

# 工作滿足與組織公正對組織不當行為之影響:以組織承諾為中介變項

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## 摘要

近年來，企業因員工不當行為導致鉅額虧損或失敗，使企業逐漸意識到組織不當行為對企業的負面影響。然過去組織行為研究並不對稱，學術上仍缺乏對組織不當行為的瞭解，有鑑於此議題的重要性，值得本研究深入探討與分析。因此，本研究將針對組織不當行為進行研究，期建立有效降低員工組織不當行為的產生。過去研究發現工作滿足、組織公正與組織承諾對組織行為具有重要影響力，本研究擬由工作滿足與組織公正等兩個自變項，並透過組織承諾為中介變項，探討對組織不當行為之影響程度。本研究採問卷方式，共發出1080份問卷，回收有效問卷856份，有效回收率為79.26%。經階層迴歸模式研究結果發現：1.努力承諾與留職承諾對外部滿足與怠惰行為間具部分中介效果；對內部滿足與怠惰行為間具完全中介效果。2.努力承諾對外部滿足、內部滿足與不當得利行為間具部分中介效果。3.努力承諾與留職承諾對外部滿足與傷害行為間具部分中介效果；對內部滿足與傷害行為間具完全中介效果。4.努力承諾與留職承諾對程序公正與怠惰行為具完全中介效果。5.價值承諾、努力承諾與留職承諾對程序公正與不當得利行為間具完全中介效果。6.組織承諾、程序公正無法聯合預測傷害行為，不具中介效果。

關鍵詞：組織不當行為；工作滿足；組織公正；組織承諾

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