

The Relationship between Just In Time System and Job Burnout

聶志祿、林英顏

E-mail: 9607778@mail.dyu.edu.tw

ABSTRACT

The purpose of this research is to study the relationship and influence with JIT and Job Burn Out (JBO). The major hypothesis is that the JIT and JBO are in the direct proportion. The research sampled domestic companies which used JIT system. The questionnaires were handed out to employees of those companies in order to carry out the sampling survey. It has been found out that there are no obvious differences between personal variable and JIT. Comparing with the average value of personal variable, people with different gender/marriage/education & age/services/seniority & position share different feelings of JIT. In JOB, the personal variables of age/marriage show obvious differences. The result supports the hypothesis of 2-2, 2-3. Comparing with the average value of personal variable, people with different gender/marriage/education and age/services/ seniority and position share different feelings of JOB. The JIT and JBO are in the direct proportion. According to the regression coefficient, we know that standardization=0.023 which reaches the obvious level (p

Keywords : JIT ; JBO ; system ; inventory system ; procurement system ; standardization ; TQC quality control

Table of Contents

中文摘要	iii	英文摘要	iii
iv 誌謝辭	v	內容目錄	v
vi 表目錄	viii	圖目錄	viii
ix 第一章 緒論	1	第一節 研究背景與動機	1
1 第二節 研究問題	3	第三節 研究重要性	3
4 第四節 研究範圍與限制	4	第二章 文獻探討	4
6 第一節 及時化系統	6	第二節 工作倦怠	6
18 第三章 研究方法	31	第一節 研究架構	31
31 第二節 研究假說	31	第三節 樣本與資料收集	31
34 第四節 變數操作性定義與問卷設計	34	第五節 統計分析方法	34
36 第四章 基本資料分析	38	第一節 基本資料	38
38 第二節 個人變項在JIT及時系統導入程度之差異性分析	41	第三節 個人變項在工作倦怠之差異性分析	41
44 第四節 JIT及時系統與工作倦怠分析	47	第五節 研究結果分析	47
59 第五章 結論	61	第一節 結論	61
61 第二節 建議	64	參考文獻	64
67 附錄 問卷調查表	83		83

REFERENCES

- 一、中文部份 大野憲昭(1987), 豐田新看板生產方式, 台北:前程企業管理公司。王敬芷(1994), 台灣地區公共圖書館工作環境與館員工作倦怠之研究, 國立台灣師範大學社會教育學系碩士論文。王怡心(1996), 驗收我國製造業及時系統與推行成果實施的效益問題, 會計研究月刊, 37-43。白建二(1988), 學校採購系統管理之研究, 建國學報, 19。吳明隆(2005), SPSS統計應用實務, 台北:松崗電腦圖書公司。李美燕(1995), 臺灣地區大學圖書館館員工作倦怠現象研究, 私立淡江大學教育資料科學系碩士論文。沈德盛(1997), 重新佈置5S為企業加把勁, 管理雜誌, 271, 83-85。周立勳(1986), 國小教師工作壓力, 控制信念與職業倦怠關係之研究, 國立高雄師範學院教育學系碩士論文。周立勳(1995), 基層農會家政指導員工作壓力社會支持與工作倦怠關係之研究, 國立台灣師範大學教育學系碩士論文。林信昌(1997), 新聞從業人員工作倦怠現象研究, 國立政治大學新聞學系碩士論文。林建宏(1992), 警察工作倦怠感之研究, 國立中央警察大學警政學系碩士論文。林鴻志(1998), 資訊人員工作倦怠之研究, 私立大葉大學資訊管理學系碩士論文。邱國銘(2000), 銀行行員的壓力源、工作倦怠與工作態度之研究, 國立中山大學人力資源管理學系碩士論文。金善興(1998), 影響社會工作員工工作倦怠之相關因素研究, 以台北市社會福利機構與醫院為例, 國立台灣大學社會學系碩士論文。施振典(1990), 文化中心組織結構與成員工作倦怠關係之研究, 國立臺灣師範大學社會教育學系碩士論文。施耀昇(1991), 教師工作倦怠研究的理論模式及實徵研究之探討, 嘉義師院學報, 5, 35-43。柯柏成(1999), 探討及時化系統之發展與特性, 管理會計, 74, 14-23。徐木蘭(1984), 建樹有見林:經濟與生活。張

