

經驗狀態與公民行為之個人內在模式：人格特質之跨層次干擾效果

陳仙祺、童惠玲

E-mail: 9706721@mail.dyu.edu.tw

摘要

本研究驗證動態過程藉由五大人格特質和情緒與態度的經驗狀態之交互作用，來影響個人內在的組織公民行為。本研究採用問卷調查法，連續施測10個工作天(每天2次)，樣本選自彰化縣國小教師。採用階層線性模式分析(HLM)來驗證經驗抽樣假設。首先，在個人內在層次經驗抽樣正向情緒、負向情緒和工作滿足隨著時間的變動對經驗抽樣結果中組織公民行為的預測力。其次，發現結果如下：(1)神經質對正向情緒與組織公民行為的跨層次干擾顯著；(2)神經質對工作滿足與組織公民行為的跨層次干擾顯著；(3)開放學習型對工作滿足與組織公民行為的跨層次干擾顯著；(4)認真盡責型對工作滿足與組織公民行為的跨層次干擾顯著。

關鍵詞：組織公民行為，五大人格特質，正向情緒，負向情緒，工作滿足，階層線性模式分析

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