

跨國勞工組織公平對負面行為影響之研究

許弘叡、范垂爐

E-mail: 324797@mail.dyu.edu.tw

摘要

面對全球化之衝擊，台灣企業經營日益複雜化，產業分工日益專業化，雖然因為跨國勞工的引進，幫助企業解決了部份基層人力不足的問題，減輕產業外移的壓力，但企業內部之人力資源管理面對跨文化的挑戰，也衍生出新的管理問題。本研究就人力資源管理的觀點，探討企業跨國勞工組織公平和負面行為間之關聯性，並試圖探討跨文化價值在組織公平與負面行為間的調節作用。在研究方法上，本研究採取問卷調查的方式針對製造業的跨國勞工作為研究對象，透過敘述性統計、差異性檢定、相關分析與階層迴歸分析等統計方法進行資料分析驗證。結果顯示：1.跨國勞工組織公平對負面行為的影響獲得部分實證支持。2.人道主義對組織公平和負面行為間無調節效果。3.工具主義對組織公平和負面行為間無調節效果。最後，提出本研究的理論及實務意涵並說明研究限制與未來研究之建議。

關鍵詞：跨國勞工、組織公平、負面行為、跨文化管理

目錄

中文摘要	iii	英文摘要	iii
iv 誌謝辭		v 內容目錄	
vi 表目錄		viii 圖目錄	
ix 第一章 緒論	1	第一節 研究背景	1
1 第二節 研究動機	2	第三節 研究問題與目的	3
第二章 文獻探討	5	第一節 跨國勞工	5
第二節 組織公平	7	第三節 負面行為	5
11 第四節 跨文化價值	15	第三章 研究方法	15
19 第一節 研究架構	19	第二節 研究假設	19
20 第三節 操作性定義	22	第四節 研究對象	22
24 第五節 問卷設計	24	第六節 資料分析方法	24
27 第四章 研究結果與分析	29	第一節 樣本之描述性統計分析	29
29 第二節 問卷之信度分析	30	第三節 差異性檢定分析	30
33 第四節 相關分析	38	第五節 各變項間之影響分析	38
39 第五章 結論與建議	43	第一節 研究討論	43
43 第二節 實務管理意涵	45	第三節 研究限制與後續研究建議	45
45 參考文獻	48	附錄 研究問卷	48
57			

參考文獻

參考文獻 一、中文部分 王鳳生(1993)，企業外籍勞工管理對策之研討，產業環境變動下人力資源規劃與開發研討會論文集，行政院勞委會，pp171-195。朱蓓蕾(2005)，外籍勞工與配偶管理問題之探討，國政研究報告。成之約(1999)，人力仲介公司與外籍勞工管理 兼論人力仲介公司的管理與輔導，就業與訓練，17(2)，3-8。吳家聲(1989)，基層人力短缺與外籍勞工問題，勞工行政雜誌，18，6 林淑姬(1992)，薪酬公平、程序公正與組織承諾、組織公民行為關係之研究，政治大學企業管理研究所未發表博士論文。林淑姬，樊景立，吳靜吉，司徒達賢(1994)，薪酬公平、程序公正與組織承諾、組織公民行為關係之研究，管理評論，13(2)，87-108。林鈺琴(1996)，組織公正、信任、組織公民行為之研究：社會交換理論之觀點，管理科學學報，13(3)，391-415。陳正良(1990)，我國外籍勞工政策之檢討，勞工研究季刊，100，74-105。陳旭播(1999)，我國企業對外籍勞工雇用影響策略之分析，合作經濟，61，40-55。楊日旭，鄧學良，楊念祖(1991)，高雄市外籍勞工問題研究，高雄市政府研究發展考核委員會。黃家齊(2002)，組織公正與員工行為 - 構面間關聯性差異及交往原則的直接與干擾效果，交大管理評論，22(2)，35-78。趙必孝(2000)，我國企業對外籍勞工之人力資源控制與績效，臺大管理論叢，10(2)，31-69。趙守博(1989)，談外籍勞工問題，勞工行政，(18)，3-6。蔡明田、余明助(1998)，台灣地區外籍勞工跨文化適應問題分析，勞資關係論叢，7，53-179。蔡宏進(1991)，我國外籍勞工可能引發的社會問題及其因應對策，行政院研究發展考核委員會編印。蔡宏進(1997)，臺灣僱主管理外籍勞工的內容與改進策略研究，臺灣經濟研究月刊，44(5):48-65。二、英文部分 Adams, J. S. (1965).

