing Knowledge Sharing in a Pharmaceutical Company. *International Journal of Human Resource Management*, 14 (6), 1027-1045. Detert, J. R., and Burris, E. R. (2007). Leadership Behavior and Employee Voice: Is the Door Really Open? *Academy of Management Journal*, 50, 869-884. Diener, E. (1984). Subjective well-being. *Psychological Bulletin*, 95 (3), 542-575. Dobbins, G. H., and Zaccaro, S. J. (1986). The effects of group cohesion and leader behavior on subordinate satisfaction. *Group and Organization Studies*, 11 (3), 203-219. Donovan, M. A., Drasgow, F., and Munson, L. J. (1998). The perceptions of fair interpersonal treatment scale: Development and validation of a measure of interpersonal treatment in the workplace. *Journal of Applied Psychology*, 83, 683-692. Edmondson, A. (1999). Individual Innovation. In M. A. W. J. L. Farr (Ed.), *Innovation and Creativity at Work*, New York: Wiley. Elovainio, M., Kivimaki, M., and Vahtera, J. (2002). Organizational Justice: evidence of a new psychosocial predictor of health. *Am J Public Health*, 93, 1557-1562. Farrell, D. (1983). Exit, voice, loyalty, and neglect as Responses to job dissatisfaction: A multidimensional scaling study. *Academy of Management Journal*, 26 (4): 596-607. Farrell D., Rusbult C., Lin Y. H., and Bernthal P. (1990). Impact of job satisfaction, investment size, and quality of alternatives on exit, voice, loyalty, and neglect responses to job dissatisfaction: A cross-lagged panel study. *Academy of Management Journal*. 211-215. Festinger, L., Schachter, S., and Back, K. (1950). Social Pressures in informal group, New York: Harper Collins. Field, T. (1996). *Bullying in sight*. Success Unlimited. Forsyth, D. R. (1983). *An introduction to group dynamics*. Brooks: Cole, Monterrey. Friedrich, W. N., Fisher, J. L., Dittner, C. A., Acton, R., Berliner, L., Butler, J., Damon, L., Davies, W. H., Gray, A., and Wright, J. (2001). Child sexual behavior inventory: Normative, psychiatric, and sexual abuse comparisons. *Child Maltreatment*, 6, 37-50. Fredrickson, B. L. (2001). The role of positive emotions in positive psychology: The broaden-and-build theory of positive emotions. *American Psychologist*, 56, 218-226. George, J. M. (1992). Extrinsic and intrinsic origins of perceived social loafing in organizations. *Academy of Management Journal*, 191-202. Gareth, R. J., and Jennifer, M. G. (1911). *Contemporary Management*, Publication Manual of the American Psychological Association. George, J. M. (1995). Asymmetrical effects of rewards and punishments: The case of social loafing. *Journal of Occupational and Organizational Psychology*, 68 (4), 327-338. Giacalone, R. A., and Greenberg, J. (1997). *Antisocial behavior in organization*. Thousand Oaks, CA: Sage. Goldberg, L. R. (1993). The structure of phenotypic personality traits. *American Psychologists*, 48, 26-34. Goodman, P. S., Lawrence, B. S., Ancona, D. G., and Tushman, M. L. (2001). Introduction. *Academy of Management Review*, 26: 507-511. Gouldner, A. W. (1960). The norm of reciprocity: A preliminary statement. *American Sociological Review*, 25 (2), 161-178. Greenberg, J., and Edwards, M. S. (2009). *Silence in Organizations*, Emerald Group Publishing Limited, UK. Guilford, D. W. (1959). *Personality*. New York: McGraw-Hill. Gulick, L. (2011). A Revised Model of International Experience: The Relationship between International Experience, Adjustment, and Performance. Hass, G. (1981). Effects of Source Characteristics on Cognitive Responses and Persuasion, In R. E. Petty, T. M. Ostrom and T. C. Brock (Eds.), *Cognitive responses in persuasion* (pp. 14N172), Hillsdale, NJ: Lawrence Erlbaum Associates, Inc. Helliwell, J., and Putnam, R. D. (2004). The social context of wellbeing. *Journal of Philosophical Transactions of the Royal Society B: Biological Sciences*. Hershcovis, M. S. (2011). 'Incivility, social undermining, bullying... oh my!': A call to reconcile constructs within workplace aggression research. *Journal of Organization Behavior*, 32, 499-519. Hirschman, A. O. (1970). Exit, voice and loyalty: Research to Decline in Firm, Organizations and States. Cambridge, MA, Harvard University Press, 1-105. Hobfoll, I., and Johnson, R.

