

公務人員職場社會支持與工作壓力、組織承諾關係之研究：以南投縣政府為例

張惠瓊、顏昌華

E-mail: 9806513@mail.dyu.edu.tw

摘要

近年來由於社會環境的急遽變動以及組織推動變革之盛行，其所帶來無形的工作壓力，造成公務人員組織承諾的低落，而如何降低這些負面的影響，已成為政府部門所關心之議題。根據過去研究結果發現，職場社會支持對於員工的態度和行為具有重要之正面效果，因此，本研究目的是探討公務人員職場社會支持、工作壓力和組織承諾之關係。本研究採用調查研究法，以便利抽樣的方式，針對南投縣政府之公務人員進行問卷調查，總共寄發560份問卷，回收521份問卷，去除無效問卷24份，有效問卷為497份，回收率為93%。根據本研究結果發現，職場社會支持程度愈高，公務人員之工作壓力程度愈低。另外，職場社會支持程度愈高，公務人員之組織承諾程度愈高。因此，本研究建議政府部門應提升職場社會支持，包括組織、上司、工作夥伴等，讓員工在職場中認同並與其他成員具有良好之社會關係，可以有效減低公務人員的工作壓力。此外，建立組織與員工良好的溝通管道，激勵員工，發展訓練及壓力調適等，以提升公務人員之組織承諾。

關鍵詞：職場社會支持，工作壓力，組織承諾，工作特性

目錄

中文摘要	iii	英文摘要	iv	誌謝辭	v	內容目錄	
.....	vi	表目錄	viii	圖目錄	xi	第一章 緒論.....	1
第一節 研究背景與動機.....	1	第二節 研究問題與目的.....	5	第三節 研究範圍與限制.....	6	第四節 研究流程.....	7
第二章 文獻探討.....	10	第一節 社會支持與職場社會支持.....	10	第二節 工作壓力.....	15	第三節 組織承諾.....	25
第三節 組織承諾.....	25	第四節 職場社會支持與工作壓力.....	31	第五節 職場社會支持與組織承諾.....	32	第三章 研究方法.....	34
第三章 研究方法.....	34	第一節 研究架構.....	34	第二節 研究假設.....	35	第三節 研究樣本與資料蒐集.....	38
第三節 研究樣本與資料蒐集.....	38	第四節 變數之操作性定義與衡量.....	39	第五節 問卷設計.....	43	第六節 資料分析方法.....	45
第六節 資料分析方法.....	45	第四章 實證資料分析.....	53	第一節 樣本資料分析.....	53	第二節 信度與效度分析.....	58
第二節 信度與效度分析.....	58	第三節 相關分析.....	67	第四節 職場社會支持和公務人員工作壓力之關係.....	68	第五節 職場社會支持和公務人員組織承諾之關係.....	70
第三節 相關分析.....	67	第五章 結論與建議.....	72	第一節 結論.....	72	第二節 研究建議.....	74
第四節 職場社會支持和公務人員工作壓力之關係.....	68	第五節 研究限制與未來研究方向.....	77	參考文獻	79	附錄 問卷.....	100
第五節 職場社會支持和公務人員組織承諾之關係.....	70						