Inequity in Social Exchange. *Advances in Experimental Social Psychology*, Vol. 2, pp. 267-299, New York :Academic Press. Adler, N. J.,(1983).Cross-cultural Management Research:TheOstrich and the Trend. *Academy of management Review*,8,p226-232 Bies, R. J., & Moag, J. S. (1986). Interactional justice:communication criteria of fairness.*Research on Negotiation in Organization*, 1, 43-55. Bies, R. J. (1986). Identifying principles of interactional justice: The case of corporate recruiting. *Moving Beyond Equity Theory: New Directions in Research on Justice in Organizations*, ed., R. J. Bies, Academy of Management Best Papers Proceedings, Chicago, Illinois. Crosby, F. (1976). A Model of Egoistical Relative Deprivation, *Psychological Review*, Vol. 83, pp. 85-113. Deutsch, M. (1975). Equity, Equality, and Need: What Determines Which Value Will Be Used as the Basis of Distributive Justice? *Journal of Social Issues*, Vol. 31, No. 3, pp. 137-149. Dowling, P.J., Welch, D.E., & Schuler, R.S. (1999). *Managing People in a Multinational Context*. International Human Resource Management.OH: South-western College Press. Dore, R. (2005). “ Deviant or Different? Corporate Governance in Japan and Germany. ” *Corporate Governance: An International Review*, 13(3): 437-446. Freedman, S. M., & Montanari, J. R. (1980). An integrative model of managerial reward allocation. *Academy of Management Review*, 5, 381-390. Festinger, L. (1954). A theory of social comparison processes. *Humanrelations*, 7(2), 117-140. Festinger, L. (1957). A theory of cognitive dissonance, Stanford, CA: Stanford University Press Folger, R. (1984). “ Perceived Injustice, Referent Cognitions, and Concept of Comparison Level, ” *Representative Research in Social Psychology*, Vol. 14,pp. 88-108. Folger, R., & Cropanzano, R.(1998). *Organizational Justice and Human Resource Management*, SAGE Publications, Inc. Folger, R. & Greenberg, J. (1985). “ Procedural justice: An interpretative analysis of personnel systems. ” ,*Research in Personnel and Human Resource Management*, Vol.3, pp.141-183. Greenberg, J. (1987). Reactions to Procedural Injustice in Payment Distributions,*Journal of Applied Psychology*, 72: 55 Greenberg, J., & Baron, R. A. (2003). *Behavior in Organizations: Understanding and Managing the Human Side of Work*, 8th ed. Englewood Cliffs, NJ: Prentice-Hall. Hofstede, G. (1980). *Motivation, Leadership And Organization: Do American Theories Apply Abroad?* , *Organization Dynamics*, pp. 42-63. Hofstede, G. (1990). *Managerial Culture And Work-Related Values In India*, *Organization Studies*. 11(1), pp. 106-106. Homans, G.C. (1961). *Social behavior: Its elementary forms*, NewYork: Harcourt Brace & World. I.L.O. (1984) *Immigration Migration for Employment* , *World Labor Report* , pp-116. Jackson, B. W., LaFasto, F., Schultz, H. G. & Kelly, D. (1992). Diversity, *Human Resource Management*, Spring / Summer: 21-34. Kaplan, H. B. (1975). *Self-attitudes and deviant behavior*. Pacific Palisades, CA: Goodyear.Kroeber, Kroeber, A. L., & Kluckhohn, C. (1952). Culture: a critical review of concepts and definitions. *Papers of the Peabody Museum of American Archeology and Ethnology*, 47, 41-72. Lee, K., & Allen, N. J. (2002). Organizational citizenship behavior and workplace deviance: The role of affect and cognitions. *Journal of Applied Psychology*, 87, 131-142. Lee, Y.L., & Park, H.(2005). The Politics of Foreign Labor Policy in Korea and Japan.