

智慧資本對組織文化影響之研究：屆齡退休者情感的干擾效應

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摘要

本研究問題是探討智慧資本與組織文化之關係，並以屆齡退休者的情感特質為干擾變項，探討正面情感、負面情感與混合情感是否會對兩者關係造成影響。

本研究是透過郵寄問卷(questionnaires survey)的方式，以台中市屆齡退休的公務人員為研究對象，回收300份後剔除其中因題目?答、重複作答或勾選答案?合?等50份無效問卷後，有效問卷為250份，有效回收?為83.3%。

結果本研究發現，智慧資本中的三個構面彼此間均有正相關，且其中人力資本、結構資本與關係資本對組織文化確實會造成影響。在情感特質干擾中，屆齡退休者之正面情感特質會影響智慧資本與組織文化之關係。屆齡退休者之負面情感特質不會影響智慧資本與組織文化之關係。屆齡退休者之混合情感特質會影響智慧資本與組織文化之關係。

最後，本研究對實務界提出四點建議，一、加強組織的智慧資本蓄積；二、提升組織中人力資本將帶動結構資本與關係資本；三、強調分享與互動的組織文化；四、提升屆齡退休者之正面情感，將有助於組織文化。

關鍵詞：智慧資本、組織文化、屆齡退休者、情感

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