

文化智商與工作績效關係之研究:以越南勞工工作滿足為中介變數

Nguyen Le Hang、楊豐華

E-mail: 364840@mail.dyu.edu.tw

摘要

本研究的目的是探討文化智商(CQ)的角色與外勞的工作績效的影響。本研究還尋找工作滿足的中介影響到文化智商與工作績效之關係。收集的數據來自在台灣工作的越南員工。本研究發放紙本問卷250份、有效回收198份、有效回收率為79.2%。從調查的回覆使用多元迴歸、t檢驗相關分析與單因子變異數分析。結果表明、文化智商與工作滿足、工作績效呈現正相關。此外、本研究發現、工作滿足部分中介CQ和績效的關係。最後,還有一些建議、供未來研究之用。

關鍵詞：文化智商、工作績效、工作滿足

目錄

摘要	iii
ABSTRACT	iv
ACKNOWLEDGEMENTS	v
TABLE OF CONTENTS	vi
LIST OF TABLES	ix
LIST OF FIGURES	x
CHAPTER 1: INTRODUCTION	1
1.1. Research background and motivation	1
1.2. The purpose of study	3
1.3. Research Process	4
The process of this research will be presented as follows:	4
CHAPTER 2: LITERATURE REVIEW	6
2.1. Cultural Intelligence and Performance	6
2.1.1. Cultural Intelligence	6
2.1.2. Performance	8
2.1.3. Relationship between cultural intelligence and performance	8
2.2. Cultural intelligence and Job satisfaction	10
2.2.1 Job satisfaction	10
2.2.2. Relationship between cultural intelligence and Job satisfaction	12
2.3. Job satisfaction and Performance	13
2.4. Cultural intelligence, Job satisfaction and Performance	14
CHAPTER 3: METHODOLOGY	16
3.1. Research Design	17
3.2. Participants and Setting	17
3.3. Research Variables and Measures	17
3.3.1. Independent Variables	17
3.3.2. Mediating Variables	18
3.3.3. Dependent Variables	19
3.3.4. Demographic Control Variables	19
3.4. Procedure	20
3.4.1. Samples and Data collection	20
3.4.2. Instrument	21
3.4.3. Data Analysis	22
CHAPTER 4: ANALYSIS RESULTS	24
4.1. Sample characteristics	24
4.2. Variable Reliability:	27
4.2.1. Cultural Intelligence variable:	27
4.2.2. Job Satisfaction variable:	29
4.2.3. Performance:	29
4.2.4. Organization Commitment	30
4.2.5. Psychological Owner:	31
4.2.6. Social Support	32
4.3. The relationship between demographic variables and continuous variables	33
4.3.1. Independent T-test	33
4.3.2. One-way ANOVA	35
4.5. Correlation Analysis	45
4.6. Hypotheses Testing	46
CHAPTER 5: CONCLUSIONS AND SUGGESTION	51
5.1. Conclusion	51
5.2. Contribution of this research	51
5.3. Limitation	52
5.4. Recommendations for Future Research	53
REFERENCE	55
APPENDIX 1: ENGLISH VERSION OF QUESTIONNAIRE	60
APPENDIX 2: VIETNAMESE VERSION OF QUESTIONNAIRE	70

參考文獻

- 1.Amiri, A.N., Moghimi, S.M., & Kazemi, M. (2010). Studying the relationship between cultural Intelligence and employees ' performance, *European Journal of Scientific Research*, 42 (3), 432-427.
- 2.Ang, S., Van Dyne, L., Koh, C., Ng, K.Y., Templer, K.J., Tay, C., & Chandrasekar, N.A. (2007). Cultural intelligence: its measurement and effects on cultural judgment and decision making, cultural adaptation and task performance, *Management and Organization Review*, 3 (3), 335 – 371.
- 3.Ang, S., Van Dyne, L., & Koh, C. (2006). Personality correlates of the four factor model of cultural intelligence, *Group & Organization Management*, 31(1), 100—123.
- 4.Avey, J.B., & Avolio, B.J. (2007). The measure of psychological ownership in organizations, *Mind Garden, Inc.*
- 5.Black, J.S., Gregersen, H.B., & Mendenhall, M.E. (1992). *Global assignments*, Jossey-Bass, San Francisco, CA.
- 6.Brief, A.P., & Weiss, H.M. (2002). Organizational behavior: Affect in the workplace, *Annual Review of Psychology*, 53, 279 – 307.
- 7.Campbell, J.P. (1999). The definition and measurement of performance in the new age. In D.R. Ilgen & E.D. Pulakos (Eds.), *the changing nature of performance: Implications for staffing, motivation, and development*, San Francisco: Jossey-Bass, 399-429.
- 8.Chen, C., Chi, J., & Chi, S.C. (2002). Making justice sense of local-expatriate compensation disparity: mitigation by local referents, ideological explanations, and interpersonal sensitivity in China-foreign joint ventures, *Academy of Management Journal*, 45 (4), 807-17.
- 9.Chen, S.Y., Lin, Y.C., & Sawangpattanakul, A. (2011). The relationship between cultural intelligence and performance with the mediating effect of culture shock: A case from Philippine laborers in Taiwan, *International Journal of Intercultural Relations*, 35, 246 – 258.
- 10.Ward, C., Wilson, J., & Fischer, R. (2011). Assessing the predictive validity of cultural intelligence over time, *Personality and Individual Differences*, 51, 138 – 142.
11. Daily, C., Trevis, C., & Dalton, D. (2000). International experience in the executive suite: the path to prosperity? , *Strategic Management Journal*, 21, 515-23.
12. Dean, B.P. (2007). *Cultural Intelligence in global leadership: A Model for developing culturally and nationally diverse teams*, A thesis presented to Regent University School of Global Leadership & Entrepreneurship, in partial fulfillment of the requirements for the degree of Doctor of

