

The effects of the job enjoyment on homesickness with survey in tour guides / 王一琪 撰 - 彰化縣大村鄉

王一琪、李德治

E-mail: 354539@mail.dyu.edu.tw

ABSTRACT

The Effect of the Job Enjoyment on Homesickness with Survey in Tour Guides Student: Yi-Chi Wang Advisor: Prof . De-Chih Lee Da-Yeh University Summary Our nationals pay more and more attentions on the quality of tourism. This research is exploring the relation of the tour guide working interests and homesickness feeling. First, analyzing the influence of working interest with homesickness feeling on tour-guide staffs. Then further to examine the personality characteristics of both above-mentioned in adjustability. Through studying the data collection of questionnaire survey and analyzing information with interaction in a regressive-effects way. It turns out to be working interests has significant influence from personal homesickness emotion. In the aspect of adjustability : both working interest and homesickness feeling influence and adjust exactly to each other. As we can see, while domestic tourism enhancing the quality of tourism. In addition, tour guides emphasized to cultivating the interest in work. They should value their personality in most important way. To completely understand the contradiction from staff ' s satisfaction and pleasure through the work and its impact of emotional homesickness. Different personality traits may be caused different accommodation . This will help the overall performance of the tourism industry and to enhance this business for tour guides in education training as an important reference. Keywords: working interest、personality characteristics、homesickness

Keywords : working interest、personality characteristics、homesickness

Table of Contents

內容目錄 第一章 緒論.....	1 第一節 研究背景與動機.....
.....1 第二節 研究目的.....	7 第三節 研究對象與資料蒐集.....
.....8 第二章 文獻探討與假說推論.....	9 第一節 思鄉情緒.....
.....9 第二節 工作悅趣.....	12 第三節 人格特質.....
.....15 第四節 工作悅趣與思鄉情緒間的關係.....	20 第五節 人格特質的調節效果.....
.....22 第六節 個人背景變項對思鄉情緒之相關研究.....	23 第三章 研究方法.....
.....24 第一節 研究架構.....	24 第二節 變數定義與操作化.....
.....25 第三節 個人背景資料.....	26 第四節 資料分析方法.....
.....27 第四章 資料分析.....	29 第一節 基本資料分析.....
.....29 第二節 信度與效度分析.....	33 第三節 資料分析與結果.....
.....36 第五章 結論與建議.....	47 第一節 研究結論.....
.....47 第二節 研究限制.....	49 第三節 研究建議與未來研究方向.....
.....50 參考文獻.....	52 附錄 - 問卷.....
.....68 表 目錄表4.1 樣本基本資料表.....	32 表4.2
因素分析結構分析表.....	34 表4.3 工作?趣與「抗拒思鄉」之層級迴歸分析.....38
表4.4 工作?趣與「不適應工作」之層級迴歸分析.....	41 表4.5 工作?趣與「思鄉心理」之層級迴歸分析.....
...43 表4.6 工作?趣與「複製家鄉環境」之層級迴歸分析.....	45 圖 目錄 圖1.1 國內歷年來導遊人員數量.....
.....10 圖1.2 歷年來遊客出國數量.....	10 圖3.1 研究架構.....
.....24	

REFERENCES

1. 王鍾和、李勤川、陽琪(1991) , 適應與心理衛生 , 台北:心理出版社。
2. 王志宏(2009) , 面具之下:領隊人員情緒勞務之研究 , 私立銘傳大學管理研究所博士論文。
3. 天下雜誌·親子天下(2011, May) , 企業友善家庭:理念優於行動 , 資料引用自 <http://parenting.cw.com.tw/web/docDetail.do?docId=3491>。
4. 吳秉恩(1986) , 組織行為學:華泰書局。
5. 呂純純 , 吳美連 , 賈文靜(1997) , 從管理的角度探討企業雇用再就業婦女意願之研究—以參與桃竹地區科技整合計劃之廠商為例 , 中原學報 , 25(4) , 17-23。
6. 朱玲玉(1998) , 觀我國領對人員生涯規劃之研究 , 私立中國文化大學觀光事業研究所碩士論文。
7. 李靜怡(2001) , 休閒從業人員之個人特質、

