

The Research of Relationship between Quality of Work Life and Service-Oriented Organizational Citizenship Behavior-An Ex

黃建隆、顏昌華

E-mail: 9806514@mail.dyu.edu.tw

ABSTRACT

Because since the military training instructor its distinctive quality has received many attention and the criticism, even questions its existence the necessity; Although many teachers serve for the student, is deep the student to love, the guardian high praise; But how should the military training instructor in accordance to the adjustment, create the value which needs, is really the urgent matter. This research take Zhonghua County, Nantou County, the Taichung High school Vocational school military training instructor as the object of study, Organizes the citizen by the questionnaire survey discussion pro-motion work life quality and the display service guidance for the relatedness. The find-ings showed that eighth the construction surface work life quality composition, organize the citizen with the service guidance the construction surface to achieve for composition third are remarkable are being related. In the work life quality take the family and the work coordination, the study growth opportunity, the working conditions three con-struction surface and the service guidance organizes the citizen to relate strongly as it strongest. Finally aims at the findings, this research proposes to the Coherent units sug-gested: First, strives fair, fair, public being transferred to another post and the distribu-tion work system. Second, provides the multiplex further education thorough study pipeline, promotes the teacher official duty study energy, provides a better service. Third, is each kind of extracurricular service; Especially night duty; Provides more safeguards. Fourth, the driving understanding teaching and administrative staff demand, consummates the teacher equipment and the resources positively; Is urges teaching and administrative staff's service guidance to organize the citizen behavior the efficacious device.

Keywords : military instructor、 quality of work life、 service-oriented organizational citizenship behavior

Table of Contents

中文摘要	iii
英文摘要	iv
誌謝辭	vi
內容目錄	vii
表目錄	ix
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	2
第三節 研究流程	4
第二章 文獻探討	5
第一節 我國軍訓教官制度現況及相關文獻	5
第二節 工作生活品質	10
第三節 服務導向組織公民行為	13
第四節 工作生活品質與服務導向組織公民行為	19
第三章 研究方法	22
第一節 研究架構	22
第二節 研究假設	23
第三節 變數操作性定義與測量	24
第四節 研究對象	26
第五節 資料分析方法	26
第四章 研究結果與分析	28
第一節 個人基本變項	28
第二節 問卷信度與敘述性統計	34
第三節 教官對工作生活品質分析	37

第四節	教官對服務導向組織公民行為分析	46
第五節	工作生活品質對服務導向組織公民行為重視 程度的相關性分析	53
第五章	結論與建議	57
第一節	研究發現與結論	57
第二節	研究建議	60
參考文獻	62
附錄A	研究問卷	69
附錄B	軍訓教官每日平均執勤時數統計表	74
附錄C	「軍訓教官」相關期刊彙整表	76
附錄D	「軍訓教官」相關博碩士論文彙整表	77

表目錄

表 2-1	軍訓教官制度沿革及重大事件	5
表 2-2	中外學者對工作生活品質的定義	11
表 2-3	中外學者所提工作生活品質之構面	12
表 4-1	問卷回收?況表	28
表 4-2	教官基本背景屬性分布表	30
表 4-3	學校性質、服務過的學校與服務地與戶籍地統計表	32
表 4-4	學校性質、教官年資、階級、職務統計表	33
表 4-5	本研究量表構面信度分析彙整	35
表 4-6	工作生活品質之敘述性分析	36
表 4-7	服務導向組織公民行為之敘述性分析	37
表 4-8	性別與工作生活品質之差異分析	37
表 4-9	年齡與工作生活品質之差異性分析	38
表 4-10	婚姻與工作生活品質之差異分析	39
表 4-11	子女數與工作生活品質之差異性分析	39
表 4-12	學校性質與工作生活品質之差異分析	40
表 4-13	教官年資與工作生活品質之差異性分析	41
表 4-14	階級與工作生活品質之差異性分析	42
表 4-15	服務地與戶籍地與工作生活品質之差異分析	43
表 4-16	職務與工作生活品質之差異性分析	43
表 4-17	服務過的學校數與工作生活品質之差異性分析	44
表 4-18	縣市與工作生活品質之差異性分析	45
表 4-19	個人基本變項與工作生活品質之差異性彙整	46
表 4-20	性別與服務導向組織公民行為之差異分析	47
表 4-21	年齡與服務導向組織公民行為之差異性分析	47
表 4-22	婚姻與服務導向組織公民行為之差異分析	48
表 4-23	子女數與服務導向組織公民行為之差異性分析	48
表 4-24	學校性質與服務導向組織公民行為之差異分析	49
表 4-25	教官年資與服務導向組織公民行為之差異性分析	50
表 4-26	階級與服務導向組織公民行為之差異性分析	50
表 4-27	服務地與戶籍地與服務導向組織公民行為之差異分 析	51
表 4-28	職務與服務導向組織公民行為之差異性分析	51
表 4-29	服務過的學校與服務導向組織公民行為之差異性分 析	52
表 4-30	縣市與服務導向組織公民行為之差異性分析	52
表 4-31	個人基本變項與服務導向組織公民行為之差異性彙 整	53
表 4-32	工作生活品質真實感受與服務導向組織公民?為重 視程?之Pearson積差相關分析	54

