

# 國際金融企業主管之人格特質與員工工作投入之研究

趙明凱、蘇奉信

E-mail: 9608162@mail.dyu.edu.tw

## 摘要

主要包含銀行、基金公司、保險業及投顧公司，共發出500份問卷，回收有效問卷350份，回收率70%。使用統計方法採用包含描述性統計、信度檢定、獨立樣本t檢定、多變量變異數分析分析等。本研究結論如下：主要是探討國際金融業主管人格特質與員工工作投入間之關係。將以銀行、基金公司、保險業及投顧公司為研究的對象。蒐集相關的人格特質、與工作投入等之相關文獻與理論；由文獻之分析與比較，以綜合整理國際金融業主管的人格特質與行員工作投入之關係。經文獻整理再建立與發展出適當的研究架構。然後，藉著文獻彙集發展出研究設計，經由問卷設計、修正、發展與調查的結果，進行統計資料的分析，最後再提出論文的研究結果及其討論與建議。本章主要對本文之研究假設加以驗證，並歸納第四章的研究結果彙整出重要結論，最後提供建議以供後續研究者及實務上管理之參考。

關鍵詞：人格特質；組織承諾；工作投入；工作滿意度

## 目錄

內容目錄 中文摘要	iii	英文摘要	iii
iv 誌謝辭		vi 內容目錄	
vii 表目錄		ix 圖目錄	
xii 第一章 緒論	1	第一節 研究背景與動機	1
1 第二節 研究目的	2	第二章 文獻討論	3
3 第一節 主管的意涵及功能	3	第二節 人格特質	3
4 第三節 工作投入	14	第四節 組織承諾	14
的定義	21	第五節 工作滿意度的定義	23
與研究方法	25	第一節 研究架構	25
研究假設	26	第二節 研究設計	26
資料分析方法	30	第三章 統計分析	33
第一節 研究樣本與變項之描述性統計分析	33	第一節 各研究變數之變異數分析	41
第五章 結論與建議	48	第二節 研究發現	41
48 第二節 後續研究建議	53	參考文獻	53
54 附錄一 由國際金融弊端實例探討國際金融主管之人格特		質、工作投入、組織承諾及工作滿意度之	
相對應 關係	65	附錄二 問卷調查樣本	
	70		

## 參考文獻

- 一、中文部份 Zimbardo, P. G., & Gerrig, R. J. (2000), 心理學(游恆山, 李素卿譯), 台北:五南出版社。吳秉恩(1986), 組織行為學, 台北:華泰書局。李芳霖(1983), 領導風格與領導效能關係之研究, 東海大學企業管理研究所未出版之碩士論文。李美枝(1984), 社會心理學, 台北:大洋出版社。李雯娣(2000), 國小兒童性格特質之研究, 屏東師範學院國民教育研究所未出版之碩士論文。杜新偉(1999), 組織變革中員工反應態度的調查研究—以中華電信公司民營化變革為例, 國立中山大學人力資源管理研究所未出版之碩士論文。林振順(1989), 連鎖店主持人特質、策略選擇、績效關係之研究—以餐飲業為例, 國立台灣大學商學研究所未出版之碩士論文。張春興(2000), 心理學, 台北:東華。許功餘, 王登峰, 楊國樞(2000), 台灣與大陸華人基本性格向度的比較, 發表於第五屆華人心理與行為科際學術研討會, 中研院民族學研究所。許功餘, 王登峰, 楊國樞(2001), 臺灣與大陸華人基本性格向度的比較, 本土心理學研究, 16, 185-224。郭騰淵(1991), 國民中學教師工作價值觀、角色壓力與工作投入之研究, 國立高雄師範學院教育研究所未出版之碩士論文。陳正沛(1982), 研究人員之工作投入, 國立政治大學企業管理研究所未出版之碩士論文。陳宏光(2002), 員工工作投入、工作滿足與離職傾向相關因素之探討—以面對組織變革台鐵為例, 國立中山大學人力資源研究所未出版之碩士論文。陳明璋(1995), 作個有魅力的主管—中國式的管理藝術, 台北:遠流。陳淑嬌(1989), 國民中學校長領導型式、教師工作投入與組織效能關係之研究, 國立高雄師範學院教育研究所未出版之碩士論文。陳富祥(1985), 個人屬性、工作滿足與工作投入關係之探討—以金融業為例, 國立政治大學企業管理研究所未出版之論文。傅肅良(1982), 人事心理學, 台北:三民書局。傅肅良(1988), 員工訓練學, 台北:三民書局。黃正炫(2001), 銀行消費金融

