

A Study of the Relationship among Manager Leadership Styles, Employee Personality Characteristics and Employee Job-Satisfaction

惠熙正、王秦希康

E-mail: 9223249@mail.dyu.edu.tw

ABSTRACT

Under the internal and external big changes and pressure of the newspaper industry, the sales people in every levels of the Classified Advertisement Department do their best to strive for their career development and job performance appraisal. From my opinion of view, we have to coach and improve the management leadership styles and skills, to enhance the analysis of the employees' personal characteristics and to apply the result from above to employees' job satisfaction. All the job satisfaction adjustments will result in the changes of all employees' behaviors and psychologies in Classified Advertisement Department directly. The main purpose of this research is to discuss the relationship among leadership styles of managers, the personal characteristics and job satisfaction of the sales people of the Classified Advertisement Department. The results of this research are based on the 362 questionnaires. This research applies a lot of statistic analysis methods, such as : factor analysis, reliability analysis, ANOVA and regression analysis, etc. We hope that this research can help those people who worked in the Classified Advertisement Department enhance their employees' selection skills, job performance appraisal methods and improve the management leadership styles, the results of this research as followed : 1、Job satisfaction (work, leader, colleague, compensation, promotion) is significant difference caused by employees' individual backgrounds (sex, age, marriage, educational level, working years, job grade, working experience, educational specialty). 2、Job satisfaction (work, leader, colleague, compensation, promotion) is significant difference caused by consideration-oriented or task-oriented leadership style of managers. 3、Job satisfaction (work, leader, colleague, compensation, promotion) is significant difference caused by inner or outer control personal characteristics of employees. 4、Job satisfaction (work, leader, colleague, compensation, promotion) is significant difference caused by type A or B personal characteristics of employees. 5、Job satisfaction (work, leader, colleague, compensation, promotion) is significant difference caused by interaction between leadership styles of managers and personal characteristics of employees.

Keywords : Leadership styles ; Personality characteristics ; Job Satisfaction

Table of Contents

目錄 封面內頁 簽名頁 授權書.....	iii	中文
摘要.....	iv	英文摘要.....
..... vi		誌謝.....
..... viii		目錄.....
..... ix		圖目錄..... xi
表目錄.....	xii	
第一章 緒論 1.1 研究背景與動機.....	1 1.2 研究目的.....	
..... 4 1.3 研究流程.....	5 第二章 文獻探討 2.1 領導型態.....	
..... 6 2.2 工作滿意度.....	15 2.3 人格特質..... 30	
第三章 研究方法 3.1 研究架構.....	35 3.2 研究假設..... 36 3.3	
研究對象.....	36 3.4 變項操作性定義與衡量..... 37 3.5 資料分析方法.....	
..... 43 3.6 研究限制.....	44 3.7 預試測驗與因素分析.....	
..... 45 第四章 研究結果與分析 4.1 回收樣本特性分析.....	56 4.2 各研究變項之描述分析.....	
..... 58 4.3 個人背景因素與工作滿意度之關係.....	59 4.4 主管領導型態與工作滿意度之關係..... 68 4.5 人格特質變	
..... 73 4.6 主管領導型態與員工人格特質 對工作滿意度之關係.....	75 第五章	
結論與建議 5.1 研究結論.....	82 5.2 結果討論..... 83 5.3 建議.....	
..... 89 參考文獻.....	93 【附錄一】專家效度	
問卷.....	104 【附錄二】正式問卷..... 105	

