The Importance and Satisfaction of Internship Unities Viewing From Human Resource Development Perspectives: A Study of Far East University

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摘 要

隨著觀光休閒產業逐年受到重視，餐飲科系實習生是業界未來重要的專業人力資源，學生可透過實習體驗真實的餐飲工作，故實習經驗將成為學生對未來從事餐旅業的職業抉擇與生涯發展之重要參考。本研究主要目的是從人力資源發展觀點探討學生對校外實習單位的重視度與滿意度差異之探討。研究共發放 335 份問卷，得有效問卷 309 份，有效回收率為 92.23%。研究中以描述性分析、因素分析、單因子變異數分析和 IPA 分析進行資料檢驗。研究結果發現，校外實習能培養專業訓練與發展的期望需求；但薪資獎酬管理以及生涯發展落於致力改善區居多，顯示餐飲業者對實習生的獎酬與任用缺乏相關管理制度；另外，由生涯發展認知差異發現，餐飲業缺乏中階管理人才之領導與決策能力。

關鍵詞：校外實習重要度和滿意度、人力資源管理、IPA 分析法
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Abstract

As increasing development of hospitality industry, the students of food and beverage management are important professional human resources for the industry. Practicing hospitality jobs providing by internship unities from outside school is critical refers for student future career decision and development. However, viewing from human resource development perspectives, the problems existing in internships’ unities and hospitality education have paid less attention on related issues. Hence, the purpose of this study is to investigate the difference between the importance and satisfaction of job train, reward system and career planning. A total of 335 questionnaires were conducted, and 26 responses were incomplete. The remaining 309 valid questionnaires were received, representing 92.23% response rate. This study employed a questionnaire survey to collect the necessary data for testing the validity of the model and research hypotheses. The hypotheses are tested using describe analysis, factor analysis, One-way ANOVA and IPA analysis. The results of analysis show that the internship can satisfy the needs of job train and development. However, reward system and management and career development are lower than student expectations.

Keywords: internship importance and satisfaction, human resource development, IPA analysis