

# 求職者偽造意圖與偽造行為關係之干擾研究

許瑋玲、李旭梅

E-mail: 322145@mail.dyu.edu.tw

## 摘要

面試一直是企業用來人事甄選的工具，透過這樣的過程，幫助企業吸引專業人才，另一方面求職者能尋得適合自身的工作。面試官經由與求職者面對面的接觸互動中，了解求職者在履歷、自傳與其他書面資料以外的能力。求職者對於任何情境、事情以及行為的選擇都跟其意圖有關係。因此，在短時間的面試情境中，對於急需獲取工作之求職者而言，就可能表現有別於原本的自己，而吸引面試官的注意或認同。本研究在此探究求職者偽造意圖是否會影響其偽造行為？以及其內外控人格特質、自我監控人格特質、人際溝通能力與社交技巧能力是否會影響偽造意圖與偽造行為之間的關係？本研究延伸過去研究，在真實甄選面談場合中，進行研究資料的蒐集，結果顯示求職者的偽造意圖會正向影響其偽造行為。此外，也發現當求職者具有較高自我監控特質傾向時，求職者偽造意圖對於偽造行為的效果愈強烈以及當求職者具有較佳人際溝通與社交技巧能力時，求職者偽造意圖對於偽造行為的效果愈強。

關鍵詞：偽造意圖、偽造行為、人際溝通、社交技巧、內外控、自我監控

## 目錄

內容目錄 中文摘要	iii	英文摘要	iii
iv 致謝辭		vi 內容目錄	
vii 表目錄		ix 圖目錄	
x 第一章 緒論	1	第一節 研究背景與動機	
1 第二節 研究問題	4	第三節 研究目的	
4 第二章 文獻探討	6	第一節 偽造意圖對偽造行為之干擾研究	
6 第二節 人格特質對偽造意圖與偽造行為關係之干擾研究		第二節 能力對偽造意圖與偽造行為關係之干擾研究	
8 第三節 研究方法	16	第一節 問卷調查法之提要	
16 第二節 研究架構	16	第三節 研究假設	
18 第三節 研究對象	18	第五節 研究程序	
19 第四節 變數量測	20	第七節 統計分析方法	
25 第四章 研究結果	27	第一節 描述性統計、相關分析、信度分析、階層迴歸與調節效果	
30 第五章 結論與建議	40	第二節 研究假設驗證	
40 第二節 理論與實務意涵	42	第一節 主效果與干擾效果	
44 參考文獻	47	第二節 研究限制與研究方向	
60 表目錄 表 4-1 各變數之平均數、標準差與相關係數	29	第三節 研究問卷	
31 表 4-2 偽造意圖預測偽造行為之階層迴歸分析表	31	表目錄 表 4-1 各變數之平均數、標準差與相關係數	29
32 表 4-3 求職者之內外控人格特質干擾偽造意圖與偽造行為關係之階層迴歸分析表	32	表 4-2 偽造意圖預測偽造行為之階層迴歸分析表	31
34 表 4-4 求職者之自我監控人格特質干擾偽造意圖與偽造行為關係之階層迴歸分析表	34	表 4-3 求職者之內外控人格特質干擾偽造意圖與偽造行為關係之階層迴歸分析表	31
36 表 4-5 求職者之人際溝通能力干擾偽造意圖與偽造行為關係之階層迴歸分析表	36	表 4-4 求職者之自我監控人格特質干擾偽造意圖與偽造行為關係之階層迴歸分析表	32
38 圖目錄 圖 2-1 McFarland and Ryan (2000) 之偽造模型	7	表 4-5 求職者之人際溝通能力干擾偽造意圖與偽造行為關係之階層迴歸分析表	36
17 圖 3-1 研究架構圖		38 圖目錄 圖 2-1 McFarland and Ryan (2000) 之偽造模型	7
35 圖 4-1 偽造意圖與自我監控之交互作用圖		17 圖 3-1 研究架構圖	
37 圖 4-2 偽造意圖與人際溝通能力之交互作用圖		35 圖 4-1 偽造意圖與自我監控之交互作用圖	35
39 圖 4-3 偽造意圖與社交技巧能力之交互作用圖		37 圖 4-2 偽造意圖與人際溝通能力之交互作用圖	37

## 參考文獻

參考文獻 一、中文部分 陳建丞(2005)，「求職者外表吸引力對面試官評量之影響：以面試官訓練為干擾變數」，人力資源管理學報，5(4)，55-66。 陳彰儀，李明霓，顏志龍(2004)，網路應徵者填寫測驗的作假意圖：測驗類型與情境因素的影響，中華心理學刊，46(4)，349-359。 鄭伯壖，樊景立，徐淑英，陳曉萍(2008)，組織與管理研究的實證方法，台北市：華泰文化事業股份有限公司。 二、英文部

份 Ajzen, I. (2002). Perceived behavioral control, self-efficacy, locus of control, and the theory of planned behavior. *Journal of Applied Social Psychology*, 32(4), 665-683.

