

知覺組織支持、工作滿足與組織承諾關係之探討-以華人廠商員工為例

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摘要

現今知識工作者已逐漸取代傳統勞工，他們可以帶著自己的知識在組織間來去，無需從一而終的服務於同一組織。對此轉變，企業應揮別以往強調員工對組織忠誠的想法，開始審視自己能否留住員工的心，讓員工感受到組織的重視及關懷。因此，本研究欲了解員工知覺到組織支持的程度，在其工作態度上的影響。工作滿足及組織承諾係組織行為領域中相當重要的工作態度指標，通常就工作滿足影響組織承諾的方向加以討論。據此，本研究欲對知覺組織支持、工作滿足與組織承諾間之關係進行探討，以華人地區廠商員工為研究對象，採取便利抽樣方式，共計發放360份問卷。經由實證分析之結果顯示出：1.社會情感支持、工具性支持與工作滿足各衡量變項呈現正相關，知覺組織支持會對工作滿足產生正向的影響。2.社會性、利己性、工具性滿足與情感性、持續性、規範性承諾呈現正相關，工作滿足會對組織承諾產生正向的影響。3.社會情感支持、工具性支持與情感性、持續性、規範性承諾呈現正相關，知覺組織支持會對組織承諾產生正向的影響。4.工作滿足是知覺組織支持與組織承諾間的中介因子。員工願意對組織付出承諾，是因為其在工作中感受到組織的支持，而此種感受讓員工獲得工作的滿足感，得到工作滿足感的員工，才會進一步產生組織承諾。

關鍵詞：知覺組織支持；工作滿足；組織承諾

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