

# THE STUDY OF RELATIONSHIP AMONG JOB CHARACTERISTICS, ORGANIZATION ROLES, KNOWLEDGE SOURCES, AND JOB SATISFACTION-IN CASE

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## ABSTRACT

IN THE ECONOMIC COMMUNITY THAT FULL OF SEVER COMPETITIONS, SUCCESS OR FAILURE OF AN ENTERPRISE DEPENDS DIRECTLY ON THE QUALITY AND PERFORMANCE OF ITS EMPLOYEES. ON THE OTHER HAND, THE TWO FACTORS ALSO CAN DETERMINE THE DEVELOPMENT AND EXISTENCE OF THE ENTERPRISE IN THE FUTURE. THEREFORE, HOW TO MANAGE EMPLOYEE AS THEIR STUDY SUBJECTS, THE STUDIES OF HUMAN RELATION ARE FAMOUS OF OTHERS. IT REVEALS THE EMPLOYEE IS THE MOST IMPORTANT ASSET. CONSEQUENTLY, EMPLOYEE IS THE MOST CRITICAL FACTOR OF BUSINESS-OPERATING ACTIVITIES. FOR THIS REASON, ISSUES INVOLVING EMPLOYEES. THE JOB-SATISFACTION INCLUDE POLITICAL AND ECONOMIC ENVIRONMENT, JOB CHARACTERISTICS, DEMOGRAPHIC VARIABLE, INDIVIDUAL COMPETENCE, RECOGNITION AND EXPECTATION. DUE TO THE EXTERNAL VARIABLES, SUCH AS POLITICAL AND ECONOMIC ENVIRONMENT, ARE DIFFICULT TO MANIPULATE, THIS STUDY FOCUS ON DEMOGRAPHIC VARIABLE, JOB CHARACTERISTICS, INDIVIDUAL KNOWLEDGE RESOURCES, ORGANIZATIONAL ROLES, AND THE POTENTIAL EFFECTS ON JOB SATISFACTION RESULT FROM EXPECTATION OF DEPARTMENT. IT IS EXPECTED THAT THIS STUDY CAN COMPREHENSIVE DISCUSS THE ANTECEDENT VARIABLES OF JOB-SATISFACTION. SAMPLE IS EMPLOYEES IN TAIWAN OF INTERNATIONAL HOTELS THE QUESTIONNAIRE SURVEY METHOD WAS USED IN THIS STUDY, AND OF ALL 800 COPIES QUESTIONNAIRES SENT, 276 COPIES ARE RETRIEVED AND VALID, REALIZABILITY ANALYSIS, ONE-WAY, T-TEST, AND HIERARCHICAL REGRESSION ARE USED, AND THE FINDINGS ARE AS FOLLOWING: 1. THE JOB CHARACTERISTICS ARE MORE IMPORTANT, THE EXTENT OF THE JOB-SATISFACTION WILL BE INCREASED. 2. THE EMPLOYEES ARE SEEN AS THE CAREER ROLES BY THEIR DEPARTMENTS, THE EXTENT OF THE JOB-SATISFACTION WILL BE INCREASED. 3. THE EMPLOYEES SELF-CONSIDER THEMSELVES AS ORGANIZATIONAL MEMBER ROLES, THE EXTENT OF THE JOB-SATISFACTION WILL BE INCREASED. 4. THE KNOWLEDGE SOURCES COME FROM ORGANIZATIONAL GRANTING. THE EXTENT OF JOB-SATISFACTION WILL BE INCREASED.

Keywords : JOB CHARACTERISTICS、KNOWLEDGE SOURCES、ORGANIZATIONAL RULES、JOB-SATISFACTION

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