曉春(1983), 專業人員工作疲乏研究模式以社會工作原為例, (上)(下)思與言, 21(1), 66-69; 21(2), 59-81。梁素君(1999), 職場生涯發展與工作倦怠關係之研究, 私立中國文化大學觀光事業研究所未出版之碩士論文。郭生玉(1987), 國中教師工作心厭與背景因素關係之研究, 教育心理學報, 國立台灣師範大學心理學系。郭盈卿(1999), 空服員之工作壓力、工作滿意、休閒滿意與工作倦怠之相關之研究, 國立中山大學人力資源管理學系碩士論文。黃三吉(1991), 台北市國民小學組織結構與教師工作倦怠關係之研究, 國立政治大學教育學系碩士論文。溫金豐(1998), 人力資源功能角色轉換議題之推銷: 議題推銷模式之應用, 人力資源學報, 9, 124-139。楊 蓓(1988), 台灣地區縣市政府社會工作人員工作壓力、社會支持與職業倦怠之研究, 中國社會學刊, 12, 12-25。廖貴鋒(1986), 國中教師角色衝突、角色不明確與工作倦怠之研究, 國立台灣師範大學教育學系碩士論文。趙自強(1992), 自動化與工作疏離感之相關研究 - 以大台北地區印刷業為例, 私立中國文化大學勞工學系未出版之碩士論文。蔡淑娟(1990), 影響成人教育工作人員工作倦怠之相關因素研究, 國立台灣師範大學社會教育學系碩士論文。蔡榮貴(1997), 我國中小學教師職業倦怠及其相關因素之研究, 同學出版社。鄧柑謀(1991), 國民中學訓輔人員工作壓力, 因應策略與職業倦怠關係之研究, 高雄師範學院教育學系碩士論文。謝安田(1998), 企業研究方法論, 台北: 筆者發行。謝安田(1999), 人力資源管理, 台北: 筆者發行。謝安田(2000), 工作標準化與工作倦怠之關係研究, 行政院國家科學委員會專題研究計畫成果報告, 編號NSC89-2416-H-034-001。謝茉莉(1989), 工作角色壓力性格特性與工作倦怠之相關研究, 以助人專業者為例, 國立台灣大學衛生教育學系碩士論文。謝清秀(2002), 美髮從業人員工作滿意與留職意願相關性之探討, 私立樹德科技大學應用設計學系碩士論文。藍淑楨(1996), 工作倦怠與及早因應策略的關係-以精神科護理人員為例, 私立中原大學心理學系碩士論文。羅清泉(1987), 日本第一的武器及時存貨制度刷新歷史, 會計研究月刊, 25, 72-77。曠文琪(2006), 別把員工當成豬, 商業周刊, 976。