工作特性與工作壓力和休閒行為之關係—以北部地區為例，大葉大學休閒事業管理研究所碩士論文。8. 沈聰益(2003)，人格五因素模式預測保險業務員銷售績效的效度-NEO-PI-R量表之跨文化檢驗與人際特質架構之實證探討，國立交通大學經營管理研究所博士論文。9. 李鴻文，劉慶湘，許哲昌(2005)，海外派遣人員之人格特質對海外適應之影響，發表於管理新思維學術研討會。吳明隆(2011)，SPSS統計應用學習實務-問卷分析與應用。10. 邵思涵(2005)，工作有趣、領導與留任意願之探討 以公關產業為例，國立中山大學傳播管理研究所碩士論文。11. 李永鑫，黃宏強(2007)，工作家庭衝突及人力資源管理對策，應用心理研究，35，115-135。12. 周志遠(2008)，工作狂傾向量表心理計量特質之複核化研究，國立台灣科技大學企業管理研究所碩士論文。13. 何嫌婷(2010)，領隊人格特質、團員間互動與旅遊滿意度關係之研究-階層線性模式之運用，私立南華大學旅遊事業管理研究所碩士論文。14. 徐榮崇(2008)，跨國的移置與鑲嵌 談加拿大台灣僑民的移民動機與居住地選擇，台北市立教育大學學報，39(2)，39-78。15. 徐鳳珠(2010)，工作享樂、組織支持與公關人員情緒勞務關係之研究，私立大葉大學管理學院碩士論文。16. 崔來意(2000)，從高科技公司女性專業人員工作-家庭衝突、工作倦怠及離職議院關係之研究，國立中山大學人力資源管理研究所碩士論文。17. 許士軍(1993)，管理學，台北:東華書局。18. 許碧芬，蕭文玲(1999)，高科技業從業人員上司支持與工作 - 家庭衝突關係之研究，發表於1999年中華民國科技管理研討會。19. 許碧芬，周倩霏，吳偉立(2001)，觀高科技產業雙薪家庭從業人員上司支持與工作-家庭衝突相關之研究 - 以性別相關因素為干擾變項，發表於中華民國科技管理學會年會暨論文研討會。20. 陳國維(1998)，工影響醫院內外籍看護工生活與工作適應之因素探討，私立慈濟大學公共衛生研究所碩士論文。21. 陳淑卿(2004)，離散島嶼、漂流邊界:三部《流離島影》紀錄片的鄉愁、漂泊及殤逝影像美學離散1，發表於國科會計畫:NSC 90-2411-H-005-003部份研究。22. 陸洛，黃茂丁，高旭繁(2005)，工作與家庭的雙向衝突:前因、後果及調節變項之探討，應用心理研究，27，頁133-166。23. 郭佩雯(1997)，旅行業作業人員人格特質與離職傾向關係之研究，私立文化大學觀光事業研究所碩士論文。24. 郭倍宏(2009)，工作-家庭衝突、工作壓力、之厥主管支持與離職傾向關係研究:以輔助會所屬員工為例，國立中正大學企業管理研究所碩士論文。25. 張春興(1989)，張氏心理學辭典，台北:東華書局。26. 張寶仁(1998)，勞工之人格特質與工作壓力知覺及工作壓力反應之相關研究，國立台灣師範大學衛生教育研究所碩士論文。27. 彭意維(2007)，旅行業人格特質、幽默風格與工作滿意之研究，國立體育學院休閒產業經營學系碩士論文。28. 曾國斌(2001)，不同產業與人格特質從業人員其工作壓力之差異分析，國立成功大學企業管理研究所碩士論文。29. 黃瑞傑(2009)，史羅二氏工作狂專業量表中文版心理計量特質及前因後果模式之驗證，國立台灣科技大學管理研究所博士論文。30. 黃國書(2010)，花蓮地區華語導遊人員的解說策略之探討，國立東華大學生態與環境教育研究所碩士論文。31. 莊文福，苦苓「外省故鄉」中的老兵議題探析，通識教育學報，3，9-22。32. 葉怡衿(2007)，旅行業領隊人格特質、幽默風格與工作滿意之研究，國立體育學院休閒產業經營學系碩士論文。33. 劉明雄(2008)，導遊人員職前訓練重視度與滿意度之研究，私立世新大學觀光研究所碩士論文。34. 經建會(2009)，六大新興產業，中華民國行政院經濟建設委員會，資料引自

<http://www.cepd.gov.tw/m1.aspx?sNo=0012445>。35. 廖紜億(2008)，導遊人員專業職能與工作績效之關聯性研究 - 外向性的調節效果，國立國防管理學院資訊管理研究所碩士論文。36. 蔡東海(1993)，觀光導遊實務，台北:星光出版社。37. 蔡芳玲(1996)，一九四九年前後遷台作家之研究，國立中央大學中文研究所碩士論文。38. 蘇蕙君(2007)，專業人員工作狂傾向之研究 - 以高科技產業工程師為例，國立中山大學人力資源管理研究所碩士論文。39. 觀光局(2010)，觀光統計圖表，中華民國交通部觀光局，資料引自

