

# Nghiên cứu mối quan hệ giữa sự công bằng và kết quả làm việc của nhân viên tại các ngân hàng trong khu vực Thành phố Hồ Chí Minh

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**Tóm tắt:** Nâng cao kết quả làm việc (KQLV) của nhân viên là một trong những vấn đề quan trọng mà các nhà quản trị cần phải quan tâm trong quá trình điều hành tổ chức. Một trong những yếu tố ảnh hưởng trực tiếp đến KQLV của nhân viên chính là sự công bằng trong tổ chức. Dựa trên lý thuyết về sự công bằng trong tổ chức, nghiên cứu này thực hiện nhằm kiểm định mối quan hệ giữa bốn thành tố của sự công bằng bao gồm: công bằng phân phối, công bằng quy trình, công bằng tương tác, công bằng thông tin và KQLV của nhân viên trong lĩnh vực ngân hàng tại Thành phố Hồ Chí Minh (TP. HCM). Với kích cỡ mẫu 313, kết quả cho thấy có sự tác động của sự công bằng quy trình và sự công bằng thông tin đến KQLV của nhân viên. Tuy nhiên, sự ảnh hưởng của công bằng phân phối thu nhập và công bằng tương tác cá nhân đối với KQLV của nhân viên lại không có ý nghĩa thống kê.

**Từ khóa:** Kết quả làm việc của nhân viên, sự công bằng trong tổ chức.

**Mã phân loại JEL:** M12, L20.

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