

不當監督行為及主從交換關係對工作態度之影響

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摘要

西方學者發現，不當監督行為對員工工作態度經由組織正義中介影響員工之工作滿足、組織承諾等負面影響，此外主管與部屬交換關係對員工工作滿足、組織承諾有正向之影響，此兩種主管行為對組織內員工工作態度影響甚鉅。本研究主要探討不當監督行為及主管與部屬交換關係對員工工作態度之影響，包括員工工作滿足、組織承諾、個人-組織契合度，其中針對不當監督行為之定義以及對工作態度之負面影響之探討，而主管與部屬交換關係則對員工工作態度之正面態度之探討，利用便利抽樣方式進行問卷調查，運用結構方程式之模式進行研究假設驗證。研究結果發現不當監督行為對員工工作態度具負面影響，而主管與部屬交換關係對員工工作滿足不具正向影響、對組織承諾具爭向影響、對個人-組織承諾不具正向影響。

關鍵詞：不當監督；主管與部屬交換關係；工作滿足；組織承諾；個人-組織契合度

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