

A Study of Member 's Human Relation Strength in Corporate vs. Inter-organizational Learning Achievement – Taking One of

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ABSTRACT

As the sharp increase of global competition and information circulation, a corporate organization must keep on proceeding to its change, upgrade of quality and promotion of productivity so as to exist in the turbulent circumstances. Furthermore, knowledge assets are the lasting resource of a corporate 's competition superiority. Staffs are the members whom the enterprise composes of. The enormous knowledge assets come from staffs. Consequently, if any corporate wants to hold sophisticated knowledge assets, it should not only engage knowledge staffs, even more, it should manage and develop staffs ' knowledge. This makes it easier to transmit the knowledge within the corporate efficiently and rapidly. Only this way, could the enterprise possess unique knowledge assets, meanwhile make use of them systematically and keep creative constantly. The knowledge communication activity among corporate members is a process of organizational learning. Meanwhile, the achievement of organizational learning makes effect on organizational growth and members ' working performance, eventually makes effect on the existence of corporate itself. It is thus evident that organizational learning is most important. To be clear about the organizational learning this study is performed by trying to take 8 emotional characters of human interaction connection generalized by Wang, Lih-Hwa (2002) as index for measuring members ' human relationship strength, namely human mutual trust, interaction frequency, acquaintanceship and self-reveal extent, commitment, interdependence extent, uniformity feeling, emotional harmony extent and feeling at ease. At the same time, base on them to explore the different results of inter-organizational learning caused from different human relationship strength as well as the effects on members ' learning efficiency resulting from different inter-organization learning achievement. About scope of inter-organizational learning, the inter-organizational learning in technological learning breadth proved by Feng, Der-Tair (2000) is adopted including individual learning, inter-function learning, between-function learning and multi-hierarchy learning. As for learning achievement, reference is made from Stephen P. Robbins ' s (1998) and Timothy ' s (2000) socialization models based on working performance and turnover intent as measuring determinants. This study has the following conclusions by taking one of the domestic warehouse stores as an object: 1. Regarding discovery of human relation strength vs. inter-organizational learning Member 's human relation has conspicuous connections with his inter-organizational learning, individual learning, inter-function learning, between-function and multi-hierarchy learning. The stronger the member 's human relation, the higher score he gets relatively from inter-organizational learning, individual learning, inter-function learning, between-function and multi-hierarchy learning. The weaker the member 's human relation, the lower score he gets relatively from inter-organizational learning, individual learning, inter-function learning, between-function and multi-hierarchy learning. In addition, inter-organizational learning achievement can be partially predicted by the strength of human relation. 2. Regarding discovery of inter-organizational learning vs. learning achievement The better performance on inter-organization, the higher learning achievement the member reaches relatively. The worse performance on inter-organization, the poor learning achievement the member reaches relatively. Moreover, the inter-organizational learning achievement can be partially predicted by the inter-organizational performance. Besides, the better the performance on inter-organizational learning, individual learning, inter-function learning, between-function and multi-hierarchy learning, the higher the member 's working performance and the lower his turnover intent relatively. On the contrary, his working performance is lower and turnover intent is higher.

Keywords : human relation strength, inter-organizational learning, learning achievement.

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