A Study on Workplace Exchange Relationship and Employees' Work-Related Attitudes and Behaviors

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ABSTRACT

This study aimed at understanding the workplace exchange relationship, Work Related attitudes (job satisfaction) and behaviors (task performance and organizational citizenship behavior) of the impact study in life insurance industry workers. The objec-tive of the study was to advance the research on Vertical relationship of the lead-member exchange (LMX) as well as the level relationship of team-member ex-change (TMX) at the same time. The study adopted questionnaire investigation method, and treated life insurance industry workers in the central of Taiwan as the study subjects. A total of 500 question-naires were distributed, and 500 copies were successfully collected. The date were ana-lyzed with SPSS 12.0 for descriptive statistics, validity analysis, reliability analysis, Pearson product-moment correlation, and regression analysis and other methods to be addressed. The results showed that: (1) leader-member exchange has a significant positive in-fluence on job satisfaction, task performance and organizational citizenship behaviors; (2) team-member exchange has a significant positive influence on job satisfaction, task performance and organizational citizenship behaviors; (3) Leader-member exchange was significantly higher job satisfaction and task performance than team-member ex-change. (4) Team-member exchange impact organizational citizenship behavior is high-er Lead-member exchange do. At the end ,this study explored the exchange relationship in the workplace may be implicate for management.

Keywords : leader-member exchange ; team-member exchange ; job satisfaction ; task performance ; organizational citizenship behavior

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