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² **¹** :

1. Organizational Citizenship Behavior (OCB)
2. Structural Equation Modeling (SEM)

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.[Guenzi & Pelloni, 2004]

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"   "   "   " [Brown & Brooks, 2002]

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.[Grandey, 2000]

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1997

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1. Emotional Intelligence (EI)
2. Affective Commitment (AC)
3. Thorndike
4. Gardner
5. Steiner
6. Salovey & Mayer
7. Bar-On
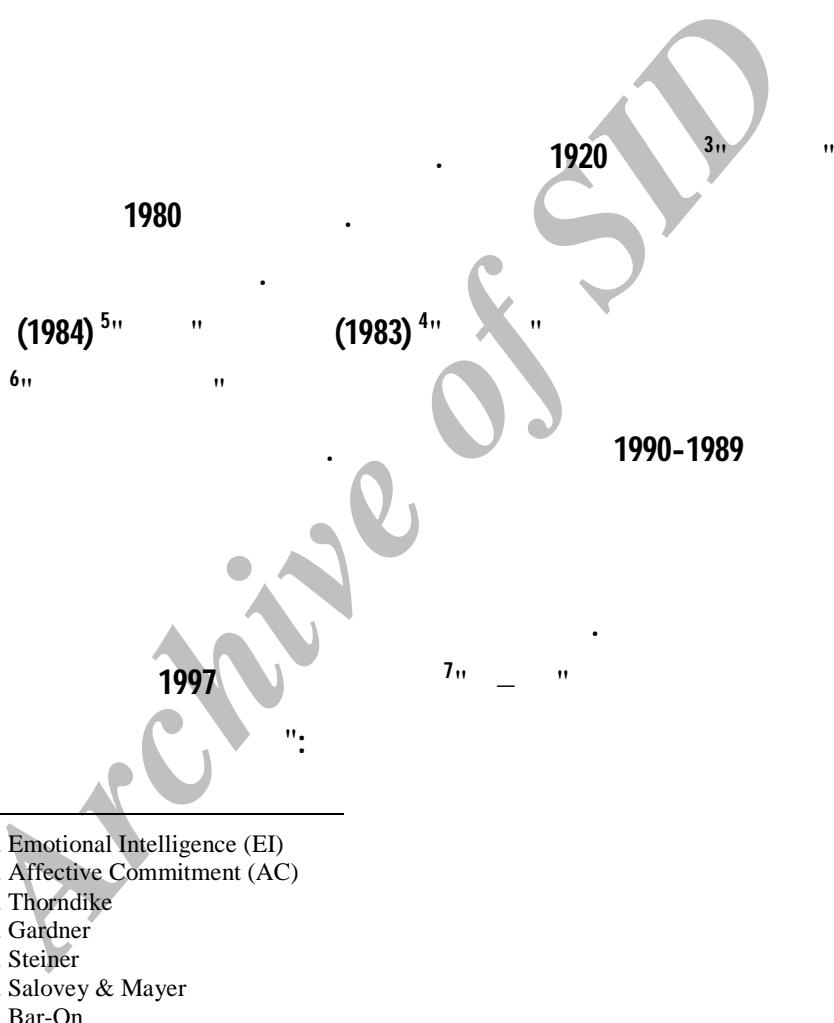
[Jordan *et al*., 2002**]**"

1996" "[1]"

1998 .

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.[Ashforth & Humphrey, 1995]

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2. " ".[3]"

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4. " ".[5]"

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1. Daniel Goleman
2. Self-Awareness
3. Self-Management
4. Social- Awareness
5. Relationship Management

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(Source: Goleman *et al*., 2002)

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.[Goleman, 2001]

1998   .

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.[Cooper Sawaf, 1997]

.[Ashforth & Humphrey, 1995]

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.[Goleman *et al*., 2004]
1999   ¹"   "

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1. Abraham

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.[Abraham, 1999]

" "[1]   **1998**

Carlson,]

.[2000   " "   **1997**

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.[Cooper & Sawaf, 1997]

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Ashkanasy & Hooper,]

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"   "[3]   **2002**

.[Jordan *et al*., 2002]

