

桃園國際機場組織公平、信任、工作滿意度對組織公民行為之影響

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摘 要

近年來，由於組織經營的環境體系變遷迅速，如何了解並協助組織中的成員，持續保有正面積極的工作價值觀與組織向心力日顯重要。事實上，不論是組織公平或是信任、工作滿意度、組織公民行為都是組織得以順利運作之基礎，本研究將以此四變項作為本研究研究之焦點。本研究首先透過相關文獻理論，建構出研究架構，以及各變數之操作型定義，並以桃園機場公司工作者為對象設計問卷，總計回收有效問卷共 209 份，透過統計軟體 SPSS12.0 及 AMOS18.0 軟體進行資料分析並驗證各變數的關係。本研究結論為：(1) 組織公平對信任具有正向顯著關係；(2) 組織公平對工作滿意度具有正向顯著關係；(3) 信任對工作滿意度具有正向顯著關係；(4) 工作滿意度對組織公民行為具有正向顯著關係。

最後，根據研究的結果，對管理者提供管理意涵以及未來此領域的研究提出後續研究建議以茲參考。

關鍵詞：組織公平、信任、工作滿意度、組織公民行為

The Influences of Organizational Justice, Trust, Job Satisfaction on Organizational Citizenship Behavior-Taking Taiwan Taoyuan International Airport as an Example

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Abstract

In recent years, with rapid transition of organizational management environment, increasingly important is how to understand and coordinate members in an organization and continue keeping a positive and aggressive work value and organizational centripetal force. In fact, organizational justice or trust, Job satisfaction and organizational citizenship behavior are the bases of organizational smooth operation. These four variables are research focuses in the study. Research framework and operational definition of every variable are constructed via relevant literature theories. Questionnaires are designed with workers in Taoyuan International Airport Co., Ltd. There are in total 209 valid questionnaires withdrawn. Data analysis is made and the relationship of every variable is verified via the statistic software SPSS 12.0 and AMOS 18.0. Following are the research conclusion. (1) Organizational justice has positively significant influence on trust. (2) Organizational justice has positively significant influence on Job satisfaction. (3) Trust has positively significant influence on work satisfaction. (4) Job satisfaction has a positive and significant relationship between organizational citizenship behavior.

Finally, pursuant to the research results, managerial implications are provided to administrators and the following research suggestions are made to the future researches in the field for reference.

Key words: organizational justice, trust, Job satisfaction, organizational citizenship behavior