<http://admin.taiwan.net.tw/public/public.aspx?no=315>。40. 觀光局(2011)，2011年施政重點，中華民國交通部觀光局，資料引自
<http://admin.taiwan.net.tw/public/public.aspx?no=122>。41. 尹萍(1989)，樂在工作(譯)，台北:天下文化。42. Aziz, S., & Zickar, M. J. (2006). A Cluster Analysis Investigation of Workaholism as a Syndrome. *Journal of Organizational Health Psychology*, 11(1), 52-62. 43. Amabile, T. M., Hill, K. G., Hennessey, B. A. and Tighe, E. M. (1994)The work performance inventory: assessing intrinsic and extrinsic motivational orientations. *Journal of Personality and Social Psychology*, 66(5), 950-967. 44. Aziz, S., & Zickar, M.J. (2006). A Cluster Analysis Investigation of Workaholism as a Syndrome. *Journal of Occupational Health Psychology*, 11(1), 52-62. 45. Abush, R. & Burkhead, E.J. (1984). Job stress in mid-life working women: Relationships among personality type, job characteristics and job tension. *Journal of Counseling Psychology*, 31(1), 36-44. 46. Barrick, M. R. & Mount, M. K. (1991). The big five personality dimensions and job performance: A meta-analysis. *Personnel Psychology*, 44, 1-26. 47. Bonebright, C. A., Clay, D. L., & Ankenmann, R. D. (2000). The relationship of workaholism with work-life conflict, life satisfaction, and purpose in life. *Journal of Counseling Psychology*, 47(4), 469-477. 48. Buelens, M., & Poelmans, S. A. Y. (2004). Enriching the Spence and Robbin ' s typology of workaholism: Demographic, motivational and organizational correlates. *Journal of Organizational and Change Management*, 17, 440-458. 49. Black, J. S. & H. B. Gregersen. (1999). The Right Way to Manage Expats. *Harvard Business Review*, March-April, 52-55. 50. Black, J. S. & G. K. Stephens, (1989). The Influence of The Spouse on American Expatriate Adjustment in Pacific Rim Overseas Assignment. *Journal of Management*, 15, 529-544. 51. Burke, R. J. (1999). It's Not How Hard You Work Hard: Evaluating Workaholism Components. *International Journal of Stress Management*, 6(4), 225-239. 52. Burke, R. J. (2000). Workaholism and extra-work satisfactions, *The International Journal of Organizational Analysis*, 7, 352-364. 53. Brown, B.B., & Perkins, D.D. (1992). Disruptions of place Attachment. In I. Altman & S.M. Low(Eds.), *Place Attachment. Human behavior and environment : Advances in theory and research*, 12, 279-304. New York: Plenum Press. 54. Brady, B. R. Vodanovich, S. J., & Rotunda R. (2008). The impact of workaholism on work-Family conflict, job Satisfaction, and perception of leisure activities. *The Psychologist-Manager Journal*, 11(2), 241-263. 55. Chesny, M.A., & Roseman, R.H. (1980). Type A behavior in the working setting In C.L., Copper & R. Payne (Eds.), *Current concerns in occupational stress*, 168-172. London: John Wiley & Sons. 56. Constantine S. & Tim, W. (2006). *Self and Affect: The Case of Nostalgia*. University of Southampton. *Affect in social thinking and behavior: Frontiers in social psychology* NY:Psychology Press. 57. Cranny, C.J., Smith, P.C., & Stone. (1992). Job satisfaction: How people feel about their jobs and how it affects their performance, New York: Lexington Books. 58. Campbell. (1970). Managerial behavior performance and effectiveness. New York: McGraw-Hill. 59. Costa, P.T., & McCrae, R.R. (1990). The NEO Personality Inventory: Using the Five-Factor Model in Counseling, *Journal of Counseling &*