參考文獻

一、中文部分 丁虹(1987)，企業文化與組織承諾之關係研究，國立政治大學企業管理研究所未出版之博士論文。方代青(2000)，工作壓力、工作滿足、組織承諾與離職傾向間相關性之探討 - 以台南市稅捐稽徵處為例，國立成功大學企業管理研究所未出版之碩士論文。白倩如(2004)，慢性精神病患社會職業能力、工作環境中社會支持與工作適應相關性之研究 - 以臺?縣市為例，私立東海大學社會工作學系未出版之碩士論文。田蘊祥(2002)，公務人員工作壓力之世代差異研究 - 以考誦院部會機關為例，私立東吳大學政治研究所未出版之碩士論文。朱明謙(2001)，高科技產業從業人員休閒行為、工作壓力與工作績效之研究，私立義守大學管理科學研究所未出版之碩士論文。余德成(2000)，理人性面系統因素對工作績效之影響，國立中山大學企業管理研究所未出版之博士論文。吳娟娟(2001)，國稅人員工作壓力、組織承諾與離職傾向之研究 - 以財政部台灣省中區國稅局為例，私立東海大學公共事務在職專班未出版之碩士論文。吳秉恩(1991)，組織行為學，台?華泰書局。吳清山，林天祐(2005a)，組織承諾，教育研究月刊，136，159。吳清山，林天祐(2005b)，工作壓力，教育資料與研究雙月刊，65，135。吳統雄(1990)，電話調查：理論與方法(2版)，台?聯經出版社。李香毅(2002)，地方政府員工的知識學習、工作壓力對其組織承諾、工作投入與工作行為影響之研究 - 以嘉義縣政府為例，私立南華大學管理研究所未出版之碩士論文。林月盛(2003)，國民中學教改壓力、組織衝突、權力運用與組織承諾關係之研究，國立高雄師範大學教育學系未出版之博士論文。邱永祥(1996)，影響高職特教班畢業生工作適應相關因素之研究，國立彰化師範大學工業教育研究所未出版之碩士論文。邱馨儀(1996)，國民小學學校組織文化與教師組織承諾關係之研究，台?市立師範學院初等教育學系未出版之碩士論文。施惠文(2005)，工作壓力、社會支持與工作績效之相關研究 - 以高雄市政府員工為例，國立中山大學人力資源管理研究所碩士在職專班未出版之碩士論文。范熾文(2002)，國小校長領導行為、教師組織承諾與學校組織績效之研究，國立台灣師範大學教育研究所未出版之博士論文。莊榮霖(1994)，國中教職員工作滿足與組織承諾之研究：高雄市地區市立國中調查分析，國立政治大學公共行政研究所未出版之碩士論文。孫進發(2004)，員工對組織變革認知、轉業訓?、組織承諾與工作滿足關係之研究：以台糖公司為例，私立長榮大學經營管理研究所未出版之碩士論文。張荳

