

# The Research of Work-Base Support, Job Stress and Organizational Commitment on Officials - A Study of Nantou County Gover

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## ABSTRACT

In recent years, the drastic changes incurred from social environment and prevalent trends of organization in facilitation of reforms have brought along with intangible pressure, and they have resulted in the low-spirit of civil servant for organization commitment. Therefore, it has become an important issue that concerns government authorities as how such negative impacts can be lowered. Based on the results of past studies, work-based social support can exert with important positive impact on the attitude and behavior of staffs, and it is why this researcher is conducted to investigate the relationship among work-based social support, job stress, and organizational commitment. This study has employed questionnaire survey to facilitate sampling, and civil servants of Nantou County Government are focused on to conduct questionnaire. As a whole, 560 copies of questionnaire are sent out, and 521 copies are retrieved. After 24 copies of missing fill and repeated fill are eliminated, the total of valid copies is 497, with retrieval rate reaching 93%. As found from the research results, the higher the work-based social support the extent of job stress will be relatively lower for civil servants. On the other hand, if there is higher work-based social support the organizational commitment of civil servants will be higher. Therefore, this study would like to suggest government authorities to enhance work-based social support, including organization, superior, and work partners so that staffs can find recognition and enjoy favorable social relationship with other working v members. As such, it can help reduce job stress for civil servants. Besides, the establishment of communication channels between organization and staffs provide encouragement to staffs, and it will help them to receive development and pressure adjustment so as to enhance organizational commitment of civil servants.

Keywords : work-base social support, job stress, organization commitment, work features

## Table of Contents

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	第五章 結論與建議.....	72
第一節 結論.....	72	第二節 研究建議.....	74	第三節 研究限制與未來研究方向.....	77	參考文獻 .....	79
附錄 問卷.....	100						

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