

# 員工知覺的組織支持與工作績效：組織公民行為、信任、工作壓力之中介模型

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## 摘要

Bateman and Organ(1983)研究指出知覺組織支持的強度和高績效的義務回報會隨著社會情緒需求強度而增加。研究發現當組織的成員感覺到高度的組織支持時，會以工作努力與忠誠度回報組織(Wayne, Shore, and Liden, 1997; Bateman and Organ, 1983; Organ and Konovsky, 1989)。基於社會交換理論與社會情感機制所擴展出三個研究變項包括組織公民行為、信任與工作壓力，驗證其如何及為何解釋知覺組織支持與工作績效間的關係。本研究提出組織公民行為、信任、工作壓力對知覺組織支持與工作績效之中介模型，並針對此模型加以驗證。施測的樣本涵蓋三大產業(製造業，金融業與服務業)，藉由同時向主管及其直屬員工發放問卷的方式，達成研究的目的，問卷分三個時間點發放，樣本來自79家公司，360位員工。研究模型採迴歸分析併用驗證分析法加以評估，結果顯示出，員工知覺組織支持對工作績效有顯著正向影響；以及組織公民行為、信任與工作壓力分別對員工知覺組織支持與工作績效有中介效果。

關鍵詞：組織公民行為；信任；工作壓力；知覺組織支持；工作績效

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