

題目	社會支持、專業承諾與工作績效關係之探討—以台灣銀行業為例
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摘要	近年來台灣金融產業面臨重大轉變，而銀行業為其變革主軸。其中，銀行員工為企業執行決策與創造績效的關鍵人力，故本研究特別針對銀行從業人員所獲得的社會支持與專業承諾對工作績效進行實證探討。本研究以銀行業做為抽樣母體，共發放 1200 份問卷，有效問卷為 411 份，有效回收率 34.25%。所獲得的研究結果，首先，社會支持與專業承諾具有正相關。再者，社會支持、專業承諾分別與工作績效具有正相關。最後，專業承諾對社會支持與工作績效之關係並不具有中介效果。由上述結果，本研究認為銀行業應給予員工支持力量，如此不僅可提高員工的專業承諾，更能創造良好的個人工作績效。
關鍵字	社會支持、專業承諾、工作績效、銀行業
Title	The Relationship of Social Support, Professional Commitment and Job Performance — An Empirical Study of Banking Industry in Taiwan
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Abstract	Financial industry in Taiwan has suffered significant transformation in recent years, and the banking industry takes an important part during this change. Employees were found the key of executing business strategies and enhancing organizational performance. The purpose of this study is to examine the relationship among social support, professional commitment and job performance at individual level. The population is banking industry. 1200 questionnaires were distributed, 411 of them were valid, and the return rate was 34.25%. The results showed that: (1) social support is positively related to professional commitment; (2) social support is positively related to job performance; (3) professional commitment is positively related to job performance; (4) professional commitment has no mediating effect on the relationship between social support and job performance. The practical implications and suggestions for future research are also discussed.
Key Words	Social support, Professional commitment, Job performance, Banking industry.