(2002) . The Impact of Perceived Child Physical and Sexual Abuse History on Native American Women. *Journal of Consulting and Clinical Psychology*, 70, No. 1, 252-257.

Hofmann, D. A. (1997) . An overview of the logic and rationale of hierarchical linear models. *Journal of Management*, 23, 723-744.

Hofmann, D. A., and Gavin, M. B. (1998) . Centering decision in Hierarchical Linear models: implications for research in organizations. *Journal of Management*, 24, 623-641.

Hung, T. K., Chi, N. W., and Lu, W. L. (2009) . Exploring the relationships between, perceived coworker loafing and counterproductive work behaviors: The mediating role of a revenge motive. *Journal of Business and Psychology*, 24 (3) , 257-270.

Isenberg, D. J. (1986) . Group polarization: A critical review and meta-analysis. *Journal of Personality and Social Psychology*, 50 (6) , 1141-1151.

Ingham, A. G., Levinger, G., Graves, J., and Peckham, V. (1974) . The Ringlemann effect: Studies of group size and group performance. *Journal of Experimental Social Psychology*, 10 (4) , 371-384.

Jones, E. E., and Pittman, T. S. (1982) . Toward a general theory of strategic self-presentation. In J. Suls (Ed.) , *Psychological perspectives on the self*, 231-261.

Kahn, W. A. (1990) . *Psychological Conditions of Personal Engagement and Disengagement at Work*, *Academy of Management Journal*, 33 (4) , 692-724.

Katzenbach, J. R., and Smith, D. K. (1993) . *The wisdom of team: Creating the High-Performance organization*. Boston, MA : Harvard Business School Press.

Keller, R. T. (1986) . Predictors of the performance of project groups in R and D organization. *Academy of Management Journal*, 29, 715-726.

Kerr, N. (1983) . Motivation losses in small groups: A social dilemma analysis. *Journal of Personality and Social Psychology*, 45 (4) , 819-828.

Keyes, C. L. M. (1998) . Social well-being. *Social Psychology Quarterly*, 61 (2) , 121-140.

Kirkman, F. (1989) . The Quality of working life. *Robotics and the professional and the professional engineer management decision*, 127 (4) , 48-54.

Knight, M. B., and Pearson, J. M. (2004) . Cohesion via technology: Information technology, individual personality and group cohesion. *Proceedings of the Decision Science Institute Conference: 5122-5126*, Boston, MA.

Kolb, D. A. (1984) . *Experiential learning: Experience as the source of learning and development*. Kristof, A. L., Zimmerman, R. D., and Johnson, E. C. (2005) . Consequences of individuals learning and development. *person-organization, person-group, and person-supervisor fit*. *Personnel Psychology*, 58, 281-342.

Latane, B. (1981) . The Psychology of Social Impact. *American Psychologist*, 36 (4) , 343-356.

Latane, B., Williams, K., and Harkins, S. (1979) . Many hands make light the work: The causes and consequences of social loafing. *Journal of Personality and Social Psychology*, 37 (1) , 822-832.

Lauer, C. S. (2002) . The relevance of resilience. *Modern Healthcare*, 32 (33) , 29-31.

Levinson, H., Price, C. R., Muden, K. J., and Solley, C. M. (1962) . *Men, Management and Mental Health*, Harvard University Press, Cambridge, MA.