雲(1986),生活壓力的概念與測量,中華心理衛生學刊,2(1),137-151。張笠雲,譚康榮(1999),網絡台灣:企業的人情關係與經濟理性,台?遠流出版社,17-64。張永政(1992),學校專任運動教?工作價值觀與組織承諾關係之研究,國立台灣體育學院體育研究所未出版之碩士論文。張志毓(1997),國民小學教師組織承諾與專業承諾研究,台?市立師範學院國教所未出版之碩士論文。張品芬(1995),高雄地區國民小學教師組織文化知覺、學校環境特性與教師組織承諾程度關係之研究,國立台南師範學院初等教育研究所未出版之碩士論文。張瑞村(1997),高級工業職業學校校長領導行為、教師組織承諾與學校效能關係之研究,國立政治大學教育學系未出版之博士論文。張春興(1997),現代心理學,台?:東華出版社。郭旭修(1982),電話話務人員心理變數與工作壓迫感及服務績效之實證研究,國立交通大學管理科學研究所未出版碩士論文。陳介玄(1994),協力網絡與生活結構-台灣中小企業社會經濟分析,台?:聯經出版事業。陳榮宗(2001),影響策?、滿意度與績效關係之研究-以汽?業為例,私立大葉大學事業經營研究所未出版之碩士論文。陳村河(2001),國營事業民營化留用員工工作壓力之研究-以合肥公司員工為例,國立中山大學人力資源管理研究所未出版之碩士論文。陳俊霖(2005),公務人員性別差異、人格特質、工作壓力與工作投入相關性之研究:以台?縣政府公務人員為例,國立嘉義大學管理研究所未出版之碩士論文。陳威有(2005),外派大陸人員海外適應力對員工工作績效之影響,私立大葉大學國際企業管理學系碩士班未出版之碩士論文。陳怡君(2001),職業學校校長領導行為與教師組織承諾關係之研究,國立彰化師範大學工業教育學系未出版之碩士論文。陳金水(1989),國民中學教師制握信念工作經驗與組織承諾之關係,國立高雄師範大學教育學系未出版之。黃光國(1988),人情與面子:中國人的權力遊戲,台?:巨流圖書公司。黃瓊蓉(2000),教師承諾的構念效度,彰化師大教育學報,1,93-118。曾南薰(1998),我國教師組織承諾之整合分析,國立嘉義師範學院國民教育研究所未出版之碩士論文。曾進歷(1999),報業從業人員組織承諾研究-以聯合報為研究對象,私立銘傳大學傳管所未出版之碩士論文。葉兆祺(1999),國民小學實習教師工作壓力與因應方式之研究,國立台中師範學院國民教育研究所未出版碩士論文。單小琳(1988),國中導師專業倦怠與工作壓力社會支持調適的相關研究,國立政治大學教育研究所未出版之碩士論文。詹婷姬(1994),國民小學教師工作環境知覺與組織承諾關係之研究,國立台?師範學院初等教育學系未出版之碩士論文。詹萬廷(2002),彰化縣國民小學校長行政決定方式對教師組織承諾影響之研究,國立臺中師範學院國民教育研究所未出版之碩士論文。劉春榮(1993),國民小學組織結構、組織承諾與學校效能關係研究,國立政治大學教育研究所未出版之博士論文。蔡進雄(1993),國民中學校長領導方式與教師組織承諾關係之研究,國立臺灣師範大學教育研究所未出版之碩士論文。鄧國豐(2008),工作壓力與組織承諾關係之研究-以國軍外派回任人員為例,私立大葉大學國際企業管理學系未出版之碩士論文。賴瑞涵(2001),行政機關新進成員工作適應問題之研究,國立政治大學公共行政學系未出版之碩士論文。顏昌華(2006),職場社會支持與服務人員工作壓力、工作投入關係之研究-以餐飲服務業為例,國立台中技術學院休閒事業經營系未出版之碩士論文。藍采風(2000),壓力與適應,台?:獅文化。藍采風(2003),全方位壓力管理,台?:獅文化。羅俊龍(1995),教師個人背景變項與工作價值觀、工作滿足、組織承諾關係之研究-以宜蘭縣公立國民中學現任教師之實證研究,私立東吳大學管理科學研究所未出版之碩士論文。鐘長生(1992),校長領導型態與教師溝通窘境、工作滿足、組織承諾之關係-雲林縣公立中小學之實證研究,國立中山大學企業管理研究所未出版之碩士論文。二、英文部分 Allen, J. E., Locksley, R. M., & Stephens, R. S. (1991). A single peptide from the major outer membrane protein of *Chlamydia trachomatis* elicits T cell help for the production of antibodies to protective determinants. *Journal of Immunology*, 147, 674-679. Allen, T. D. (2001). Family-supportive work environments: The role of organizational perceptions. *Journal of Vocational Behavior*, 58, 414-435. Angle, H. L., & Perry, J. L. (1981). An Empirical Assessment of Organizational Commitment and Organizational Effectiveness. *Administrative Science Quarterly*, 26, 1-14. Antonovsky, H. F., & Antonovsky, A. (1974). Commitment in an Israeli Kibbutz. *Human Relations*, 27(3), 303-319. Ashforth, B. E., Saks, A. M., & Lee, R. T. (1998). Socialization and newcomer adjustment: The role of organizational context. *Human Relations*, 51(7), 897-926. Armstrong, S. J., & Overton, T. S.