Arnold, H. J., & Feldman, D. C. (1981). Social desirability response bias in self-report choice situations. *The Academy of Management Journal*, 24(2), 377-385.

Barrick, M. R., Parks, L., & Mount, M. K. (2005). Self-monitoring as a moderator of the relationships between personality traits and performance. *Personnel Psychology*, 58(3), 745-767.

Barrick, M. R., Parks, L., & Mout, M. K. (2005). Self-monitoring as a moderator of the relationships between personality traits and performance. *Personnel Psychology*, 58(3), 745-767.

Book, A. S., Holden, R. R., Starzyk, K. B., Wasylkiw, L., & Edwards, M. J. (2006). Psychopathic traits and experimentally induced deception in self-report assessment. *Personality and Individual Differences*, 41(4), 601-608.

Burgoon, J. K. (1984). The fundamental topoi of relational communication. *Communication Monographs*, 51(3), 193-214.

Chamon, M. (2009). Economic transformation, population growth and the long-run world income distribution. *Journal of International Economics*, 79(1), 20-62.

Chamorro-Premuzic, T., & Furnham, A. (2006). Self-assessed Intelligence and academic performance. *Educational Psychology*, 26(6), 769-779.

Chapman, D. S., Uggerslev, K. L., Carroll, S. A., Piasentin, K. A., & Jones, D. A. (2005). Applicant attraction to organizations and job choice: A meta-analytic review of the correlates of recruiting outcomes. *Journal of Applied Psychology*, 90(5), 928-944.

Cho, H., Gay, G., Davidson, B., & Ingraffea, A. (2007). Social networks, communication styles, and learning performance in a CSCL community. *Computers & Education*, 49(2), 309-329.

Coulton, C. (1993). Interaction effects in multiple regression. *Journal of Social Service Research*, 16(1), 179-199.

Cureton, E. E. (1957). The upper and lower twenty-seven per cent rule. *Psychometrika*, 22(3), 293-296.

Cronbach, L. J. (1951). Coefficient Cronbach ' s Alpha and the internal structure of tests. *Psychometrika*, 16(3), 297-334.

Daniel, S. W., David, L. V., Chockalingam, V., & Alexander, A. (2008). The susceptibility of a mixed model measure of emotional intelligence to faking: A Solomon four-group design. *Psychology Science Quarterly*, 50(1), 44-63.

Daniel, S. W., David, V. R., & Chockalingam, V. (2008). The susceptibility of a mixed model measure of emotional intelligence to faking: A Solomon four-group design. *Psychology Science Quarterly*, 50(1), 44-63.

Dempster, A. P. (1971). An overview of multivariate data analysis. *Journal of Multivariate Analysis*, 1(3), 316-346.

Dewaele, J. M. (2009). Age effects on self-perceived communicative competence and language choice among adult multilinguals. *Eurosla Yearbook*, 9(4), 245-268.

Diefendorff, J. M., Croyle, M. H., & Gosserand, R. H. (2005). The dimensionality and antecedents of emotional labor strategies. *Journal of Vocational Behavior*, 66(2), 339-357.

Echambadi, R. (2007). Mean-centering does not alleviate collinearity problems in moderated multiple regression models. *Marketing Science*, 26(3), 438-445.

Ellingson, J. E., Sackett, P. R., & Connelly, B. S. (2007). Personality assessment across selection and development contexts: Insights into response distortion. *Journal of Applied Psychology*, 92(2), 386-395.

Elliott, I. A. (2009). Psychological profiles of Internet sexual offenders: comparisons with contact sexual offenders. *Sexual Abuse: A Journal of Research and Treatment*, 21(1), 76-92.

Ferris, G. R., Witt, L. A., & Hochwarter, W. A. (2001). Interaction of Social Skill and General Mental Ability on Job Performance and Salary. *Journal of Applied Psychology* December, 86(6), 1075-1082.

Ferris, G. R., Berkson, H. M., & Harris, M. M. (2002). The recruitment interview process: Persuasion and organization reputation promotion in competitive labor markets. *Human Resource Management Review*, 12(3), 359-375.

Fligstein, N. (2001). Social skill and the theory of fields. *Sociological Theory*, 19(2), 105-125.