"   "[4]   **2002**

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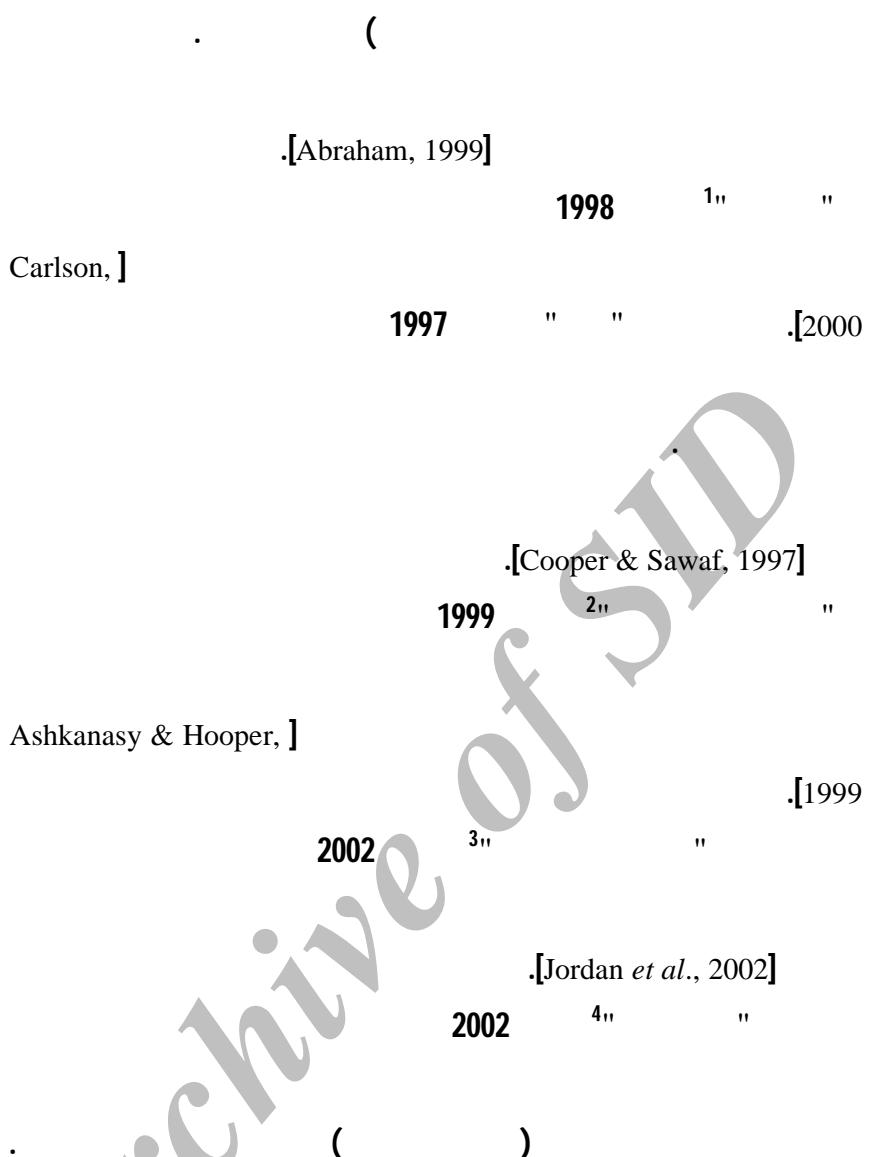
1. [Carlson]
2. Jordan, Ashkanasy, and Hartel
3. Wong and Law
4. Gardner

.[Wong & Law, 2002]

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.[Carmeli, 2003]

" "²   2004

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1. Carmeli
2. Diggins
3. Staw, Sutton, and Pelled

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1983   **1**"   "

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1978   1966   1964   **3**"   "

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1. Organ
2. Barnard
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[Podsakoff *et al*., 2000]. "   "7   1997

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1. Podsakoff
2. Altruism
3. Conscientiousness
4. Courtesy
6. Sportsmanship
7. Civic Virtue
8. Netemeyer

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.[Netmeyer *et al*., 1997]

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.[Allen & Meyer, 1990]

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.[Allen & Mayer, 1996]

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.[Mowday *et al*., 1979]

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1. Affective Commitment (AC)
2. Continuance Commitment (CC)
3. Normative Commitment (NC)

1995 [1]" " .
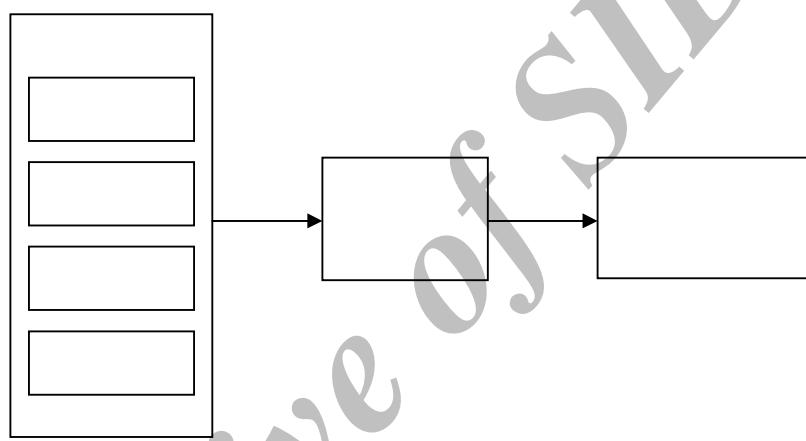
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1997 [2]" " .[Organ & Ryan, 1995]