表 4-33 工作生活品質真實感受與服務導向組織公民?為重視程?之層級迴歸分析 55

圖目錄

圖 1-1 研究流程圖 4
圖 3-1 研究架構圖 23

REFERENCES

一、中文部份林炯堯(1992), 勞工家庭理財與工作生活素質, 提升工作生活品質與企業發展研討會論文集(pp.22-23), 台北:行政院。林鈺琴(1996), 提高勞工工作生活品質與工作效率, 中華亞太經濟與管理學會論文集(pp.99-120), 高雄:行政院勞委會。林靜黛(1987), 自動化對工廠員工工作生活品質影響之研究, 國立政治大學企業管理研究所未出版之碩士論文。胡瓊泰(1999), 工作生活品質、組織承諾與組織公民行為之相關性研究 - 以高科技產業為例, 國立中山大學人力資源管理研究所未出版之碩士論文。教育部(2009), 軍訓目標說明[線上資料], 來源: <http://www.edu.tw/MILITARY/index.aspx> [2009, May 15]。莊美鳳, 林梅琴(2008), 高中職軍訓教官角色行為與工作績效之研究 - 以桃園縣為例, 國防管理學報, 29(1), 73-97。陳彩(1994), 工作生活品質、工作滿足與離職意願關聯性研究 - 以高科技產業專業人員為例, 國立交通大學管理科學研究所未出版之碩士論文。游進年, 鄭玉英(2007), 我國高級中學軍訓教官工作狀況與未來轉型定位之研究 - 以臺北市為例, 國立台灣師範大學教育系國防教育碩士在職專班未出版之碩士論文。黃臺生, 莫心平(2007), 軍訓教官陞遷制度的檢討與改進, 台北:考試院。二、英文部份Bateman, T. S., & Organ, D. W. (1983). Job Satisfaction and the Good Soldier: The Relationship Between Affect and Employee Citi-zenship. *Academy of Management Journal*, 26, 587-595. Bettencourt, L., & Brown, S. (1997). Contact employees: Relation-ships among workplace fairness, job satisfaction and prosocial service behaviors. *Journal of Retailing*, 73, 39-61. Bettencourt, L. A., Meuter, M. L., & Gwinner, K. P. (2001). A com-parison of attitude, personality, and knowledge predictors of Service-Oriented organizational citizenship behaviors. *Journal of Applied Psychology*, 86(1), 29-41. Bitner, M. J., Booms, B. H., & Tetreault, M. S. (1990). The service encounter: diagnosing favorable and unfavorable incidents. *Journal of Marketing*, 54, 71-84. Borman, W. C., & Motowidlo, S. J. (1993). Expanding the criterion domain to include elements of contextual performance. In N. Schmitt & W. C. Borman (Eds.), *Personnel selection in organi-zations* (pp.71-98). San Francisco: Jossey-Bass. Brief, A., & Motowidlo, S. (1986). Prosocial organizational behaviors. *Academy of Management Review*, 11, 710-725. Cran, D. J. (1994). Towards validation of the service orientation con-struct. *The Service Industries Journal*, 14, 34-44. George, J. M. (1991). State or trait: Effects of positive mood on pro-social behaviors at work. *Journal of Applied Psychology*, 76, 299-307. Grusec, J. E. (1983). The socialization of altruism. In M. S. Clark (Ed.), *Prosocial Behavior* (pp.9-33), Newbury Park, California: Sage publications, Inc. Hogan, J., Hogan, R., & Busch, C. M. (1984). How to measure service orientation. *Journal of Applied Psychology*, 69, 167-173. Katz, D., & Kahn, R. L. (1978). *The social psychology of organiza-tions* (2nd ed.). New York: Wiley. Mills, P., Chase, R. B., & Margulies, N. (1983). Motivating the cli-ent/Employee stem as a service production strategy. *Academy of Management Review*, 8(2), 301-310. Moorman, R. H. (1991). The relationship between organizational jus-tice and organizational citizenship behaviors: Do fairness per-ceptions influence employee citizenship? *Journal of Applied Psychology*, 76, 845-855. Moorman, R. H., Blakely, G. L., & Niehoff, B. P. (1998). Does per-ceived organizational support mediate the relationship between procedural justice and organizational citizenship behavior? *Academy of management