Gist, M. E. (1987). Self-efficacy: Implications for organizational behavior and human resource management. *The Academy of Management Review*, 12(3), 472-485.

Goffin, R. D. (2009). Faking and personality assessment in personnel selection: Advancing models of faking. *Canadian Psychology*, 50(3), 151-160.

Griffin, B. (2004). Applicants faking good: Evidence of item bias in the NEO PI-R. *Personality and Individual Differences*, 36(7), 1545-1558.

Harman, J. P., Hansen, C. E., Cochran, M. E., & Lindsey, C. R. (2005). Liar, Liar: Internet Faking but Not Frequency of Use Affects Social Skills, Self-Esteem, Social Anxiety, and Aggression. *CyberPsychology & Behavior*, 8(2), 1-6.

Heikkila, E. (1988). Multicollinearity in Regression Models with Multiple Distance Measures. *Journal of Regional Science*, 28(3), 345-362.

Herber, M. (1986). *Social skills training with children*. London: Pergaman Press.

Hesketh, A., & Fleetwood, S. (2006). Beyond measuring the human resources management-organizational performance link: applying critical realist meta-theory. *Organization*, 13(5), 677-699.

Huffcutt, A. I., Conway, J. M., Roth, P. L., & Stone, N. J. (2001). Identification and meta-analytic assessment of psychological constructs measured in employment interviews. *Journal of Applied Psychology*, 86(5), 897-913.

Huffcutt, A. I., Weekley, J. A., Wiesner, W. H., Groot, T. G., & Jones, C. (2001). Comparison of Situational and Behavior Description Interview Questions for Higher-Level Positions. *Personnel Psychology*, 54(3), 619-644.

Jaccard, J., Wan, C. K., & Turrisi, R. (1990). The Detection and Interpretation of Interaction Effects Between Continuous Variables in Multiple Regression. *Multivariate Behavioral Research*, 25(4), 467-478.

Jean, P. J. (1984). Sex and attitude distortion: Ability of females and males to fake liberal and conservative positions regarding changing sex roles. *Sex Roles*, 10(9), 805-815.

Kramsch, C. (2006). From communicative competence to symbolic competence. *The Modern Language Journal*, 90(2), 249-252.

Lee, T. M. C., Au, R. K. C., Liu, H.-L., Ting, K. H., Huang, C.-M., & Chan, C. C. H. (2009). Are errors differentiable from deceptive responses when feigning memory impairment? An fMRI study. *Brain and Cognition*, 69(2), 406-412.

Lennox, R. D., & Wolfe, R. N. (1984). Revision of the self-monitoring scale. *Journal of Personality & Social Psychology* June, 46(6), 1349-1364.

Levashina, J. (2009). They don't do it often, but they do it well: Exploring the relationship between applicant mental abilities and faking. *International Journal of Selection and Assessment*, 17(3), 271-281.

Levashina, J., & Campion, M. A. (2006). A model of faking likelihood in the employment interview. *International Journal of Selection and Assessment*, 14(4), 299-316.

Levashina, J., & Campion, M. A. (2007). Measuring faking in the employment interview: Development and validation of an interview faking behavior scale. *Journal of Applied Psychology*, 92(6), 1638-1656.

Madlock, P. E. (2008). The link between leadership style, communicator competence, and employee satisfaction. *Journal of Business Communication*, 45(1), 61-78.

Marcus, B. (2009). Faking ' from the applicant's perspective: A theory of self-presentation in personnel selection settings. *International Journal of Selection and Assessment*, 17(4), 417-430.

McDaniel, M. A., Whetzel, D. L., Schmidt, F. L., & Maurer, S. D. (1994). The Validity of employment interviews: A comprehensive review and meta-analysis. *Journal of Applied Social Psychology*, 79(4),

599-616. McFarland, L. A. (2003). Warning against faking on a personality test: Effects on applicant reactions and personality test scores. *International Journal of Selection and Assessment*, 11(4), 265-276.

McFarland, L. A., & Ryan, A. M. (2000). Variance in faking across noncognitive Measures. *Journal of Applied Psychology*, 85(5), 812-821.

McFarland, L. A., & Ryan, A. M. (2006). Toward an integrated model of applicant faking behavior. *Journal of Applied Social Psychology*, 36(4), 979-1016.

McFarland, L. A., & Ryan, A. M. (2006). Toward an integrated model of applicant faking behavior<sup>1</sup>. *Journal of Applied Social Psychology*, 36(4), 979-1016.