Philosophy in Organizational Leadership. 13. Ducharme, L.J., & Martin, J.K. (2000). Unrewarding work, coworker support, and job satisfaction – a test of the buffering hypothesis, *Work & Occupations*, 27 (2), 223-43. 14. Earley, P.C. (2002). Redefining Interactions across cultures and organizations: moving forward with cultural intelligence, *Research in organizational behavior*, 24, 271-299. 15. Earley, P.C., & Ang, S. (2003). *Cultural intelligence: Individual interactions across cultures*. Palo Alto: Stanford University Press. 16. Friedman, T.L. (2005). *The world is flat: A brief history of the twenty-first century*, New York: Farrar, Straus and Giroux. 17. Hartline, M.D., & Ferrell, O.C. (1996). The management of customer contact service employee: an empirical investigation, *Journal of Marketing*, 60, 52-70. 18. Imai, R. (2007). The culturally intelligent negotiator: The impact of CQ on intercultural negotiation effectiveness. A thesis presented to the Faculty of the Graduate School of the University of Maryland, College park, in partial fulfillment of the requirements for the degree master of military arts. 19. Judge, T.A., & Bono, J. E. (2001). Relationship of core self-evaluations traits – self-esteem, generalized self-efficacy, locus of control, and emotional stability – with job satisfaction and job performance: A meta-analysis. *Journal of Applied Psychology*, 86, 80-92. 20. Kluger, A.N., & Tikochinsky, J. (2001). The error of accepting the ‘ theoretical ’ null hypothesis: the rise, fall, and resurrection of commonsense hypotheses in psychology, *Psychological Bulletin*, 127, 408 – 423. 21. Kreitner, R., & Kinicki, A. (1992). *Organizational Behavior*, 2nd ed., Irwin, Boston, MA. 22. Ledford, G.E. (1999). Happiness and productivity revisited, *Journal of Organizational Behavior*, 20, 25 – 30. 23. Livermore, D. A. (2010). *Leading with cultural intelligence: The new secret to success*. New York, NY: AMACOM. 24. Maney, I.M., & Stevenson, W. (2001). Nationality, cultural distance, and expatriate status: effects on the managerial network in a multinational enterprise, *Journal of International Business Studies*, 32 (2), 285-303. 25. Mitchell, T.R., Holtom, B.C., Lee, T.W., Sablinski, C.J., & Ere, M. (2001). Why people stay: Using job embeddedness to predict voluntary turnover, *Academy of Management Journal*, 44 (6), 1102 . 26. Mowday, R., Steers, R., & Porter, L. (1979). The measurement of organizational commitment, *Journal of Vocational Behavior*, 14, 224-247. 27. Ng, K.Y., & Earley, P. C. (2006). Culture + intelligence: Old constructs, new frontiers, *Group & Organization Management*, 31(1), 4—19. 28. Podolny, J.M., & Baron, J.N. (1997). “ Resources and relationships: social networks and mobility in the workplace ” , *American Sociological Review*, 62, 673-93. 29. Pushpakomari, M.D. (2008). The impact of job satisfaction on job performance : An empirical analysis, Mingcheng Essay. 30. Sims, R.A. (2011). Cultural intelligence as a predictor of job satisfaction and intent to renew contract among expatriate international school teachers in Latin America, A Dissertation Presented to the Faculty of the College of Education of Trident University International in Partial Fulfillment of the Requirements for the Degree of Doctor of Philosophy in Educational Leadership. 31. Schmidt, F. L., & Hunter, J. E. (2000). Select on intelligence, In E. A. Locke (Ed.), *The Blackwell handbook of organizational principles*, 3 – 14. Oxford: Blackwell. 32. StatSoft (2010). *Statistics methods and applications: Electronic statistics textbook*, Accessed March 2010 at www.statsoft.com/textbook. 33. Stebbins, L.H. (2008). An investigation of individual job satisfaction as an outcome of individual perception of organizational culture, Retrieved October 2009 from Pro-Ques. 34. Stone-Romero, E., Stone, D. L., & Salas, E. (2003). The influence of culture on role conceptions and role behavior in organizations, *Applied Psychology: An International Review*, 52, 328 – 362. 35. Thomas, D.C. (2006). Domain and development of cultural intelligence: The importance of mindfulness, *Group and Organization Management*. 31 (1), 78-99. 36. Triandis, H.C. (2006). Cultural intelligence in organizations, *Group and Organization Management*, 31, 20 – 26. 37. Van Dyne, L., Ang, S., & Nielsen, T.M. (2007). Cultural intelligence. In S. Clegg & J. Bailey, (Eds.), *International encyclopedia of organization studies*, 1, 345-350. Thousand Oaks, 170 CA: Sage. Retrieved November 2009 from http://www.culturalq.com/papers/IEOS_Van_Dyne_Ang_Nielsen_CQ_2007.pdf 38. Adair, W.L., Tinsley, C.H., & Taylor, M. (2006). Managing the intercultural interface: Third Cultures, Antecedents, and Consequences, 9, 205 – 232. 39. Williams, L. J., & Anderson, S. E. (1991). Job satisfaction and organizational commitment as predictors of organizational citizenship behaviors, *Journal of Management*, 17, 601 – 617. 40. Yan, A., Zhu, G., & Hall, D. (2002). International assignments for career building: a model of agency relationships and psychological contracts, *Academy of Management Review*, 27 (3), 373-91. 41. Zakaria, N. (2000). The effects of cross-cultural training on the acculturation process of the global workforce, *International Journal of Manpower*, 21 (6), 492-510.