二、英文部份
Alessandra, A. (1986). Burn out. *Management*, 38(2), 32-34.
Anderson, M. B. (1980). A study of differences among perceived needs deficiencies perceiver burnout, and select background variables for classroom teachers, Department of Educational University of Connecticut.
Anderson, M. B. & Iwanicki, E. F. (1984). Teacher motivation and its relationship to burnout. *Educational Administration Quarterly*, 20(2), 109-132.
Ansari, A. & B. Modarress (1990). *Just-in-Time Purchasing*, New York, Free Press.
Atkinson, A. A. R. D. Banker, R. S. Kaplan, & S. M. Young (1995). *Management Accounting*, Prentice-Hall.
Burke, R. J. (1987). Burnout in police work: An examination of the Cherniss model. *Group Organization Studies*, 12(2), 174-188.
Caputo, Janette S. (1991). *Stress and Burnout in Library Service Phoenix*. AZ: Oryx Press.
Carroll, J. F. & White, L. W. (1982). *Theory Building: Integrating Individual and Environmental Factors within an Ecological Framework*. In Paine, W. S. *Job Stress and burnout Research, theory, and Intervention Perspective*. California: Sage Publication. Ine. Cherniss Cary (1980). Job burnout: growing worry for workers, *Bosses U. S. News & World Report*, 18, 71-72.
Cherniss, C., Egnatios, E., & Wacker, S. (1976). Job stress and career development in new public professionals. *Professional Psychology*, 7, 428-436.
Constable, J. F. & Russell, D. W. (1986). The effect of social support and the work environment upon burnout among nurses. *Journal of Human Stress*, 12(1), 20-26.
Conway, C. S. (1984). A Study of situational, demographic and personality factors associated with burnout school counselors. *Doctoral Dissertation*. The Catholic, vin of American, Dissertation Abstracts Interational, 45(6), No. DA85147.
Cook, Betsy B. & Banks, Steven R Inc, (1993). Redictors of Job Burnout in Reporters and Copy Editors, *Journalism Quarterly*, 108-117.
Cordes, C. L. & Dougherty, T. W. (1993). A review and an integration of research on job burnout. *Academy of Management Review*, 18(4), 621-656.
Danylchuk, K. E. (1993). Occupational Burnout in Physical Education Faculties: A study of Contributing Factors Burnout, Dctoral Disseration, The University of Regina, Canada, Disseration Abstracts International, 54, 123A.
Dean, C. I. (1988). Stressors, coping behavior and burnout in secondary teachers. *Disserta-tion Abstracts International*, 47(7), 2406.
Dolan, N. (1987). The relationship between burnout and job satisfaction in nurses. *Journal of Ad-vanced Nursing*, 12, 3-12.
Etzion, D. (1984). Moderating effect of social support on the stress-bounout relationship. *Journal of Applied Psychology*, 69, 615-622.
Fimian, M. J. & Blanton, L. P. (1987). Stress, burnout, and role problems among teacher trainees and first-year teachers. *Journal of Occupational Behavior*, 8, 157-165.
Fitzgerald, S. (1993). The Stress Illness Relationship among Dissertation Abstracts International, 53, 6598B.
Foster, G. & Horngren, C. T. (1987). JIT: Cost Accounting and Cost Management Issues, *Management Accounting*, 19-25.
Freudenberger, H. J. (1974). Staff burnout. *Journal of Social Issues*, 30(1), 159-165.
Gaines, J. & Jermier, J. M. (1983). Emotional exhaustion in a high-stress organization. *Academy of Management Journal*, 26(4), 567-586.
Gmelch, W. H. & Gates, G. (1998). The impact of personal, professional and organizational characteristics on administrator burnout. *Journal of Educational Administration*, 36(2), 146-159.
Gold, Y. (1985). Does Teacher Burnout Begin with Student Teaching, *Education*, 105, 254-257.
Golembiewski, R. T., Munzenrider, R., & Stevenson, J. (1988). Centrality of burnout in a public agency: Multiple measure- ments supporting common conclusions. *Review of Public Personnel Administration*, 9(1), 28-44.
Golhar, D. Y. (1993). IT Purchasing Practices in Manufacturing Firms, *Production and inventory, Management Quarterly Journal*, 34(3), 75-79.
Golhar, D. Y. & C. L. Stamm (1991). The Just-in-Time Philosophy: A Literature Review, *International Journal of Production Research*, 657-676.
Gonzalez, M. A. (1997). Study of the relationship of stress, burnout, hardiness, and social support in urban, secondary school teachers, A Dissertation submitted to the Temple University Graduate Board in Partial Fulfillment of Requirements for the Degree Doctor of Philosophy.
Hage, J. (1965). An axiomatic theory of organizations. *Administrative Science Quaterly*, 10(3), 289-320.
Harrison, W. D. (1983), A Social competence model of burnoutin B. A. Faber (ED), *Stress and burnout in the human servicprofessions*. New York: Pergamon Press 31.
Haynes, P. Helms, M. M. (1991). An Ethical Framework for Purchasing Decision, *Management Decision*, 29(1), 35-38.
Hoeffler, E. L. (1982). GM Tries Just-in-Time American Style, *Purchasing*, 67-72.
Hoeffler, E. L. (1982), GM Tries Just-in-time American Style *Purchasing*, 93(4), Aug.
Iverson, R. D., Olekalus, M., & Erwin, P. J. (1998). Affectivity, organizational stressors, and absenteeism: A causal model of burnout and its consequences. *Journal of Vocational Behavior*, 52(1), 1-23.
Jackson, S. E. & Schuler, R. S. (1983). Preventing employee burnout. *Personnel*, 60(2), 58-68.
Jackson, S. E., Schwab, R. L., & Schuler, R. S. (1986). Toward an understanding of the burnout phenomenon. *Journal of Applied Psychology*, 71(4), 630-640.
Jackson, S. E., Turner, J. A., & Brief, A. P. (1987). Correlates of burnout among public service

