

# 探討工作滿意對員工家庭生活之外溢效果

Nguyen Thi Ha、蔡翠旭

E-mail: 317676@mail.dyu.edu.tw

## 摘要

本研究主要探討工作滿足對家庭生活之影響，並以在越南之已婚夫妻為研究對象。本研究基於成功回收及符合替不同企業(外資企業或是越南本土企業)工作之200對已婚夫妻(400份問卷)中，探討(1)工作滿足度如何影響員工家庭生活；(2)干擾因子，例如配偶生活滿足，公司來源地、性別、公司規模及公司地點等如何影響工作滿足及員工家庭生活之關係。本研究延伸Ilies, Wilson, and Wagner (2009)針對每日工作滿意度對員工家庭生活影響之研究，並旨在從多重及多角度之觀點來探討工作滿足及員工家庭生活之外溢關係，並以開發中國家：越南之角度來豐富此領域之研究。研究結果顯示Ilies et al. (2009)之研究獲得證實。

關鍵詞：工作家庭 (work-family)，工作滿足 (job satisfaction)，外溢 (spillover)，越南 (Vietnam)

## 目錄

中文摘要	iii
iii Abstract	iii
iv Acknowledgements	iv
v Contents	v
vi List of Tables	vi
viii List of Figures	viii
ix Chapter 1 Introduction	ix
1 1.1 Background and motivation	1
1 1.2 Objectives	1
5 1.3 Chapter outline	5
5 Chapter 2 Literature Review	5
7 2.1 The spillover of job satisfaction onto employee ' s family lives	7
7 2.2 " Firm origin " (foreign MNCs versus local firms) in the relationship between job satisfaction and employee ' s family lives	7
10 2.3 " Firm location " in the relationship between job satisfaction and employee ' s family lives	10
18 3 Methodology	18
18 3.1 Conceptual framework	18
18 3.2 Hypotheses	18
19 3.3 Sample selection	19
19 3.4 Instrument	19
20 3.4.1 Brayfield-Rothe ' s job satisfaction scale	20
20 3.4.2 Satisfaction with family life (SWFL) scale	20
21 3.4.3 Moderator and control variables	21
22 3.5 Analytic method	22
23 3.5.1 Descriptive analysis	23
23 3.5.2 Reliability analysis	23
23 3.5.3 Regression analysis	23
23 Chapter 4 Result	23
25 4.1 Participant	25
25 4.2 Reliability analysis	25
29 4.3 Descriptive analysis	29
29 4.4 Regression analysis	29
30 4.5 Hypotheses test	30
33 Chapter 5 Conclusions and Limitations	33
36 5.1 Conclusions and implications	36
36 5.2 Limitations and	36

suggestions . . . . .	38	References . . . . .	41
Questionnaire (For employee) . . . . .	49	I Introduction . . . . .	49
environment . . . . .	51	II Personal data . . . . .	50
satisfaction . . . . .	53	III Enterprise . . . . .	51
employee ' s spouse) . . . . .	55	IV Job satisfaction . . . . .	52
. . . . .	55	V Family ' lives . . . . .	53
. . . . .	55	Appendix B Questionnaire (For . . . . .	53
. . . . .	55	I Introduction . . . . .	55
. . . . .	55	II Personal data . . . . .	56
. . . . .	56	III Family ' lives satisfaction . . . . .	58
. . . . .	58	Appendix C a - Factor loading of employee ' s job satisfaction . . . . .	59
Appendix C b - Factor loading of employee ' s life satisfaction . . . . .	60	Appendix C c - Factor loading of spouse ' s life satisfaction . . . . .	61