Liang, J., and Farth, J. L. (2008) . Promotive and Prohibitive Voice Behavior in Organizations: A Two-Wave Longitudinal Examination, Paper Presented at the 3rd Conference of the International Association for Chinese Management Research, Guangzhou, PRC.

Liden, R. C., Wayne, S. J., Jaworski, R. A., and Bennett, N. (2004) . Social loafing: A field investigation. *Journal of Management*, 30 (2) , 285-304.

Littlepage, G. E., Cowart, L., and Kerr, B. (1989) . Relationship between Group Environment Scales and group performance and cohesion. *Small Group Behavior*, 20(1), 50-61.

Luthar, S. S., Cicchetti, D., and Becker B. (2000) . The construct of resilience: A critical evaluation and guidelines for future work. *Child Development*, 71 (3) , 543-562.

Mahoney, P., and Williams, L.M. (1998) . Sexual Assault in Marriage. In Jasinski, J.L., and Williams, L.M. (eds) *Partner Violence*. London :Sage Publication.

Malone, J., Tyree, O ' Leary, K. D. (1989) , Generalization and Containment: Different Effects of Past Aggression for Wives and Husbands, *Journal of Marriage and Family*, 51 (3) , 687-697.

Martin, J. (1981) Relative deprivation: A theory of distributive injustice for an era of shrinking resources, *Journal in organizational behavior* , 3, pp.53-107.

Maurer, R. (1996) . Using resistance to build support for change, *Journal for Quality & Participation*, June, pp. 56-63.

McDougall, W. (1908) . *An introduction to social psychology*. London: Methuen.

McGrath, J. E. (1984) . *Group interaction and performance*. NJ: prentice-Hall, Englewood Cliffs.

Mikalachki, A. (1969) . *Group cohesion reconsidered: A study of blue collar work group*. London, Ontario: School of Business Administration, University of Western Ontario.

Milliken, F. J., Morrison, E. W., and Hewlin, P. F. (2003) . An Exploratory Study of Employee Silence: Issues that Employees Donario. *Journal of Management Studies*, 40: 1453-1467.

Moorhead, G., and Griffin, R. W. (1998) . *Organizational Behavior : Managing People and Organizations*. New York : Houghton Mifflin Company.

Mullen, B., and Copper, C. (1994) . The relation between group cohesiveness and performance: An integration. *Psychological Bulletin*, 115 (2) , 210-227.

Mullen, P. E., Martin, J. L., Anderson, J. C., Romans, S. E., and Herbison, G. P. (1996) . The long-term impact of physical, emotional, and sexual abuse of children: A community study. *Child Abused and Neglect*, 20, 7-22.

Mueller, D. P., Edwards, D. W., and Yarvis, R. M. (1977) . Stressful life events and psychiatric symptomatology: Change or undesirability? *Journal of Health and Social Behavior*, 18, 307-317.

Mulvey, P. W., Sperry, L. B., and Klein, H. J. (1998) . The effects of perceived loafing and defensive impression management on group effectiveness. *Small Group Research*, 29 (3) , 394-415.

Nemeth, C. J., & Staw, B. M. (1989) . The tradeoffs of social control and innovation within group and organization. In L. Berkowitz (Ed.) , *Advances in experimental social psychology*, 22, 175-210. New York: Academic Press.

Neuman, G. A., and Wright, J. (1999) . Team effectiveness: Beyond skills and cognitive ability. *Journal of Applied Psychology*, 84, 76-389.

Nonaka, I., and Takeuchi, H. (1995) , *The knowledge-creating company: how Japanese companies create the dynamics of innovation*. New York: Oxford University Press.

Oishi, S., Diener, E., & Lucas, R.E. (2007) . The optimum level of well-being: Can people be too happy? *Perspectives on Psychological Science*, 2(4), 346-359.

O ' Reilly, C.A., Caldwell, D. F., and Barnett, W. P. (1989) . Work Group Demography, Social Integration, and Turnover. *Administrative Science Quarterly*, 34, 21-37.

O ' Reilly, C. A., Chatman, J. C., & David, F. (1991). *People and organizational culture: A profile comparison approach to assessing person-organization fit*. *Academy of Management Journal*, 34(3), 487-517.