lawyers. *Journal of Occupational Behavior*, 8, 339-349. Kahill, S (1988). Symptoms of Professional Burnout: A Review of the Empirical Evidence, *Canadian Psychology*, 29, 284-297. Kaplan, R. S. (1986). Accounting Lag: The Obsolescence of Cost Accounting System, *California Management Review*. Lee, R. T. & Ashforth, B. E. (1996). A metanalytic examination of the correlates of the three dimension of job burnout. *Journal of Applied Psychology*, 81(2), 123-133. Leiter, M. P. & Maslach, C. (1988). The impact of interpersonal environment on burnout and organizational commitment, *Journal of Organizational Behavior*, 9(4), 297-308. Leiter, M. P. (1991). Coping patterns as predictors of burnout: The function of control and escapist coping patterns. *Journal of Organizational Behavior*, 12(2), 123-144. Lemkau, J. P., Rafferty, J. P., Purdy, R. R., & Rudisill, J. R. (1987). Sex role stress and job burnout among family practice physicians. *Journal of Vocational Behavior*, 31(1), 81-90. Lincoln, James R. & Arne I. Kalleberg (1996). Commitment, Quits, and Work Organization in Japanese and US Plants, *Industrial & Labor Relations Review*, 50(1). Manooch, G. H. (1984). Supplier and the Just-In-Time Concept, *Journal of Purchasing and Materials Management*, 16-21. Maslach, Christina (1993). Burnout: A Multidimensional Perspective. *Professional Burnout: Recent Developments in Theory and Research*, eds. Wilmar B. Schaufeli, Christina Maslach, & Tadeusz Marek, Washington DC: Taylor & Francis. Maslach, C. & Jackson, S. E. (1981). The measurement of experienced burnout. *Journal of Occupational Behavior*, 3(1), 99-113. Maslach, C. & Jackson, S. E. (1985). The role of sex and family variables in burnout. *Sex Roles*, 12, 837-851. Maslach, C. (1982). Understanding burnout: definition issues in analyzing a complex phenomenon. In W. S. Paine, *Job Stress and Burnout*, Beverly Hills: Sage. Maslach, C. & Pines, A. (1977). The burn-out syndrome in the day care setting, *Child Care Quarterly*, 6(2), 100-113. Maslach, C. & Goldberg, J. (1998). Prevention of burnout: New perspectives. *Applied & Preventive Psychology*, 7(1), 63-74. Maslach, C. (1982). Understanding burnout: definition issues in analyzing a complex phenomenon, In W. S. Paine, *Job Stress and Burnout*, Beverly Hills: Sage. Maslach, C. & Jackson, S. E. (1981). The measurement of experienced burnout, *Journal of Occupational Behavior*, 2(1), 99-113. Mc Guire, W. H. (1981). Teachers stress and burnout. In L. V. Edinger, P. L. Houts, & D. V. Meyer (Eds.), *Educational in the 80s: Curricular challenges*. 62-68. Washington, DC: National Education Association. McIntyre, T. (1982). Factors Related to Burnout: A Review of Research, ERIC (ED.): 218098. Moos, R. H. (1981). *Work Environment Scale Manual*. Palo Alto, CA: Consulting Psychology Press. Mowday R. T., L. W. Porter, & R. M. Steers. (1982). *Employee-Organization Linkage*, New York: Academic Press, 30. Mowday, R. T., L. W. Porter, & R. M. Steers. (1982). *Employee-Organization Linkage*, New York: Academic Press, 30. Nelson, F. E. & Elsberry, N. (1992). Levels of Burnout among University Employees, *Journal of Health and Human Resources Administration*, 14, 