Bolon,]

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" " .[Schappe, 1998]

2000

.[Meyer *et al*., 2000]

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1. Organ, & Ryan
2. Bolon

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1. Structural Equation Modeling (SEM)
2. Observer
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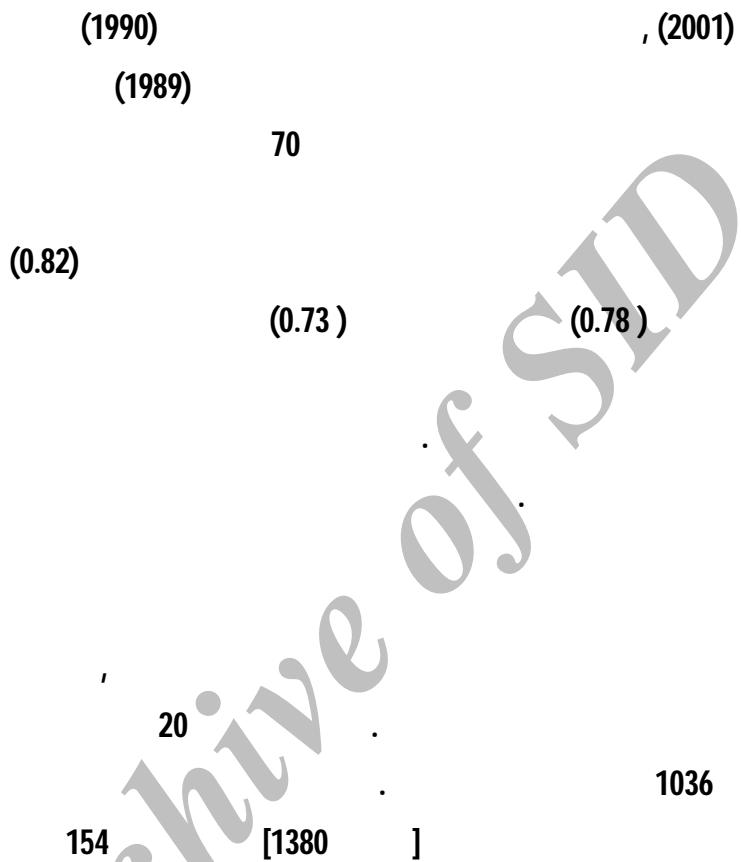
$$n = \frac{NZ^2_{\alpha/2} pq}{\varepsilon^2 (N-1) + Z^2_{\alpha/2} pq}$$

$$n = \frac{1036 \times 1.96^2 \times 0.5 \times 0.5}{0.07^2 \times 1035 + 1.96^2 \times 0.5 \times 0.5} = 154.1 \cong 154$$

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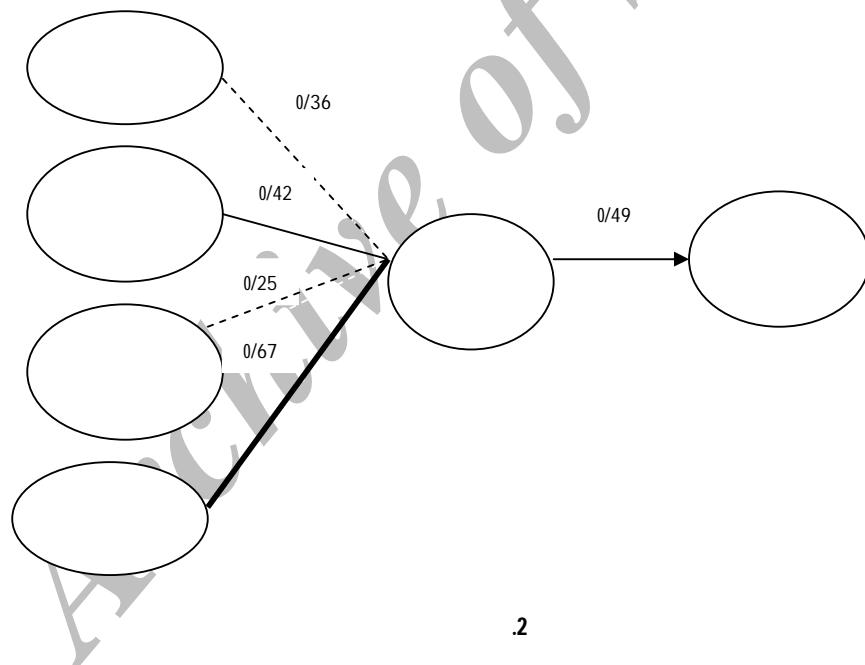
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[Goleman, 2004; Cherniss, 2000; Marrow, 1997]

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