Journal*, 41, 351-357. Morrison, E. W. (1994). Role definitions and organizational citizen-ship behavior: The importance of the employee ' s perspective. *Academy of Management Journal*, 37(6), 1543-1567. Nirenberg, J. (1986). The Quality of work Life Issue: The Corpora-tions as The Next Politival Frontier. *Internal Journal of Man-power*, 7(3), 687-696. Organ, D. W. (1988). A restatement of the satisfaction-performance hypothesis. *Journal of Management*, 14, 547-557. Organ, D. W. (1990). The motivational basis for organizational citi-zenship behavior. *Research in organizaitonsl behavior*, 12, 43-72. Organ, D. W. (1994). Personality and organizational citizenship be-havior. *Journal of Management*, 20, 465-478. Organ, D. W., & Konovsky, M. A. (1989). Cognitive versus affective determinants of organizational citizenship behavior. *Journal of applied Psychology*, 74, 157-164. Podsakoff, P. M., Ahearne, M., & MacKenzie, S. B. (1997). Organiza-tional citizenship behavior and the quantity and quality of work group performance. *Journal of Applied Psychology*, 82, 262-270. Podsakoff, P. M., & MacKenzie, S. B. (1989). A second generation measure of organizational citizenship behavior. Working paper, Indian University, Bloomington. Podsakoff, P. M., & MacKenzie, S. B. (1989). Citizenship behavior and fairness in organizations: Issue and directions for future re-search. *Employee Responsibilities and Rights Journal*, 6, 257-269. Schneider, B., & Bowen, D. E. (1993). The service organization: Hu-man Resources Management is crucial. *Organizational Dynam-ics*, 21, 39-52. Schneider, B., & Bowen, D. (1985). Employee and customer percep-tions of service in banks: replication and extension. *Journal of Applied Psychology*, 70, 423-433. Schneider, B., & Bowen, D. E. (1984). New service design, develop-ment and implementation and the employee. In W. R. George & C. E. Marshall (Eds.), *Development new service* (pp.82-101), Chicago: American Marketing Association. Shamir, B., & Salomonj, I. (1985). Employee And Customer Percep-tion Of Service In Bank: Replication And Extension. *Journal of Applied Psychololo*, 70, 423-433. Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational Citi-zenship Behavior: Its nature and antecedents. *Journal of Applied Psychology*, 68, 653-663. Van Dyne, L., Cummings, L. L., & Parks, J. M. (1995). Extra-role be-haviors: Inpursuit of construct and definitional clarity(A bridge over muddied waters). In B. M. Staw & L. L. Cummings (Eds.), *Research in organizational behavior* (Vol. 17, 215-285),

Greenwich, Connecticut: JAI Press. Walton, R. (1974). Improving the Quality of Work Life. *Harvard Business Review*, 52, 12-20. Williams, L. J., & Anderson, S. E. (1991). Job satisfaction and organizational commitment as predictors of organizational citizenship behavior and in-role behaviors. *Journal of Management*, 17, 601-617. Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1988). Communication and control processes in the delivery of service quality. *Journal of Marketing*, 52, 35-48.