

某醫療機構員工對組織氣候期望與感受之差異

The Comparison of Difference between Expected and Perceived Organizational Climate among Staff Members

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摘要

本研究之目的在瞭解某機構員工所感受和所期望的氣候，並比較不同屬性和不同部門員工對組織氣候感受的不同、期望的不同、及感受與期望間的差異。本研究係採用 Likert 氏組織氣候評量表進行調查。研究結果顯示：員工感受到的氣候介於仁慈權威型與高討民主型之間，其中最民主的組織氣候為部屬與上司談論工作的自由，感受到最不民主的組織氣候為決策和管制考核。期望的組織氣候介於高討民主型與參與民主型之間，其中期望最民主的組織氣候為決策者對問題能普遍而清楚的瞭解。員工對每一項組織氣候的感受與期望間都呈現統計學上的顯著差異，其中感受到的是較權威的組織氣候，期望的是較民主的組織氣候。

Abstract

A questionnaire based on Likert's Organizational Scale was used to examine perceptions and expectations of organizational climate among hospital staff by department and demographic characteristics. Perceived organizational climates ranged from benevolent authoritarianism to democratic discussion, with the most democratic perceived organizational climate reported as one in which superior(s) and staff can freely discuss work matters, and the least democratic as one in which decisions are imposed and assessment made unilaterally from above. Desirable organizational structures ranged from the democratic-discussion to a participatory democratic structure, with the most desirable structure one in which the decision-maker has a broad and clear understanding of issues. Significant statistical differences were demonstrated between perceived and desired organizational climate, with perceived climate being more authoritarian and desired climate more democratic.