REFERENCES

一、中文部份 王暢吾(1981),聯合三十年的發展。朴英培(1988),工作價值觀、領導型態、工作滿足與組織承諾之關係,國立政治大學社會研究所碩士論文。宋清華(1992),女性員工離職意願之研究---以高雄市金融業為例,國立中山大學企業管理研究所碩士論文。洪清香(1979),工作特性對教育行政人員工作滿足之影響,國立政治大學教育研究所碩士論文。徐正光(1977),工廠工人工作滿意及其相關因素之探討,中央研究院民族學研究所集刊,第四十三期,23-63。許士軍(1994),管理學,台北:東華書局。許士軍(1977),工作滿意、個人特徵與組織氣氛一文獻探討及實證研究,國立政治大學學報,第三十五期,13-56。許彩娥(1996),領導型態、工作特性與我國女性公務員工作滿足之關係,行政管理論文選輯,第十輯,721-761。許是祥(1984),企業管理、理論、方法實務,第三版,台北,中華企業發展中心。張瑞春(1998),組織變革中組織氣氛對工作投入、組織承諾及工作滿足影響之研究,國立中山大學人力資源管理研究所碩士論文。黃英忠(1993),現代管理學,台北:華泰書局。黃國隆(1982),領導方式、工作特性、成就動機、內外控、專斷性教師工作滿意的關係,國立政治大學教育研究所碩士論文。黃國彥、翁一峰(1980),領導方式與人格特質對工人工作滿足的影響,國立政治大學學報,第四十一期,頁45-59。廖素華(1978),國小校長領導方式、教師人格特質與教師工作滿足的關係,國立政治大學教育研究所碩士論文。劉興漢(1985),領導的理論及其在教育行政上的運用,中華民國比較教育學會主編,教育行政比較研究,臺北:臺灣書店。鄭伯壠、楊國樞(1977),影響工人工作滿足感的因素:領導方式、情境因素及人格特質,中央研究院民族研究所集刊,第44期,頁13-45。鄭得臣(1985),領導型態、角色壓力,核心生活興趣與組織承諾的關係,國立政治大學心理學研究所碩士論文。蕭煥鏘(1997),人事行政人員工作滿意度之調查分析,人事管理月刊,第三十四卷第十一期,頁34-49。羅智丰(1997),領導風格、工作滿足與離職傾向相關因素之探討,國立中山大學人力資源管理研究所碩士論文。趙真儀(2002),主管領導型態、員工人格特質與其工作滿意度關聯之研究,私立朝陽科技大學企業管理研究所。鄭臻妹(2001),內外控人格特質、工作特性及工作績效之分析研究,國立中央大學人力資源管理研究所碩士論文。呂勝瑛(1985),工作壓力的實証研究,國立政治大學教育與心理研究,第8期,頁15-190。吳秉恩(1986),組織行為學。台北,華泰書局。李文娟(1998),領導型態、工作滿意度與工作績效相關之個案實証研究,國立中央大學人力資源管理研究所碩士論文。李靜(1996),組織氣氛、人格特質和工作滿意度之關連性研究----以台北醫學中心檢驗部醫師為例,國立中興大學(台北)企業管理學系碩士論文。何明勳(2000),人力資源管理滿意度、員工作業滿意度與顧客滿意度之探討----以台中區域級以上之醫院為例,委立靜宜大學企業管理研究所碩士論文。林安宏(1987),行為管理學。台北,三民書局。林長瑞(1985),員工的人格特質、人口特性與電腦化態度之關係,國立政治大學企業管理研究所碩士論文。洪英正、錢玉芬(1996),工作投入在工作環境變項、工作者之A型人格及相關工作行為間的中介角色之探討,國立政治大學學報,第72期,頁299-329。洪睿萍(2001),壽險業務員人格特質、工作價值觀與工作滿意度之相關研究,國立高雄師範大學工業科技教育學系碩士論文。俞文釗(1993),管理心理學。台北,五南書局。許士詳(1981),企業家的心理壓力。台北,中國生產力中心。張志育(1998),管理學---新觀念、本土化、世界觀。台北,前程企業管理顧問公司。張春興、楊國樞(1974),心理學,台北,三民書局。張瑋恩(2001),激勵與工作滿足關係之研究,私立長榮管理學院經營管理研究所碩士論文。郭崑謨(1986),企業組織與管理。台北,三民書局。陳國樑(1995),女性工業行銷人員人格特質、角色負荷、工作滿足、組織承諾與離職意願之相關研究,私立東吳大學管理科學研究所碩士論文。葛樹人(1985),心理測驗學,台北,桂冠圖書公司。黃康齡(1990),以陳式量表衡量業務人員人格特質之研究,私立東海大學企管研究所碩士論文。黃國隆(1982),領導方式、工作特性、成就動機、內外性、專斷性與教師工作滿足的關係,國立政治大學教育與心理研究,第5期,頁47-76。黃俊英、林震岩(1994),SAS精析與實例。台北,華泰書局。黃英忠(1997),人力資源管理,第436頁。楊敏翔(1997),員工特質、工作特性、服務氣氛、與福祉氣氛對員工工作滿意度及顧客滿意度關係之研究---以資訊服務業為例,私立中原大學企業管理學系碩士論文。楊國樞(1981),我國社會的變遷與發展,朱岑樓編,初版,台北,東大圖書有限公司。虞順光(1999),醫院藥局主任領導型態與其部屬工作滿足之研究---以台北市區域醫院為例,私立中國醫藥學院醫務管理研究所碩士論文。劉炳森(1988),組織文化與工作滿足關係之研究---以人格特質為中介變項,國立國防管理學院資源管理研究所碩士論文。鄭伯壠(1977),領導行為研究:領導方式、情境因素及人格屬性對工作滿足感的影響,國立台灣大學心理研究所碩士論文。薛婉婷(1996),人格特質與工作特性之契合對工作滿足與組織承諾之影響,國立中央大學人力資源管理研究所碩士論文。韓詠蘭(1999),企業主管領導型態、組織生命週期、部屬人格特質與領導效能關係之研究---以台灣食品業為例,國立成功大學企業管理研究所碩士論文。熊祥林(1978),明尼蘇他滿意問卷研究,國立政治大學報,第37、38期,頁123-147。張潤書(1985),組織行為與管理,台北:五南圖書出版公司。李長貴(1997),績效管理與績效評估,台北:華泰書局。張宏源(1999),媒體規劃策略與實務,台北:亞太圖書出版。張宏源(1999),解構媒體環境變遷與報業發展趨勢,台北:亞太圖書出版。二、英文部份 Adams,J.S.(1963).Toward an Understanding of Inequity,Journal of Abnormal and Social Psychology,67,422-436 Barrow,J.C.(1997).The Variables of Leadership:A review and conceptual Framework,Academy of management review,April 232. Blum,M.L.,& Naylor,J.C.(1968).Industrial Psychology:Its Theoretical and Social Foundation,New York:Happer & Raw Publisher Campbell,J.P.,Dunnette, M.D.,Lawler,E.E.,& Weick,K.E.(1970).Managerial Behavior,Performance, and effectiveness,New York:Mcgraw-Hill. Davis,H.(1977).Human Behavior at Work:Organizational Behavior(5th ed),New York:Mcgraw-Hill. Hackman,J.R.,& Oldham,G.R.(1975).Development of The Diagnostic Survey.Journal of Applied Psychology, 60,159-170. Hackman,J.R.,& Oldham,G.R.(1976).Motivation Through The Design of Work:Test of Theory,Organization and Human Performance,16,250-279. Hersay,P.& Blanchard,(1972).Management of Organization Behavior-Utilizing Human Resources, New Jersey:Prentice-Hill,Inc. Herzberg,F.,Mausner,B.,& Snyderman,B.(1959).The Motivation to Work, New York:John Wiley,& Sons Inc. Hoppock,R.(1935). Job Satisfaction, New York: Happer& Row. Jung,K.G.(1986).Stability of The Factor Structure of The Job Descriptive Index,Academy of Management Journal,29(3),609-618. Lawler,E.E.& Hall,D.T.(1970).Relationship of Job Characteristics to Job Involvement, Satisfaction and Intrinsic Motivation, Journal of Applied Psychology,54(4),305-312. Likert,R.(1967).The human Organization,New York: McGrawhill Book CO,. Locke,E.A.(1973).Satisfactors and Dissatisfactors among White Collar and Blue Collar Employee, Journal of Applied Psychology,58,67-76 Maslow,A.H.(1954).Motivation and Personality,New York: Happer & Brothers Pub. McCormick E.J.,& Ilgen,D.(1980).Industrial Psychology,(7th ed),Prentice-Hall Osborn,R.N.,&