(1977). Estimating non-response bias in mail surveys. *Journal of Marketing Research*, 14(3), 396-402. Barr, O. (1994). Job satisfaction of community nurses working with people with a mental handicap. *Journal of Advanced Nursing*, 20(6), 1046-1055. Beehr, T. A., & McGrath, J. E. (1992). Social support, occupational stress and anxiety. *Anxiety, Stress, and Coping*, 5, 7-19. Beer, T. A., & Newman, J. E. (1978). Job Stress, Employee Health, and Organizational Effectiveness: A Facet Analysis, Model and Literature Review. *Personnel Psychology*, 31, 665-699. Becker, H. S. (1960). Notes on the concept of commitment. *American Journal of Sociology*, 66, 32-42. Berman, E. M., West, J. P., & Richter, M. N. (2002). Workplace relations: Friendship patterns and consequences (according to manager). *Public Administration Review*, 62(2), 217-230. Bogler, R., & Somech, A. (2004). Influence of teacher empowerment on teachers' organizational commitment, professional com- mitment and organizational citizenship behavior in schools. *Teaching and Teacher Education*, 20, 277-289. Bowen, D. E., & Schneider, B. (1985). Boundary-spanning-role employees and the service encounter: Some guidelines for future management and research. In J. Czepiel, M. R. Solomon & C. F. Surprenant (Eds.), *The Service encounter* (pp. 127- 147). New York: Lexington Books. Brooke, P. P., Russell, D. W., & Price, J. L. (1988). Discriminant validation of measurement of job satisfaction, job involvement, and organization commitment. *Journal of Applied Psychology*, 73(2), 139-145. Browenell, A., & Shumaker, S. A. (1984). Toward a theory of social support: Closing conceptual gaps. *Journal of Social Issues*, 44, 11-36. Brown, S. P. (1996). A meta-analysis and review of organizational research on job involvement. *Psychological Bulletin*, 120(2), 235-255. Buchanan, B. (1974). Building organizational commitment: The socialization of managers in work organization. *Administrative Science Quarterly*, 19, 533-546. Burlleson, B. R., Albrecht, T. L., Goldsmith, D. J., & Sarason, I. G. (1994). Introduction: The communication of social support. In B. R. Burlleson, T. L. Albrecht, & I. G. Sarason (Eds.), *Communication of social support: Messages, interactions, relationships, and community* (pp. xi-xxx). Thousand Oaks, California: Sage. Price, J. L., & Mueller, C. W. (1986). *Handbook of Organizational Measurement*. Marshfield, Massachusetts: Pitman Publishing. Carmeli, A. (2005). Exploring determinants of job involvement: An empirical test among senior executives. *International Journal of Manpower*, 26(5), 457. Caplan, G. (1974). *Support systems and community mental health*. New York: Behavioral Publication. Caplan, R. D., Cobb, S., French, J. R. P., Harrison, R. V., & Pinneau, S. R. (1975). *Job demands and worker health*. Ann Arbor: University of Michigan, Institute for Social Research.