Organ, D.W. (1988) . *Organizational citizenship behavior: The good soldier syndrome*. Lexington, MA: Heath.

Organ, D. W., Konovsky, M. (1989) . Cognitive versus affective determinants of organizational citizenship behavior. *Journal of Applied Psychology*, 74(1), 157-164.

Pagliari, C., Bucciarelli, E., and Alessi, M. (2011

) .Interdependence of World Market: Economic Growth and Social Well-being. ScienceDirect Procedia Computer Science , 3,732-741. Papert, S. (1980) . Mindstorms: Children, computers, and powerful ideas: Basic Books, Inc. Percy-Smith, L., Caye?-Thomassen, P., Gudman, M, Hedegaard Jensen, J., and Thomsen, J. (2008) . Self-esteem and social well-being of children with cochlear implant compared to normal-hearing children. International Journal of Pediatric Otorhinolaryngology, Vol. 72, pp.1113-1120. Perkonig, A., Kessler, R. C., Storz, S., & Wittchen, H-U. (2000) . Traumatic events and post-traumatic stress disorder in the community: prevalence, risk factors and comorbidity. Acta Psychiatrica Scadinavica, 101, 46-59. Perry, D. G., and Bussey, K. (1979) . The social learning theory of sex differences: Imitation is alive and well. Journal of Personality and Social Psychology, 37 (10) , 1699. Piezon, S. L., and Donaldson, R. L. (2005) . Online groups and social loafing: Understanding student-group interactions. Online Journal of Distance of hope for South African organizational leaders. Leadership and Organization Development Journal, 25 (6) , 512-527. Piezon, S. L., and Ferree, W. D. (2008) . Perceptions of social loafing in online learning groups: A study of public university and US Naval War College students. The International Review of Research in Open and Distance Learning, 9 (2) , Article 9.2.3. Pinder, C.C., and Harlos, K. P. (2001) .Employee silence: quiescence and acquiescence as responses to perceived injustice. Quinones, M. A., Ford, J. K., and Teachout, M. S. (1995) . The relationship between work experience and job performance: A conceptual and meta-analytic review. Personnel psychology, 48 (4) , 887-910. Ringelmann, M. (1913) . Research on animate sources of power: The work of man, Annales de l ' Institut National Agronomique, 2 (12) , 1-40. Robbins, S. P. (1998) .Organizational Behavior: Concepts,Controversies, Applications.NJ: Prentice-Hall. Robbins, S. P. (1974) . Managing Organizational Conflict: A Nontraditional Approach. New Jersey: Prentice-Hall. Robinson, S. L., and Morrison, E. W. (1995) . Psychological Contracts and OCB : The Effect of Unfulfilled Obligations on Civil Virtue Behavior, Journal of Organizational Behavior, 16, 289-298. Rousseau, D. M. (1989) . Psychological and Implied Contracts in Organizations, Employee Responsibilities and Rights Journal, 2,121-139. Ryan, K. D., and Osetreich, D. K. (1991) . Driving fear out of the workplace: How to overcome the invisible barriers to quality, productivity, and innovation. Jossey Bass Business and Management Series, Jossey-Bass, Inc. Ryff, C. D. (1989) . Happiness Is Everything, or Is It ? Explorations on the Meaning of Psychological Well-Being, Journal of Personality and Social Psychology, 57 (6) , 1061-108. Sarsaon, I. G., Johnson, J. H., and Siegel, J. M. (1978) . Assessing the impact of life changes: Development of the life experiences survey. Journal of Consulting and Clinical Psychology, 46, 932-946. Schat, A. C. H., Frone, M. R., & Kelloway, E. K. (2006) . Prevalence of workplace aggression in the U. S. workforce : Findings from a national study. In E. K. Kelloway, J. Barling, & J. J. Hurrell (Eds.) , Handbook of workplace violence: 47-89. Thousand Oaks, CA: Sage. Schnake, M. E. (1991) . Equity in effort: The Equity in effort: The violence: 47-89.Journal of Management, 