*Journal of Contemporary Asia*, 35, 143-165. Leventhal, G. S. (1980). What Should be Done with Equity Theory? *New Approaches to The Study of Fairness in Social Relationships*, In K. J. Gergen, M. S. Greenberg and R. H. Willis (Eds.), *Social Exchange: Advances in Theory and Research*, New York: Plenum. Leventhal, G., Karuza, J., Fry, W., & Mikula, G. (1980). *Justice and social interaction*, Springer-Verlag New York. Moorman, R. H. (1991). Relationship between organizational justice and organizational citizenship behaviors: Do fairness perceptions influence employee citizenship?*Journal of Applied Psychology*, 76: pp.845-855. Neuman, J. H., & Baron, R. A. (1998).Workplace violence and workplace aggression: Evidence concerning specific forms, potential causes, and preferred targets. *Journal of Management*, 24, 391-419. Niehoff B. P., & Moorman,R.H. (1993). Justice as a mediator of the relationship between methods of monitoring and organizational citizenship behavior. *Academy of Management Journal*, 36, pp.527-556. Ones, D. S., & Viswesvaran, C. (1998). Integrity testing in organizations. In R. W. Griffin, A.O ' Leary-Kelly and J. M. Collins (Eds.), *Dysfunctional behavior in organizations:Violent and deviant behavior*. Stamford, CT: JAI Press. Pollay, Richard. (1983). Measuring the cultural values manifest in advertising. In James H. Leigh & Claude R. Martin (eds.), *Current issues and research in advertising*. MI: University of Michigan Press, 71-92. Ronen, S., & Shenkar, O. (1985). Clustering countries on attitudinal dimensions: A review and synthesis. *Academy of Management Review*, 10, 435-454. Robinson, S. L., & Bennett, R. J. (1995). “ A Typology of Deviant Workplace Behaviors: A Multidimensional Scaling Study. ” *Academy of Management Journal*, 38(2): 555-572. Robinson, S. L., & Bennett, R. J. (2000). Development of a measure of workplace deviance. *Journal of Applied Psychology*, 85, 349-360. Rokeach, Milton. (1973). *The nature of human values*. New York: Free Press. Rogler, L. H. (1994). *International migrations: aframework for directing research*. *American Psychologist*, 49, 701-708. Scholl, R. W., Cooper, E. A., & McKenna, J. F. (1987). Referent selection in deterring equity perception: Differential effects on behavioral and attitudinal outcomes. *Personnel Psychology*, 50, 617-663. Stouffer, S. A., Lumsdaine, A., Williams, M. H., Smith, R. M., Janis, M. B., Star, I. L., & Cottrell, L. S. (1949). *The American soldier: combat and its aftermath*, Vol II. Princeton, NJ: Princeton University Press. Tyler, T. R., & Bies, R. J. (1990). Beyond formal procedures: The interpersonal context ofprocedural justice. In: Carroll, J. S. (Ed.) *Applied Social Psychology In Business Settings*.Erlbaum, Hillsdale, NJ, 77-98. Thibaut, J., & Walker, L. (1975). *Procedural justice: A psychological analysis*: L. Erlbaum Associates. Vardi, Y. (2001). The effects of organizational and ethical climates on misconduct at work. *Journal of Business Ethics*, 29(4), 325-338. Voorhees, C. M. and Brady, M. K. (2005). “ A Service Perspective on the Drivers of Complaint Intentions, ” *Journal of Service Research*, Vol. 8, No. 2, pp.192-204. Verma, A., Kochan, T. A., & Lansbury, R. D.(1995). Lessons from the Asian experience: asummary. In A. Verma, T. A. Kochan, & R. D.Lansbury (Eds.), *Employment relations in growing Asian economies* (pp. 336-367).London: Routledge. Wang, J. (2008). The Relationships Between Perceived Justice and Consumers ' Behavioral Intentions after Service Complaint Handling and the Role of Anger. *The Business Review*, Cambridge, 10(1),218-222 West, L. A., & Bogumil, W. A. (2000). Foreignknowledge workers as a strategic staffingoption. *Academy of Management Executive*,14, 71-84. Yap, M. T. (1999). The Singapore state's response to migration. *Journal of Social Issues in Southeast Asia*, 14, 198-210.