Hunt,J.G.(1975).Relations Between:Leadership,Size, and Subordinate Satisfaction in a Voluntary Organization,Journal of Applied Psychology,60(6),730-735. Porter,L.W.,& Lawler,E.E.(1964). The Effects of Tall Versus Flat Organizational Structure on Managerial Job Satisfaction, Personnel Psychology,17,135-148. Porter,L.W.,& Lawler,E.E.(1968). Managerial attitudes & Performance, Homewood, Illinois: Dorsey Press. Porter,L.,Steers,R.,Mowday,R.,& Boulian,P.(1974).Organizational Commitment, Job Satisfaction and Turnover among Psychiatric Technicians.Journal of Applied Psychology,59,603-609. Robbins,S.P.(1994).Organizational Behavior Behavior,(7th ed).Englewoods,N J:Prentice-Hall Inc. Seashore,S.E.,& Taber,T.D.(1975).Job Satisfaction and Their Correlations,American Behavior Scientist,18,333-368. Simth,P.C.,Kendall,L.M.,& Hulin,C.L.(1969). The Measurement of Satisfaction in Work & Retirement,Chicago:Rand McNally. Tannenbaum,R. and schmit.(1973).How to Choose A Leadership Pattern, Harvard Business Review,May-June,162-180. Vroom,V. H.(1964).Work and Motivation,New York: John Wiley& Sons Inc.,99. Wexley,K.N.,& Yukl,G.A.(1977).Organizational Behavior and Personnel Psychology,Homewood,IL: Richard D.Irwin. Wanous,J.P.,& Lawler,E.E.(1972).Measurement and Meaning of Job Satisfaction,Journal of Applied Psychology,56,95-105. White, R. & Lippett, R. (1953) " Leader Behavior and Member Reaction in Three ' Social Climates ' . " In D. Cartwright and A. Zander. (eds.), Group Dynamics: Research and Theory N.Y. : Harper & Kow. 385-611. (14)