17 (1) , 41-55. Senge, P. (1997) . Sharing knowledge.Excutive Excellence, 15, 11-12. Shaw, M. E. (1981) . Group dynamics: The psychology of small group behavior. New York: McGraw-Hill. Sheppard, J. A., and Arkin, R. M. (1989) . Determinants of self-handicapping: Task importance and the effects of preexisting handicaps on self-generated handicaps. Personality and Social Psychology Bulletin, 15, 101-112. Skarllicki, D. P., Folger, R., and Tesluk, P. (1999) . Personality as a moderator in the relationship between fairness and retaliation. Academy of Management Journal,100-108. Sobsey, D. (1994) . Violence and abuse in the lives of people with disabilities: The end of silent acceptance? Baltimore: Paul H. Bookes. Steers, R. M., and Porter, L. M. (1991) . Motivation and work behavior. New York: McGraw-Hill. Sullivan, P. M., and Kuntson, J. F. (2003) . Maltreatment and disabilities: A population-based epidemiological study. Journal of Early Intervention, 1 (4) , 21-33. Sutherland, E. (1924) . Principles of Criminology. Takeuchi, R., Tesluk, P. E., Yun, S., and Lepak, D. P. (2005) . An integrative view ofinternational experience. The Academy of Management Journal, 85-100. Tangirala, S., andRamanujam, R. (2008) . Employee silence on critical work issues: The cross level effects of procedural justice climate. Personnel Psychology, 61 (1) , 37-68. Taylor, S. E., and Brown, J. D. (1988) . Illusion and well-being: A social psychological perspective on mental health. Psychological Bulletin, 103 (2) , 193-210. Turnley, W. H., and Feldman, D. C. (1999) . A Discrepancy Model of Psychological Contract Violations, Human Resource Management Review, 9 (3) , 367-386. Vartia, M. (1996) . The sources of bullying-psychological work environment and organizational climate. European Journal of Work and Organizational Psychology, 5 (2) , 203-214. Van Dyne, L., and LePine, J.A. (1998) . Helping and Voice Extral-Role Behaviors: Evidence of Construct and Predictive Validity.Academy of Management Journal, 41, 108-119. Van Dyne, L., Ang S., and Botero I. C. (2003) . Conceptualizing Employee Silence and Employee Voice as Multidimensional Constructs.Journal of Management Studies 40:6 September,1359-1392. Veenhoven, R. (1994) . Is happiness a trait? Tests of the theory that a better society does not make people any happier. Social Indicators Research, 32, 101-160. Werner, E. E., and Smith, R. S. (2001) . Jouenwya from childhood to midlife: Risk, resilience and recovery. Ithaca, NY: Cornell University Press. Whiting, S. W., Podsakoff, P. M., and pierce, J. R. (2008) . Effects of Task Performance. Helping, Voice, and Organizational Loyalty on Performance Appraisal Ratings. Journal of Applied Psychology, 93, 125-139. Williams, J. M., and Hacker, C. M. (1982) . Causal Relationships Among Cohesion, Satisfaction, and Performance in Womennd Performance in Womenatings. ce AppJournal of Sport Psychology, 4, pp. 324-337. Williams, J. M., and Widmeyer, W. N. (1991) . The cohesion performance outcome relationship in a coaching sport. Journal of Sport and Exercise Psychology, 13 (2) , 364-371. Williams, K., Harkins, S., and Latane, B. (1981) . Identifiably as a deterrent to social loafing: Two sheering experiments. Journal of Personality and Social Psychology, 40 (1) , 303-311. Williams, L. J., and Anderson, S. E. (1991) . Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and in-role Behaviors. Journal of Management, 17,601-617. Withey, M., and Cooper, W. H. (1989) . Predicting exit, voice, loyalty and neglect. Administrative Science Quarterly, 34, 521-539. Yalom, I. D. (1995) .The theory and practice of group psychotherapy (4th ed.) . New York, Basic Books: A Divission of HarperCollins Publishers, Inc.