

員工知覺支持對工作滿意與組織公民行為的影響

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摘要

本研究旨在了解國小教師知覺組織、主管、同事支持對工作滿意與組織公民行為的影響。問卷採用國外學者編訂之量表，以國小教師為母群體，採便利抽樣共發出500份，回收有效問卷411份，並使用SPSS12.0統計軟體進行統計分析，主要獲致以下研究結果：一、員工知覺支持對工作滿意的影響，除了員工知覺主管支持外，知覺組織支持、知覺同事支持與工作滿意均呈正向顯著影響。二、在工作滿意對組織公民行為之組織利益、主管利益、人際利他均呈正向顯著影響。三、員工知覺支持、工作滿意與組織公民行為三變數呈現顯著相關，且工作滿意具有部分中介效果。最後，根據研究結果與分析討論的內容，提出結論與建議，提供學校教育工作者及進一步研究的參考。

關鍵詞：知覺主管支持；工作滿意；組織公民行為

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