Caplan, G. (1976). The family as support system. In G. Caplan & M. Killilea (Eds.), *Support systems and mutual help: Multidisciplinary explorations*. New York: Behavioral Publication.

Caplan, G., & Killilea, M. (1976). *Support systems and mutual help*. New York: Grune and Stratton.

Cobb, S. (1976). Social support as a moderator of life stress. *Psychosomatic Medicine*, 38(5), 300-314.

Cohen, S. & Wills, T. A. (1985). Stress, social support and the buffering hypothesis. *Psychological Bulletin*, 98, 310-357.

Dawis, R. V., & Lofquist, L. H. (1984). *A psychological theory of work adjustment: An Individual-Differences Model and Its Applications*. Minneapolis, Minnesota: University of Minnesota.

Ducharme, L. J., & Martin, J. K. (2000). Unrewarding Work, Coworker Support, and Job Satisfaction: A Test of the Buffering Hypothesis. *Work and Occupations*, 27(2), 223-243.

Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, 71, 500-507.

Dutton, J. E., Dukerich, J. M., & Harquail, C. V. (1994). Organizational images and member identification. *Administrative Science Quarterly*, 39, 239-263.

Eisenberger, R., Fasolo, P., & Davis-LaMastro, V. (1990). Perceived organizational support and Employee Diligence, Commitment, and Innovation. *Journal of Applied Psychology*, 75, 51-59.

Erkutlu, H. V., & Chafra, J. (2006). Relationship between leadership power base and job stress of subordinates: example from boutique hotels. *Management Research News*, 29(5), 285-297.

Etzion, D. (1984). Moderating effect of social support on the stress bornout relationship. *Journal of Applied Psychology*, 69(4), 615-622.

Flaherty, J. A., Gaviria, F. M., & Pathak, D. S. (1983). The measurment of social support network inventory. *Comprehensive Psychiatry*, 24, 521-529.

Farris, G. P. (1971). A predictive study of turnover. *Personnel Psychology*, 24, 311-328.

Fisher, D. C. (1985). Social support and adjustment to work: A longitudinal study. *Journal of management*, 11(3), 39-53.

Fisher, K. M. (1985). A misconception in biological: Amino acids and translation. *Journal of Research in Science Teaching*, 22(1), 53-61.

Fukami, C. V., & Larson, E. W. (1984). Commitment to Company and Union: Parallel Model. *Journal of Applied Psychology*, 69, 367-371.

Granovetter, M. (1973). The strength of weak tie. *American Journal of Sociology*, 78, 1360-1380.

Greenberg, J. (1999). *Managing Behavior in Organizations* (2nd ed.). New Jersey: Prentice-Hall, 86-90.

Hershenson, D. B. (1981). Work adjustment, disability, and the three R's of vocational rehabilitation: A conceptual model. *Rehabilitation Counseling Bulletin*, 25(2), 91-97.

Hoel, H., Sparks, K., & Cooper, C. L. (2001). The Cost of Violence/ Stress at Work and the Benefits of a Violence/Stress-Free Working Environment [Online]. Available: <http://www.ilo.org/public/english/protection/safework/whpwb/econo/costs.pdf> [2009, May 6].

Hoff, T. J. (1998). Physician executives in managed care: Character- istics and job involvement across two career stages. *Journal of Healthcare Management*, 43(6), 481-497.

House, J. S., & Wells, J. A. (1978). Occupational stress, social support and health. In A. McLean, G. Black & M. Colligan (Eds.), *Reducing Occupational Stress: Proceedings of a conferince* (pp. 8-29). District of Columbia, Washington: National institute for occupa- tional safety and health,.

House, J. S. (1981). *Work stress and social support*. Reading, Massachusetts: Addison-Wesley.

Kessler, R. C., Price, R. H., & Wortman, C. B. (1985). Social factors in psychopathology: Stress, social support, and coping processes. *Annual Review of Psychology*, 36, 531-572.

House, J. S., Robbinns, C., & Metzner, H. L. (1982). The association of social relationships and activities with mortality: Prospective evidence from the Tehcumseh community health study. *American Journal of Epidemiology*, 116, 123-140.

Huber, V. L. (1981). Managing Stress for Increased Productivity. *Supervisory Management*, 26(12), 2-12.

Ivancevich, J. M., & Matteson, M. T. (1980). *Stress and Work: A managerial perspective*. New York: Scott, Foresman and Company.

Jex, S. M. (1998). *Stress and Job Performance: Theory, Research, and Implications for 103 Managerial Practice*. Thousand Oaks, California: Sage Publications.

Kahn, R. L., & Antonucci, T. C. (1980). Convoys over the Life Course: Attachment, Rolesand Social Support. In P. B. Baltes & O. G. Brim (Eds.), *Life-Span Development and Behavior* (pp. 253-286). New York: Academic Press.

Katz, R. L., & Kahn, R. L. (1978). *The social psychology of organization* (2nd ed.). New York: Wiley.

