

在台外籍勞工跨文化調適與工作態度認知對工作滿意度影響之研究-以彰化縣工業區塑膠射出成型傳統產業為例

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摘要

台灣塑膠射出成型產業中，中小企業的比率高達98%以上，且在近十年來因內需不足與外移中國大陸而造成產值負成長的現象，因此根留台灣的企業，在面臨全球市場競爭結構改變和產業困頓之際，大量引入外籍勞工，已形成產業共同的競爭策略。但外籍勞工在語言上、文化上與生活習性上的隔閡，使得彼此的僱傭關係陷入複雜與緊張之中。社會上亦因層出不窮的外籍勞工犯罪事件，引起各界對於外籍勞工管理的注意。因此，本研究藉由跨文化調適觀點予以探討塑膠射出成型產業之外籍勞工在工作、生活與互動上的調適，同時結合對於外籍勞工在工作態度認知，予以分析其工作滿意度。具體而言，本研究之研究目的即在於探討在台塑膠射出成型產業之外籍勞工跨文化調適、工作態度認知對工作滿意度之因果關係及其影響。而本研究係針對彰化縣三大工業區之塑膠射出傳統產業的外籍勞工進行抽樣調查，結果顯示其跨文化調適對工作滿意度具有顯著的正向影響，而工作態度認知對工作滿意度亦具有顯著的正向影響。此外，本研究亦發現，不同人口背景變項對跨文化調適、工作態度認知與工作滿意度皆有不同之影響。

關鍵詞：跨文化調適、工作態度認知、工作滿意度、外籍勞工、結構方程模式

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