

<b>題目</b>	運用 SEM 探討工作輪調、工作滿足與組織公民行為之關係研究
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<b>摘要</b>	<p>全球化知識經濟時代的環境，變遷的速度十分快速，無論是深度、廣度，抑或密度方面，均超出吾人之想像，未來有機式組織重視權變模式、扁平式、虛擬式、網路型及學習型的組織結構 (廖春文，2005)，此結構的改變意味著組織內人力資源的運用將需更加彈性化配置；本研究透過實務的發展與訪談過程得知，國內外大型企業目前喜歡採用工作輪調作為培養各領域專業人才的方式，除可促使員工提升專業能力與人際關係外，更希望能進而影響員工創造性、自發性採取有利於組織的角色外行為，提升組織之效能與效率。為瞭解工作輪調對員工行為影響有效性的疑惑，希望藉由相關理論探討提出一解釋模型，透過實際資料的驗證，進而對實務界提出適當建議。本研究以問卷方式蒐集資料，藉由 368 位在銀行有工作輪調經驗之在職員工為樣本，採用因素分析、信度分析、皮爾森積差相關分析、結構方程模式 (SEM) 等統計方法進行資料分析。研究發現，工作輪調、工作滿足與組織公民行為之模式分析結果適配度良好；工作輪調對員工工作滿足與組織公民行為有正向影響；工作滿足對組織公民行為有正向影響。最後，本研究依據實證結果提出實務與未來深入研究之建議。</p>
<b>關鍵字</b>	工作輪調、工作滿足、組織公民行為
<b>Title</b>	Applying SEM Models to Study the Relationships among Job Rotation, Job Satisfaction and Organization Citizenship Behavior
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<b>Abstract</b>	<p>In the era of knowledge-based economy, the speed of changes in globalized environment is extremely rapid, and no matter their depth, extent or even density will go beyond our imagination. Moreover, the future organic organization will be emphasized the Contingency Model, Flat, Virtual, Network and Learning organization structures (Chuen-Wen Liao, 2005). The structural change implied that the applications of human resource shall have more flexible allocation in organizations. Along with the practical development and interview process, this study obtained the knowledge of that those domestic and foreign large-scale enterprises are currently preferred to take job rotation as the method of cultivating the professional talents of various fields. In addition to make employees to improve their professional competence and interpersonal relationship, they hope to further the effect on employees' creativity in order to make them to be spontaneously adopted any extra-role behavior of benefiting organization, as well as improve organization's effectiveness and efficiency. In order to understand the doubt about that whether the job rotation has a valid effect on employee behavior or not, this researcher attempted to bring up an explainable model from the exploration of relevant theories, and then tested and verified by means of the actual data; in addition, proposed appropriate suggestions to the practical field. This study used the questionnaire survey to collect data, and adopted 368 current employees in banks who possessed experience in job rotation as the specimen. Then, this researcher used these statistical methods, including Factor Analysis, Reliability Analysis, Pearson's Product-moment Correlation Analysis, and Structural Equation Model (SEM),</p>

	<p>to proceed the data analysis. From the results of this research, it has discovered that the analytic results possessed a good fitness for these models, including the job rotation, job satisfaction and organization citizenship behavior. Employees' job rotation has a positive effect on their job satisfaction and organization citizenship behavior; in addition, employees' job satisfaction has a positive effect on the organization citizenship behavior. At last, this study based on empirical results to propose the suggestion for the practical and in-depth follow-up researches.</p>
<b>Key Words</b>	<b>Job Rotation, Job Satisfaction, Organization Citizenship Behavior</b>