Kaufmann, G. M., & Beehr, T. A. (1986). Interactions between job stressors and social support: Some counterintuitive results. *Journal of Applied Psychology*, 71, 522-526.

Korman, A. (1992). *Organization behavior*. Englewood Cliffs, New Jersey: Prent Hall, Inc.

Krackhardt, D. (1992). The Strength of Strong Ties: The Importance of Philos. In N. Nitin and G. E. Robert (Eds.), *Networks and Organizations: Structure, Form, and Action* (pp.57-91). Boston, Massachusetts: Harvard Business School Press.

Kushman, J. W. (1992). The Organizational Dynamics of Teacher Workplace Commitment: A Study of Urban Elementary and Middle School. *EducationalAdministration Quarterly*, 28, 5-42.

Lassk, F. G., Marshall, G. W., Cravens, D. W., & Moncrief, W. C. (2001). Salesperson job involvement: A modern perspective and a new scale. *The Journal of Personal Selling and Sales Management*, 21(4), 291-302.

Lim, V. K. G. (1996). Job insecurity and its outcomes: moderating effects of work-based support. *Human relations*, 49, 171-194.

Luthans, F. (1982), The contingency theory of management: A path out of the jungle, *Business Horizon*, 16, 67-72.

Marcinkus, W. C., Whelan-Berry, K. S., & Gordon, J. R. (2007). The relationship of social support to the work-family balance and work outcomes of midlife women. *Women in Management Review*, 22 (2), 86-111.

Marsden, P. V. (1989). Methods for the characterization of role structures in network analysis. In L. C. Freeman, D. R. White, & A. K. Romney (Eds.), *Research Methods in Social Network Analysis* (pp. 489-530). Fairfax, Virginia: George Mason University Press.

Martin, T. N. and Schermerhorm, J. R. Jr. (1983). Work and Nonwork Influence on Health: A research agenda using inability to leave as a critical variable. *Academy of management Review*, 8(4), 650-655.

McIntosh, N. J. (1991). Identification and investigation of properties of social support. *Journal of Organizational Behavior*, 12, 201-217.

McIntosh, R. W., & Goeldner, C. R. (1990). *Tourism: Principle, practices, philosophies* (6th ed.). New York: John Wiley and Sons, Inc.

Meglino, B. M. (1977). Stress and performance: Are they always incompatible. *Supervisory Management*, 22(3), 2-12.

Mitchell, T. R. (1979). *Organization behavior*. Annual Review of psychology, 30, 243-281.

Motowidlo, S. J. & Van Scotter, J. R. (1994). Evidence that task performance should be distinguished from contextual performance. *Journal of Applied Psychology*, 79, 475-480.

Mowday, R. T., Porter, L.W., & Steers, R. M. (1982). *Employee organization linkage*. NewYork: Academic Press.

Moorhead, G., & Griffin, R. W. (2001). *Organizational behavior: Managing people and organizations* (6th ed.). Boston, Massachusetts: Houghton Mifflin.

Parker, D. F., & DeCotiis, T. A. (1983). Organizational Determinants of Job Stress. *Organizational Behavior and Human*

Performance, 32, 160-177. Porter, L. W., Steers, M. R., Mowday, R. T., & Boulian, P. V. (1974). Organizational commitment, job satisfaction, and turnover among psychiatric technicians. *Journal of Applied Psychology*, 59(5), 603-609. Randall, D. M. (1987). Commitment and the organization: The organizational man revisited. *Academy of Management Review*, 12, 460-471. Reber, S. (1995). *Dictionary of psychology*. New York: Penguin.

Reichers, A. E. (1985). A Review and Reconceptualization of Organization Commitment. *Academy of Management Review*, 10, 465-476. Reitz, H. J., & Jewell, L. N. (1979). Sex, locus of control and job involvement: A six-country investigation. *Academy of Management Journal*, 22, 72-80. Reyes, P. (1990). *Teachers and their workplace: Commitment, performance, and productivity*. Newbury Park, California: Sage publication. Reyes, P., & Pounder, D. G. (1990). Teachers commitment, job satisfaction, and school value orientation: A study of public and private schools. Madison, Wisconsin: University of Wisconsin. Robbins, S. P. (2001). *Organizational Behavior* (9th ed.). Upper Saddle River, New Jersey: Prentice-Hall.

