

公務人員職場社會支持與工作投入、工作滿足關係之研究:以南投縣政府為例

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摘要

民主化日深的今日，民選首長所帶領的團隊，各項政績優劣，直接受到所有選民的嚴格檢驗。過去文獻顯示，提升公務人員的工作投入和工作滿足，有助於提升政府機關的績效。政府機關因法規和實務上的限制，無法比照一般民營企業，採用加薪、獎金、升遷等方式來提升工作投入和工作滿足。因此本研究主要目的有二：一是探討南投縣公務人員職場社會支持、工作投入及工作滿足的現況；二是諷圖從職場社會支持的觀點，探討公務人員工作投入和工作滿足間的關係，希望能藉此提升政府機關的各項競爭力與績效。本研究統計結果，南投縣政府公務人員職場社會支持、工作投入及工作滿足之現況，其平均均介於「普通」與「滿意」間，屬中上程度。另以層級迴歸分析後獲得二項研究結果：一、職場社會支持和工作投入具有顯著的正相關，亦即，職場社會支持程度愈高，工作投入程度愈高；二、職場社會支持和工作滿足具有顯著的正相關，亦即，職場社會支持程度愈高，工作滿足程度愈高。本研究依據實證結果提出七項管理實務建議。

關鍵詞：職場社會支持；工作投入；工作滿足

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