Development, 69, 367-372. 60. Costa, P.T., & McCrae, R.R. (1992). Revised NEO Personality inventory and five-factor inventory professional manual. Odessa, FL: Psychological Assessment Resource. 61. Davis, K. (1977). Human behavior at work. New York: McGraw-Hill. 62. Downs, J. (1994). Homesickness: An exploration of the concept among adolescents at boarding school. In W. Vialle (Ed.), *Why Psychology? Selected papers from the 29 Annual Conference*, Wollongong, 10-16. Wollongong, Australia: Australian Psychological Association. 63. Eysenck, H. J. (1997). Addiction, personality, and motivation. *Human Psychology*, 12, 79-87. 64. Earl J. Banning. (2010). The effect of Homesickness on Air Force Academy Cadets. Dissertation submitted to the Faculty of The Philadelphia College of Osteopathic Medicine. 65. Friedman, M. & Roseman, R.H. (1974). Type a behavior and your heart. New York: Knopf, 479-482. 66. Fisher, S. (1989). Homesickness, cognition, and health. London: Erlbaum. 67. Fisher, S. (1990). The psychological effects of leaving home: Homesickness, Health and obsessional thoughts. In S. Fisher & C.L. Cooper (Eds.), *On the move: The psychology of change and transition* 153-170. New York: Wiley. 68. Fiske, D.W. (1947). Consistency of the Factorial Structures of Personality Ratings from Different Source. *Journal of Personality and Social Psychology*, 44, 329-344. 69. Gutek B. A., Searle S., & Klepa L. (1991). Rational Versus Gender Role Explanations for Work-Family Conflict. *Journal of Applied Psychology*, 76(4):560-568. 70. Hirschman, E. C. (1992). The consciousness of addiction: Toward a general theory of compulsive consumption. *Journal of Consumer Research*, 19, 155-179. 71. Hopcock, R. (1935). Job Satisfaction. New York: Harper and Brothers. 72. Hair, Anderson, Tatham, and Black. (1998). *Multivariate Data Analysis with Readings*, New York: Maxwell Macmillan International. 73. Hall, D., & Richter, J. (1988). *Balancing Work Life and Home Life: What can Organizations Do to Help?* Academy of Management Executive, 2(3), 213-223. Harrison, W.D. 1980. Role Strain and Burnout in Child-Protective Service Workers. *Social Service Review*, 54(1), 31-33. 74. Jamie, A. & Clay, R. (2006). Self and Affect: The Case of Nostalgia. University of Southampton. Affect in social thinking and behavior: *Frontiers in social psychology* NY:Psychology Press. 75. J. Kline Harrison & Holly H. Brower. (2010). The Impact of Cultural Intelligence and Psychological Hardiness on Adjustment and Homesickness among Study Abroad Students. *International Journal of Arts and Sciences*, 3(17), 1944-6934. 76. Kanai, A. Wakabayashi, M., & Fling, S. (1996). Workaholism among employees in Japanese corporations: An examination based on the Japanese version of the Workaholism scales. *Japanese Psychological Research*, 38, 192-203. 77. Kopelman, R. E., Greenhaus, J. H. & Connolly, T. F. (1983). A model of work, family, and inter-role conflict: A construct validation study, 32, 198-215. 78. Kiechel, W. (1989). The workaholic generation. *Fortune*, 119, 50-62. 79. K. Tuomi, P. Huuhtanen, E. Nykyri and J. Ilmarinen, (2001). Promotion of work ability, the quality of work and retirement. *Society of Occupational Medicine*, 51(5), 318-324. 80. Kiechel, W. (1989). The workaholic generation. *Fortune*, 119, 50-62. 81. Lawler, E. E. & Porter, L. W. (1967). The effects of performance on job satisfaction. *Industrial Relations*, 7, 20-28. 82. Lodahl, T. M., & Kejner, M. (1965). The definition and measurement of job involvement. *Journal of Applied Psychology*, 49, 24-33. 83. Major, V. S., Klein, K. J., & Ehrhart, M. G. (2002). Work time, work interference with family, and psychological distress. *Journal of Applied Psychology*, 87(3), 427-436. 84. Machlowitz, M. (1980). *Workaholics: Living with them, working tieh B2-WorkaholicsL Living with them, working with them*. New York: Simon & Shuster. 85. McMillan, L.H.W., Brady, E.C., O'Driscoll, M.P., & Marsh, N.V. (2002). A multifacted validation study of Spence and Robbins' 1992. *Workaholism Batery*. *Journal of Organizational & Organizational Psychology*, 75(3), 357-368. 