

The Correlation among Transformational Leadership, Dispatched Workers' Organizational Commitment and Organizational Citizenship Behavior

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ABSTRACT

The useful practice of dispatched services could not only reduce the labor cost but also help the resources to be flexible utilizing. Therefore enterprise use dispatched work has already become a new trend. However the user enterprise would hard to control the dispatched worker's quality, working attitude...etc, which were caused on the separation of "employ relationship" and "substance usage relationship". Thus it could influence the work performance. For these reasons, the aim of this research is to explore the correlation among transformational leadership, dispatched workers' organizational commitment and organizational citizenship behavior, and provide some advice for the AIDC. This thesis takes the inner dispatched workers of A.I.D.C. as target samples. The number of questionnaires we sent were 400, and the number of available questionnaires were 169. The results of research are listed as follows: (1) A significant positive correlation was identified among transformational leadership, organizational commitment, and organizational citizenship behavior. (2) Transformational leadership was partially significant to organizational commitment. (3) Transformational leadership was partially significant to organizational citizenship behavior. (4) Organizational commitment was partially significant to organizational citizenship behavior. (5) Transformational leadership was partially significant to organizational citizenship behavior when organizational commitment is taken as intervening variable. According to the findings, this research suggests that AIDC should use transformational leadership to motivate dispatched workers and improve manager's capabilities. Besides, establishing vertical channel of communication to meet expectation of accomplishing dispatched workers is needless to say, a key to success.

Keywords: dispatched work; transformation leadership; organizational commitment; organizational citizenship behavior.

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