Allport,G.W.(1937)Personality,New York: McGraw-Hill. Bowen,David E.& Lawler III, Edward E.(1992). " The Empowerment of Service Worderers: What,Why, How and When. " Sloan Management Review, Pp.31-39. Burres, M. A. (1996). " The Relationship Between Team Leader Behaviors and Team Performance and Satisfaction. " Doctoral Dissertation, University of North Texas. Blake,R.R& Mouton,J.S.(1964).The Managerial Grid, Houston:Gulf Publishing. Davis,K(1984).Human relation and organizational behavior. New York:Free Press. Friedman, M. & R. H. Rosenman(1974).Type A and Your Heart.New York:Knoph. Furnham. Adrian.A& Hughes Kieran.A.(1999). " Individual difference correlates of nightwork and shift-work rotation. " Elsevier Science,Vol.26, Issu:5,Pp.941-959. George,M.G., & Jone G.R.(1996). Organization Behavior.Addison Wesley. Hogan, Joyce & Hogan, Robert(1984), " How to Measure Serivce Orientation " Journal of Applied Psychology,Vol.69,No.1,Pp.167-173. Howard, J. H., D. A. Cuningham, and P. A. Rechnitzer, (1986), " Pole Ambiguity, Type A behavior, and job satisfaction:moderating effects on cardiovascular and biochemical responses associated with coronary risk. " Journal of Applied Psychology, Vol 71, No. 1, Pp.95-101. Hemphill, J. K& A.E.Coons.(1959). Leadership Behavior Description Personnel Research Board. Ohio State University. Seashore, S. E & T. D. Tab,(1975) " Job satisfaction and their correction. " American Behavior & Scientist, Vol.18,Pp.346. Smith,P. C., Kendall,L.M & Hulin,C.L(1969).The measurement of satisfaction in work and retirement. Chicago:Rand McNally. Tannenbaum Rober & Massarick. Fred(1961), " Leadership:A Frame of Reference " Management Science, Pp.3 Judge, Timothy A. and Joyce E. Bono.(2001). " Relationship of Core Self-Evaluation self-Esteem, Generalized Self-Efficacy, Locus of Contuoal, and Emotional Stability with Job Satisfaction and Job Performance:A Meta-Analysis. " Journal of Applied Psychology,86(1),pp.80-92. Mitchell, T. R.(1979). " Organizational Behavior. " Annual Review of Psychology,22,pp.426-435. Organ, D. W. & C. N. Greene.(1974). " Role Ambiquity, Locus of Contuoal, and Work in Organization, and Job Satisfaction. " Organizational Behavior and Human Performance,21,pp.144-151. Robbins, S, P.(1998). Organizational Behavior (8th ed.). Upper Saddle River, NJ. Prentice Hall International. Rotter, J.(1954). Social learning and clinical psychology. Englewood Cliffs, NJ:Prentice-Hall. Rotter,J.B.(1966). " Generalized expectancies for internal versus external control of reinforcement. " Psychological Monographs,33(1),300-303. Spector,P.E.(1982). " Behavior in Organizations as a Function of Employee ' s Locus of Control. " Psychological Bulletin,91,pp.482-497. Spector,P.E.(1987). " Interaction effects of perceived control and job stressors on affective reactions and healty outcomes for clerical workers. " Work & Stress,1,pp.155. Fink,C.C.(1996) Strategic Newspaper Management,Boston:Allyn & Bacon. Chesney M.A.& Rosenman,R.H.(1980)Type A behiver in the working settind, In C.L. Cooper & Payne (Eds) Current Concerns in occupational stress, London:Wiley & Sons. Friedman, M. & Roseman, R..M.(1974) Type A Behavior and Your heart, New York:Knopf,