Rodwell, J. J., Kienzle, R., & Shadur, M. A. (1998). The relationships among work-related perceptions, employee attitudes, and employee performance: The integral role of communication. *Human Resource Management*, 37(3), 277-293. Ross, L. E., & Boles, J. S. (1994). Exploring the influence of workplace relationships on work related attitudes and behaviors in the hospitality work environment. *International Journal of Hospitality Management*, 13(2), 155-171. Schneider, B., Parkington, J. J., & Buxton, V. M. (1980). Employee and customer perceptions of service in banks. *Administrative Science Quarterly*, 25(2), 252-267. Sias, P. M., & Cahill, D. J. (1998). From coworker to friends: The development of peer friendships in the workplace. *Western Journal of Communication*, 62(3), 273-299. Sims, H. P., Szilagyi, A. D., & Keller, R. T. (1976). The measurement of job characteristics. *Academy of Management Journal*, 19, 547-559. Steers, R. M. (1977). Antecedents and outcomes of organizational commitment. *Administrative Science Quarterly*, 22(1), 46-56. Steers, R. M., & Porter, L. W. (1979). *Motivation and Work Behavior*. New York: McGraw-Hill, 304. Steers, R. M. (1988). *Work and Stress Introduction to Organizational Behavior*. Human Performance, 32, 160-177.

Sternberg, R. J. (1994). Allowing for thinking styles. *Educational Leadership*, 54(3), 36-37. Stevens, J. M., Beyer, J. M., & Trice, H. M. (1978). Assessing personal, role, and organizational predictors of managerial commitment. *Academy of Management Journal*, 21(3), 380-396. Thomas, L., & Ganster, D. C. (1995). Impact of family-supportive work variables on work-family conflict and strain: A control perspective. *Journal of Applied Psychology*, 80, 6-15. Thompson, F. L. (1989). The relationship between leadership style and organizational commitment in selected Wisconsin elementary schools. *Dissertation Abstracts International*, 43(5), 472. Thoits, P. A. (1982). Conceptual methodological and theoretical problem in studying social support as a buffer against life stress. *Journal of Community Psychology*, 10, 341-362. Wasti, S. A. (2005). Commitment Profiles: Combinations of organizational commitment forms and job outcomes. *Journal of Vocational Behavior*, 67, 290-308. Weiten, W., & Lloyd, M. A. (1997). *Psychology applied to modern life: Adjustment in the 90s*. (5th ed.). Pacific Grove, California: Brooks/Cole. Wiener, Y. (1982). Commitment in organizations: A normative view. *Academy of Management Review*, 7(3), 418-428. Whitener, E. M. (2001). Do "high commitment" human resource practices affect employee commitment? A cross-level analysis using hierarchical linear modeling. *Journal of Management*, 27, 515-535. Wiesenfeld, B. M., Raghuram, S. & Guard, R. (2001). Organizational Identification among Virtual Workers: The Role of Need for Affiliation and Perceived Work-Based Social Support. *Journal of Management*, 27, 213-229. Williams, S., & Cooper, L. (2002). *Managing workplace stress: A best practice blueprint*. Chichester: John Wiley & Sons. Yerkes, R. M., & Dodson, J. D. (1908). The relation of strength of stimulus to rapidity of habit-formation. *Journal of Comparative Neurology and Psychology*, 18, 459-482. Zimet, G. D., Dahlem, N. W., Zimet, S. G., & Farley, G. K. (1988). The Multidimensional Scale of Perceived Social Support. *Journal of Personality Assessment*, 52, 30-41. ___