## 參考文獻

- Agate, J. R., & Zabriskie, R. B. (2009). Family leisure satisfaction and satisfaction with family life. *Journal of leisure research*, 41 (2), 205-223.
- Artz, B. (2008). The role of firm size and performance pay in determining employee job satisfaction. *Labour: Review of labour economics and industrial relations*, 22(2), 315-343.
- Benson, J., Collins, Ng., Webber, M., & Zhu, Y. (2008). New forms of ownership and human resource practices in Vietnam. *Human resource management*, 47(1), 157-175.
- Bolger, N., DeLongis, A., Kessler, R., & Weithington, E. (1989). The contagion of stress across multiple roles. *Journal of marriage and the family*, 51(1), 175-183.
- Björkman, & Fey, C. F. (2001). The effect of human resource management practices on MNC subsidiary performance in Russia. *Journal of international business studies*, 32(1), 59-75.
- Brayfield, A. H., & Rothe, H. R. (1951). An index of job satisfaction. *Journal of applied psychology*, 35(5), 307-311.
- Collins, N. (2005). Economic reform and unemployment in Vietnam. In Benson, J., & Zhu, Y. (Eds.), *Unemployment in Asia* (pp. 176-193). London and New York: Routledge.
- Crouter, A. C. (1984). The spillover from family to work: The neglected side of the work-family interface. *Human relations*, 37(6), 425-442.
- Diener, E., Emmons, R. A., Larsen, R. S., & Griffin, S. (1985). The satisfaction with life scale. *J. Personal assess*, 49 (1), 71-75.
- Edwards, J. R., & Rothbard, N. P. (2000). Mechanisms linking work and family: Specifying the relationships between work and family constructs. *Academy of management review*, 25(1), 178-199.
- Gallup, J. (2002). The wage labor market and inequality in Vietnam in the 1990s. World Bank policy research working paper, 2896.
- Grandly, A. A., Cordeiro, L., & Crouter, A. C. (2005). A longitudinal and multisource test of the work-family conflict and job satisfaction relationship. *Journal of occupational and organizational psychology*, 78, 305-323.
- Hammer, L. B., Allen, E., & Grigsby, T. D. (1997). Work and family conflict in dual-earner couples: Within-individual and crossover effects of work and family. *Journal of Vocational Behavior*, 50(2), 185-203.
- Hammer, L. B., Cullen, J. C., Neal, M. B., Sinclair, R. R., & Shafiro, M. V. (2005). The longitudinal effects of work-family conflict and positive spillover on depressive symptoms among dual-earner couples. *Journal of occupational health psychology*, 10(2), 138-154.
- Heller, D., & Watson, D. (2005). The dynamic spillover of satisfaction between work and marriage: The role of time, mood and personality. *Journal of applied psychology*, 90(6), 1273-1279.
- Heller, D., Watson, D., & Ilies, R. (2004). The role of person versus situation in life satisfaction: A critical examination. *Psychological bulletin*, 130(4), 574-600.
- Hijzen, A., & Swaim, P. (2008). Off-shoring, labor market institutions and the elasticity of labor demand. Research paper, No. 2008-5. University of Nottingham.
- Ilies, R., & Judge, T. A. (2002). Understanding the dynamic relationship between personality, mood, and job satisfaction: A field experience sampling study. *Organizational Behavior and Human Decision Processes*, 89(2), 1119-1139.
- Ilies, R., & Judge, T. A. (2004). An experience-sampling measure of job satisfaction: Its relationships with affectivity, mood at work, job beliefs, and general job satisfaction. *European journal of work and organizational psychology*, 13(3), 367- 389.
- Ilies, R., Wilson, K., & Wagner, D. (2009). The spillover of daily job satisfaction onto employees ' family lives: The facilitating role of work-family integration. *Academy of management journal*, 52(1), 87-102.
- Lambert, S. J. (1990). Processes linking work and family: A critical review and research agenda. *Human relations*, 43, 239-257.
- Lau, Chung-Ming., & Ngo, Hang-Yue. (2001). Organization development and firm performance: A comparison of multinational and local firms. *Journal of international business studies*, 32(1), 95-114.
- Lipsey, R. E., & Sjöholm, F. (2001). Foreign direct investment and wages in Indonesian manufacturing. International centre for study of East Asia development, Kiakyushu. Working paper, No. 2001-02.
- Lipsey, R. E., & Sjöholm, F. (2001). Foreign firm and Indonesian manufacturing wage: An analysis with panel data. International centre for study of East Asia development, Kiakyushu. Working paper, No. 2002-29.
- Lock, E. A. (1976). The nature and causes of job satisfaction. In M. D. Dunnette (Ed.), *Handbook of industrial and organizational psychology* (pp. 1297-1349). Chicago, Ran McNally.
- Mauno, A., & Kinnunen, U. (1999). The effects of job stressors on marital satisfaction in Finnish dual-earner couples. *Journal of organizational behavior*, 20(6), 879-895.
- Matsuoka, A. (2001). Wage differentials among local plants and foreign multinationals by foreign ownership share and nationality in Thai manufacturing. The international center of the East Asia development, Kitakyushu. Working paper series, No. 2001-25.
- Neto, F. (1993). The satisfaction with life scale: psychometrics properties in a adolescent sample. *Journal of youth adolescence*, 23(2), 125-134.
- Ngoc, Ph. M., &