402-423. Newman, J. E. & Beehr, T. A. (1979). Personal and organizational strategies for handling job stress: A review of research and opinion. *Personnel Psychology*, 32, 1-43. Nowack, K. M. (1986). Who are the hardy? *Training and Development Journal*, 40(5), 116-119. Parasuraman, S. & Alutto, J. A. (1981). An examination of the organizational antecedents of stressors at work, *Academy of Management Journal*, 24(1), 48-67. Penn, M., Romano, J. L., & Foat, D. (1988). The relationship between job satisfaction and burnout: a study of human service professionals. *Administration in Mental Health*, 15(3), 157-165. Pines, A. M. & Aronson, E. (1988). *Career Burnout: Causes and Cures* New York: A Division of Macmillan, Inc. Pines, A. M. & Kafry, D. (1978). Occupational Tedium in the Social Services, *Social Work*, 23(6), 499-507. Pretty, G. M. H., McCarthy, M. E., & Catano, V. M. (1992). Psychological environments and burn-out: Gender considerations within the corporation. *Journal of Organizational Behavior*, 13(7), 701-711. Robert, E. Markland, Shawnee K. Vickery, & Robert A. Davis (1998). *Operation Management-Concept in Manufacturing and Service*, South-Western College Publishing, (2nd Ed.), 301-385, 644-645. Russell, D. W., Altmaier, E., & Van Velzen, D. (1987). Job-related stress, social support and burnout among classroom teachers. *Journal of Applied Psychology*, 72(2), 269-274. Savicki, Victor & Eric J. Cooley (1982). Implications of burnout research and counselor educators. *Personnel and Guidance Journal*, 60, 415-419. Savicki, Victor & Eric J. Cooley (1982). Implications of burnout research and counselor educators. *Personnel and Guidance Journal*, 60, 415-419. Schul, R. J. & K. R. Evans (1994). Examining the Process by which Salespeople Determine Buying Firm's Corporate Culture. *Journal of Marketing Theory and Practice*, 2. Schonberger, R. G. & A. Ansari (1984). Just in time purchasing can improve quality, *Journal of Purchasing and Materials Management*, 20(2), 2-7. Smith Nathan N., Nancy E. Brich, & Maurice P. Marchant (1984). Stress, Distress, and burnout: a survey of public reference librarians. *Public Libraries*, 23, 83-85. Smith Nathan N., Nancy E. Brich, & Maurice P. Marchant (1984). Stress, Distress, and burnout: a survey of public reference librarians. *Public Libraries*, 23, 83-85. Stevens, G. B. & O'Neill, P. (1983). Expectation and burnout in the developmental disabilities field. *American Journal of Community Psychology*, 11(6), 615-627. Stevenson, J. G. (1994). Employee Burnout and Perceived Social Support, *Journal of Health and Human Resources Administration*, 16, 350-367. Streepy, J. (1981). Direct-Service Providers and Burnout, *The Journal of Contemporary Social Work*, 352-361. Um, M. Y. & Harrison (1998). D. F. Role Stressors, Burnout, Mediators, and job Satisfaction: A Stress-Strain-Outcome Model and Empirical Test, *Social Work Research*, 22, 100-115. Vallen, G. K. (1993). Organizational climate and burnout. *Cornell Hotel and Restaurant Administration Quarterly*, 34(1), 54-59. VanYperen, N. W. (1996). Communal orientation and the burnout Syndrome among nurses: A replication and extension. *Journal of Applied Social Psychology*, 26, 338-354.