以工作滿足感預測離職傾向之研究

An exploratory study of job satisfaction indicators as predictors of turnover intention

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摘要

長久以來，員工的高流動率已經成為面板業組裝部門所面臨最嚴重的問題。雖然企業的員工流動率對於企業成長與競爭力是必須的，但是要在不影響產品品質與生產能力的前提下。面對超高的流動率與訓練成本，公司必須調整其人亦資源的政策。員工工作滿意度與離職傾向為負相關，經因素分析法工作滿意度又可分為七種因素。本研究以複回歸分析法探討工作滿意度與離職傾向之間的因果關係，結果顯示工作滿意度可以解释百分之三十三的變異，其中又以訓練與升遷、領導風格以及薪資滿意度的影響程度最高。

關鍵字：工作滿意度、離職傾向、人力資源

Abstract

For a long time, high employee turnover rate has been the most serious problem for the assembly process in TFT-LCD industry. Although a normal employee turnover rate is necessary for the growth, an excessive turnover rate would not only affect the quality of products, but also make a huge impact on production capacity and eventually, reduce its competitiveness. Facing such high turnover rates and recruiting costs, any firm must respond to this issue and adjust its human resource policy. Employees’ satisfaction is inversely related to turnover intention. This paper deals with application of multiple regression method to explore the relationship of job satisfaction and turnover intention. The result of multiple regression indicated that job satisfaction can predict approximately 33 percent of the variance of turnover intention.

Key words: Job satisfaction, turnover intention, human resource