

題目	製造業從業人員之社會交換變數在組織公正與工作滿意對組織公民行為關係中的中介角色分析 —以多重評量來源之研究設計觀點
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摘要	鑑於組織公民行為對組織的重要性，本研究以社會交換理論為基礎，分析組織中的組織支持認知（POS）與領導-成員交換品質（LMX）在組織公正、工作滿意與組織公民行為之間的中介角色。透過對製造業基層從業人員的調查，本研究分別從主管、員工及同事三者進行不同的資料收集，在經由配對分析後，本研究發現，工作滿意、組織公正分別對組織支持認知與領導-成員交換品質有顯著的影響；而組織支持認知則對組織公民行為的三個構面產生了顯著的影響路徑，相反地，領導-成員交換品質則對朝向組織面的公民績效有負向的影響。綜合來說，組織支持認知與領導-成員交換品質扮演著組織公正、工作滿意、與組織公民行為中的中介角色。根據上述發現，本研究分別針對學術與實務界提出相關看法。
關鍵字	組織公民行為、組織支持認知、領導成員交換品質、工作滿意、組織公正
Title	The Mediating Roles of Social Exchange Variables in the Relationships of Organizational Justice and Job Satisfaction Between Organizational Citizenship Behavior in the Setting of Manufacturing Employees: A Multiple Evaluating Sources Approach
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Abstract	Based on the importance of organizational citizenship behavior to an organization, the present study investigate the mediating effects of POS and LMX on the relationships between organizational justice, job satisfaction, and organizational citizenship behavior through the perspective of social exchange theory. In the setting of manufacturing industry, we collect empirical data form the multiple sources of employees, coworkers, and supervisors. After matching the data sets, we analyze the hypotheses inferred from the theoretical viewpoint of social exchange. The results indicate that the mediating effects of POS and LMX are supported. According to the results, some suggestions and implications are offered to academic field and managerial practices.
Key Words	OCB, POS, LMX, Job satisfaction, organizational justice