Ramstetter, E. D. (2004). Foreign multinationals and local firms in Vietnam ' s economic transition. *Asian economic journal*, 18(4), 371-404. Petty, R. E., Wegerner, D. T., & Fabrigar, L. R. (1997). Attitudes and attitude change. *Annual review of psychology*, 48, 609-647. Pleck, J. H. (1977). The work-family role system. *Social problems*, 24,417-424. Ramstetter, E. D. (1999). Comparisons of foreign multinationals and local firms in Asia manufacturing over time. *Asian Economic Journal*, 13(2), 163-203. Ramstetter, E. D. (2009). Firm and plant-level analysis of multinationals in Southeast Asia: The perils of pooling industries and balancing panels. 2009 comparative analysis of enterprise (micro) data (CAED). Tokyo: Hitotsubashi university, October. Rice, R. W., Near, J. B., & Hunt, R. G. (1980). The job satisfaction and life satisfaction relationship: a review of empirical research. *Basis and applied social psychology*, 1(1), 37-64. Rice, R. W., McFarlin, D. B., Hunt, R. G., & Near, J. B. (1985). Job importance as a moderator of the relationship between job satisfaction and life satisfaction. *Basic and applied social psychology*, 6(4), 297-316. Rogers, S. J. (1999). Wives ' income and marital quality: Are there reciprocal effects? *Journal of marriage and family*, 61, 123- 132. Rogers, S., & May, D. (2003). Spillover between marital quality and Job satisfaction: Long-term patterns and gender differences. *Pro quest education journal*, 65(2), 482-495. Shin, D. C., & Johnson, D. M. (1978). A vowed happiness as an overall assessment of the quality of life. *Social Indicators Research*, 5(4), 474-492. Takii, S. (2002). Productivity differentials between local and foreign plants in Indonesian manufacturing, 1995. International centre for studying of East Asian development, Kitakyushu. Working paper, No. 2002-2. Takii, S., & Ramstetter, E. D. (2003). Employment, production, labor productivity and foreign multinationals in Indonesian Manufacturing 1975-2000. International centre for studying of East Asian development, Kitakyushu. Working paper, No. 2003-25. Westman, M., & Vinokur, A. (1998). Unraveling the relationship of distress levels within couples: Common stressors, emphatic reactions, or crossover via social interactions? *Human Relations*, 51, 137-156. Westman, M., Vinokur, A., Hamilton, L., & Roziner, I. (2004). Crossover of marital dissatisfaction during downsizing: A study of Russian Army officers and their spouses. *Journal of Applied Psychology*, 89(5), 769-777. Williams, K. J., & Suls, J. (1991). Multiple role juggling and daily mood states in working mothers: An experience sampling study. *Journal of applied psychology*, 76(5), 664-674. Zabriskie, R. B., & McCormick, B. P. (2003). Parent and Child perspectives of family leisure involvement and satisfaction with family life. *Journal of Leisure Research*, 35(2), 163-189. Zedeck, S., & Mosier, K. L. (1990). Work in the family and employing organization. *American Psychologist*, 45(2), 240- 251. Zedeck, S. (1992). Introduction: Exploring the domain of work and family concerns. In S. Zedeck. (Ed.), *Work, families and organizations* (pp. 1-32). San Francisco: Jossey-Bass. Zhu, Y. (2003) Culture and management in Vietnam. In Warner, M.(Ed.), *Culture and management in Asia* (pp. 249-263). London and New York: Routledge Curzon. Zhu, Y., & Fahey, S. (2005). The Asian crisis and the implications for human resource management in Vietnam. *International Journal of Human Resource Management*, 16(7), 1261-1276.