

高績效人力資源管理實務、組織公民行為與組織績效之關係

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摘要

本研究旨在以組織層次來探討高績效人力資源管理實務、服務導向組織公民行為分別與組織績效的生產力及離職率之關係。同時以了解在服務導向組織公民行為分別與企業策略、失業率的交互作用，對組織績效影響之效果。研究樣本取自全台灣地區168家旅館，針對人力資源管理主管、直線主管及直線主管所屬員工等二個群組，總計分別發放168份人力資源管理主管問卷及直線主管問卷，回收且有效的問卷共計82份群組數。根據實證資料，由層級迴歸分析得知，高績效人力管理實務與離職率呈負向影響，而與生產力呈正向影響。以服務導向組織公民行為對高績效人力資源管理實務與組織績效的生產力具有部分中介之效果。企業策略對服務導向組織公民行為與組織績效的生產力具有干擾效果。失業率對服務導向組織公民行為與組織績效的離職率具有干擾效果。

關鍵詞：高績效人力資源管理實務、組織公民行為、組織績效、企業策略、失業率

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