McKenna, I. M., Barnes-Holmes, D., & Barnes-Holmes, Y. (2007). Testing the fake-ability of the implicit relational assessment procedure (IRAP): The first study. *International Journal of Psychology and Psychological Therapy*, 7(2), 123-138.

Mitchell, T. R. (1975). Locus of control: Supervision and work satisfaction. *Academy of Management Journal*, 18(3), 623-631.

Mueller-Hanson, R., Heggstad, E. D., & Thornton Iii, G. C. (2003). Faking and selection: Considering the use of personality from select-in and select-out perspectives. *Journal of Applied Psychology*, 88(2), 348-355.

Pauls, C. A., & Crost, N. W. (2004). Effects of faking on self-deception and impression management scales. *Personality and Individual Differences*, 37(6), 1137-1151.

Pauls, C. A., & Stemmler, G. (2003). Substance and bias in social desirability responding. *Personality and Individual Differences*, 35(2), 263-275.

Posthuma, R. A., Morgeson, F. P., & Campion, M. A. (2002). Beyond employment interview validity: A comprehensive narrative review of recent research and trends over time. *Personnel Psychology*, 55(1), 1-81.

Raymark, P. H. (2009). Individual differences in the ability to fake on personality measures. *Human Performance*, 22(1), 86-103.

Richard, L. G., Tom, C., & Yukiko, Y. (2007). Do applicants fake? An examination of the frequency of applicant faking behavior. *Personnel Review*, 36(3), 341-355.

Ronald, E. R., & Rebecca, J. R. (2008). The emotional and social intelligences of effective leadership: An emotional and social skill approach. *Journal of Managerial Psychology*, 23(2), 169-185.

Rose, A. M., Eric, D. H., & George, C. T. (2006). Individual differences in impression management: an exploration of the psychological processes underlying faking. *Psychology Science*, 48(3), 288-312.

Saklofske, D. H., & Eysenck, S. B. G. (1998b). *Individual differences in children and adolescents*. New Brunswick, New Jersey: Transaction Publishers.

Saks, A. M., Leck, J. D., & Saunders, D. M. (1995). Effects of application blanks and employment equity on applicant reactions and job pursuit intentions. *Journal of Organizational Behavior*, 16(5), 415-430.

Schmit, M. J., & Ryan, A. M. (1993). The big five in personnel selection: Factor structure in applicant and nonapplicant populations. *Journal of Applied Psychology*, 78(6), 966-974.

Schmitt, N. (1976). Applicant decisions in the employment interview. *Journal of Applied Psychology*, 61(2), 184-192.

Schreurs, B. (2009). Predicting applicants' job pursuit behavior from their selection expectations: the mediating role of the theory of planned behavior. *Journal of Occupational Behaviour*, 30(6), 761.

Schwoerer, C., & Rosen, B. (1989). Effects of employment-at-will policies and compensation policies on corporate image and job pursuit intentions. *Journal of Applied Psychology*, 74(4), 653-656.

Sjoberg, L. (2001). Emotional intelligence: A psychometric analysis. *European Psychologist*, 6(2), 79-95.

Smith, K. W. (1979). Decreasing multicollinearity: A method for models with multiplicative functions. *Sociological Methods and Research*, 8(1), 35-56.

Smither, J. W., Millsap, R. E., Stoffey, R. W., Reilly, R. R., & Pearlman, K. (1996). An experimental test of the influence of selection procedures on fairness perceptions, attitudes about the organization, and job pursuit intentions. *Journal of Business and Psychology*, 10(3), 297-318.

Snell, A. F., Sydell, E. J., & Lueke, S. B. (1999). Towards a theory of applicant faking: Integrating studies of deception. *Human Resource Management Review*, 9(2), 219-242.

Snyder, M. (1974). The self-monitoring of expressive behavior. *Journal of Personality and Social Psychology*, 30(4), 526-537.

Snyder, M., & Gangestad, S. (1986). On the nature of Self-Monitoring: matters of assessment, matters of validity. *Journal of Personality & Social Psychology*, 51(1), 125-139.

Spector, P. E. (1988). Development of the work locus of control scale. *Journal of Occupational Psychology*, 61(4), 335-340.

Veronesi, J. F. (2009). Breaking news on social intelligence. *Journal of Nursing Administration*, 39(2), 57-59.

Walczyk, J. J., Schwartz, J. P., Clifton, R., Adams, B., Wei, M., & Zha, P. (2005). Lying person-to-person about life events: A cognitive framework for lie detection. *Personnel Psychology*, 58(1), 141-170.

Wiemann, J. M. (1977). Explication and test of a model of communicative competence. *Human Communication Research*, 3(3), 195-210.