

組織承諾對工作壓力與工作滿足間之干擾效應

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摘要

近年來在政府行政革新與組織再造的呼聲下，國軍組織致力於推動組織變革。然在「精實案」及「精進案」實施過程中，各級軍、士官及士兵在人員的縮減，而業務量卻未減少下，導致人員差勤負荷過重、休假不正常、身心俱疲等，致感受到工作壓力日益沉重，且影響到工作滿足。有鑑於此，本研究擬以「工作壓力」、「工作滿足」及「組織承諾」等三個主題，探討國軍「精進案」對志願役軍人的影響。本研究藉由描述性統計分析、Pearson 相關係數分析、變異數分析及迴歸分析等，來探討志願役軍人的「工作壓力」與「工作滿足」之關係，以及「組織承諾」的干擾影響。茲將所獲得實證結果分述如下：一、志願役軍人整體面對工作壓力與感受工作滿足（含子構面：工具性滿足、社會性滿足及利己性滿足）之情形，與一般民間企業員工一樣，即工作壓力愈大，則工作滿足愈低。二、將志願役軍人區分高、中及低度工作壓力群進行分析；發現適度壓力下的志願役軍人，其工作滿足不會有明顯的改變。三、志願役軍人的組織承諾（含子構面：情感性承諾、規範性承諾）對工作壓力與工作滿足間之干擾效果不明顯。四、志願役軍人面對工作壓力，如在持續性承諾的認知下，能維持一定的工作滿足，顯示持續性承諾有干擾效果。

關鍵詞：志願役軍人，組織承諾，工作壓力，工作滿足

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