86. Mudrack, P.E.,& Naughton, T.J. (2001). The Assessment of Workaholism as Behavioral Tendencies: Scale International Journal of Stress Management. 87. Matt, S.J. (2007). A hunger for home again: Homesickness and food in a global consumer society. *Journal of American Culture*, 30, 6-17. 88. Nunnally, J.C. (1978). *Psychometric Theory*, 2nd ed., New York: McGraw-Hill. 89. Norman, W.T. (1963). Toward an adequate taxonomy of personality attributes: Replicated factor structure in per nomination personality rating, *Journal of Applied Psychology*, 81, 660-679. 90. Oates, W.E. (1971). *Confessions of a Workaholic: The Facts about Work Addiction B2-Confessions of A Workaholic: The Facts about Work Addiction*. New York, NY: World. 91. O ' Reilly. (1977). *Personality-Job fit*, OB & Human Performance, 18, 36-46. 92. Pervin (1993). *Personality: Theory and research* 6th(ed.). New York: Wiley. 93. Parasuraman, A., Vararie A. Zeithaml, and Leonard L. Berry. (1985). *A Conceptual Model of Service Quality and Its Implication for Future Research*, *Journal of Marketing*, 49, 41-50. 94. Poter & Lawler. (1968). *Managerial Attitudes & Performance*. Illinoiss : Homewood Company. 95. Robbins, M., & Francis, W.K. (1996). Are religious people happier? A study among undergraduates. In L. J. Francis, W.K. Kay, & W.S. Cambell(Eds.), *Research in religious education*. Herefordshire, UK: Gracewing, 207-217. 96. Rotter, J.B. (1954). Social learning and clinical psychology. Englewood Cliffs, NJ: Prentice-Hall. 97. Spence, J. T., & Robbins, A. S. (1992). Workaholism: Definition, measurement, and preliminary results. *Journal of Personality Assessment*, 58, 160-178. 98. Scott, K.S., Moore, K.S., & Miceli, M.P. (1997). An Exploration of the Meaning and Consequences of Workaholism. *Human Relations*, 50(3), 287-314. 99. Thurber, C.A. (1995). The experience and expression of homesickness in preadolescent boys. *Child Development*, 66, 1162-1178. 100. Tenopy, M. (1993). Construct validation needs in vocational behavior theories. Special Issue: The theory of work adjustment. *Journal of Vocational Behavior*, 43, 84-89. 101.Tung, R. L. (1981). Selection and Training of Personnel for Overseas Assignment. *Columbia Journal of Business*, 16(2), 68-78. 102.Thurber, C.A., & Sigman, M.D. (1998). Preliminary models of risk and protective factors for childhood homesickness: Review and empirical synthesis. *Child Development*, 69(4), 903-934. 103.Thomas, L.T., & Ganster, D.C. (1995). Impact of family-supportive work variables on work-family and strain: A control perspective. *Journal of Applied Psychology*, 80, 6-15. 104.Thurber, C.A. & Walton, E.A. (2007). Preventing and treating homesickness. *Child and Adolescent Psychiatric Clinics of North America*, 16, 843-858. 105.Tupes, E.C. & Christal, R.R. (1961). Recurrent Personality factors based on trait rating(ASD-TR-61-97), Lackland Air Force Base, TX: Aeronautical System Division, Personnel Laboratory. 106.Van Tilberg, M.A.L., Vingerhoets, A.J.J.M.,& Van Heck, G.I. (1996). Homesickness: A review of the literature. *Psychological Medicine*, 26(5), 899-912. 107.Van Tilberg, M.A.L., Vingerhoets, A.J.J.M.,& Van Heck, G.I. (1996). Homesickness: A review of the literature. *Psychological Medicine*, 26(5), 899-912. 108.Virgina, S.M., & Katherine, J.K., & Mark, G.E. (2002). Work time, work interference with family, and

psychological distress. *Journal of Applied Psychology*, 87, 427-436.

109. Van Heck, G.L., Vingerhoets, A.J.J.M., Voolstra, A., Gruijters, I., Thijs, H., & Van Tilburg, M.A.L. (2005). Personality, temperament, and homesickness. In M.A.L. Van Tilburg & A.J.J.M. Vingerhoets(Eds.), *Psychological aspects of geographical moves: Homesickness and acculturation stress*(2nd ed, 169-18). Tilburg: Tilburg University Press.

110. Vroom, V. H. (1964). *Work and Motivation*, New York: John Wiley & Sons, Inc.

111. Zimbardo, P.G. (1992). *Psychology and life*(3rd). New York: Harper Collins Publishers.

112. Zena, B., Burke, R. J., & Barry, F. (2006). Workaholism among Australian female managers and professionals: job behavior, satisfactions and psychological health. *Equal Opportunities International*, 25(3), 200-213.