

The Mediating Effect of Job Satisfaction on the Relationship of Perceived Organizational Support and Organizational ...

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ABSTRACT

Currently, knowledge workers gradually substitute the traditional labors, because these knowledge workers hold their own production expertise. With the knowledge superiority, they could come and go freely; they do not have to serve faithful the same organization. To confront the transition, the enterprises should not highlight the organization loyalty and do not expect employees to be faithful. Enterprises should try to inspect its ability which could convince staff to believe how profound the organization's concern and appreciation are. Therefore, this study will do investigation about the influence on attitude of their work when workers have perception of getting different degrees of support from their organization. The job satisfaction and organizational commitment are vital indices of job attitude in the research of organization behavior; the relationship of these two indices, most of researches believe that job satisfaction brought about organization commitment. With sophisticated literature review, and empirical study with 360 sets of questionnaires surveys which was random sampling from Chinese workers, this research will focus on finding out the relationship of three dimensions perceived organizational support, job satisfaction and organizational commitment. This research will adopt statement statistic, reliability analysis, factor analysis, correlation analysis and hierarchical regression methods to confirm the hypothesis of this research. We had outcomes from this research: 1. Both of socioemotional support and instrumental support are positive correlation with social satisfaction, egocentric satisfaction and instrumental satisfaction; perceived organizational support will positive effect work satisfaction. Since workers recognize higher degree of support from their organizations, they will obtain higher satisfaction from their jobs. 2. Factors social satisfaction, egocentric satisfaction, and instrumental satisfaction are positive correlation with affective commitment, continuance commitment and normative commitment; job satisfactions will positive effect organizational commitment. It means as workers experienced job satisfaction, and then they will show higher organizational commitment. 3. Both of socioemotional support and instrumental support are positive correlation with affective commitment, continuance commitment and normative commitment; perceived organizational support will positive effect organizational commitment. As organizational support is observed by workers, then they will increase the degree of organizational commitment. 4. Job satisfaction is the intermediary factor of perceived organizational support and organizational commitment. Because workers perceive organization support, then they are willing to present their commitment. This type of recognition will make workers getting higher degree of job satisfaction, and as workers gain job satisfaction then they will generate further organizational commitment.

Keywords : Perceived Organizational Support ; Job Satisfaction ; Organizational Commitment

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