

# 高績效人力資源管理實務、組織公民行為與組織績效：企業策略、個人與組織適配之干擾效果

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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、個人與組織適配的交互作用，對組織績效影響之效果。研究樣本取自全台灣地區132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三個群組，總計分別發放132份人力資源管理主管問卷，132份直線主管問卷，以及264份直線主管所屬員工問卷，回收且有效的問卷共計69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生產力呈正向影響，而與離職率呈負向影響；服務導向組織公民行為對高績效人力資源管理實務與生產力、離職率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生產力具有干擾效果。

關鍵詞：高績效人力資源管理實務、組織公民行為、組織績效

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