業務的競爭策略-以個案銀行為例，國立台北大學企業管理學系碩士在職專班未出版之碩士論文。楊國樞(1999)，中國人的五大性格向度:本土化的實徵研究，中華心理學年會。楊國樞，文崇一，吳聰賢，李亦園(1978)，社會及行為科學研究法:下冊，台北:東華。葉國華(2002)，員工人格特質、組織承諾與銀行合併態度之研究 以中國國際商業銀行為例，國立高雄第一科技大學金融營運所未出版之碩士論文。劉玉琰(1995)，組織行為學，台北:華泰書局。戴維舵(1999)，"Big five"五大人格特質在人力甄選上的應用探討，致業學報，12，89-111。繆敏志(1994)，工作壓力之理論基礎與模式及其管理方法，中國行政，第53。藍紹文(2000)，國內基金經理人人格特質,操作策略與績效的相關性研究，國立臺灣大學國際企業學研究所未出版之碩士論文。

二、英文文獻 Adler, N. J., & Jelinek, M. (1986). Is " Organization Culture " Culture Bound. *Human Resource Management*, 25(1), 73-91. Allport, G. W., & Odbert, H. S. (1936). *Trait Names: A Psycho-lexical Study*. *Psychological Monographs*, 47(1). Allport, G. W. (1937). *Personality: A Psychological Interpretation*. New York: Holt, Rinehart & Winson. Allport, G. W. (1961). *Pattern and Growth in Personality*. New York: Holt, Rinehart & Winston. Barrick, M. R., & Mount, M. K. (1991). The Big Five personality dimensions and job performance: A meta-analysis. *Personnel Psychology*, 44, 1-26. Barrick, M. R., Mount, M. K., & Strauss, J. P. (1993). Conscientiousness and performance of sales representatives: Test of the mediating effects of goal setting. *Journal of Applied Psychology*, 78, 715-222. Cattell, J., McKeen (1943). Proposed Changes in the American Psychological Association. *Psychological Review*, 50, 61-64. Cattell, R. B. (1943). The description of personality: Basic trait into clusters. *Journal of Abnormal and Social Psychology*, 38, 476-506. Costa, P. T. Jr., & McCrae, R. R. (1990). The NEO Personality Inventory: Using the Five-Factor Model in Counseling. *Journal of Counseling & Development*, 69, 367-372. Costa, P. T. Jr., & McCrae, R. R. (1992). An Introduction of the Five-Factor Model and Its Applications. *Journal of Personality*, 60, 175-215. Costa, P. T. Jr., McCrae, R. R., & Busch, C. M. (1986). Evaluating Comprehensiveness in Personality Systems: The California Q-set and the Five-Factor Model. *Journal of Personality*, 54, 430-446. Costa, P. T. Jr., & McCrae, R. R. (1985). *The NEO Personality Inventory manual*. Odessa, Fla.: Psychological Assessment Resources. Day, David V. (1989). *Personality And Job Performance: Evidence of Incremental Va*. *Personality Psychology*, Spring. De Vries, R. E., Roe, R. R., & Taillieu, T. (1998). Need for supervision: its impact on leadership effectiveness. *The Journal of applied behavioral Sciences*, 34(4), 486-501. Digman, J. M., & Shmelyov, A. G. (1996). The structure of temperament and personality in Russian children. *Journal of Personality and Social Psychology*, 71, 341-351. Dubrin, A. J. (2000). *Essentials of management*. OH.: South-Western College Publishing. Edwards, A. L. (1953). The relationship between the judged desirability of a trait and the probability that the trait will be endorsed. *Journal of Applied Psychology*, 37, 90-93. Edwards, A. L. (1957). The social desirability variable in personality assessment and research. New York: Dryden. Farris, G. F. (1971). A Predictive Study of Turnover. *Personnel Psychology*, 24, 311-328. Friedman, M., & Roseman, R. H. (1974). *Type A Behavior and Your Heart*. N.Y.: Knopf, 479,482. Galton, F. (1884). *Measurement of Character*. *Fortnightly Review*, 36, 179-185. Goldberg, L. R., & Somer, O. (1999). The structure of Turkish trait-descriptive adjectives. *Journal of Personality and Social Psychology*, 76, 431-450. Goldberg, L. R. (1990). An alternative " Description of Personality " : The Big Five factor structure. *Journal of Personality and Social Psychology*, 59, 1216-1229. Goldberg, L. R., De Raad, B., & Hofstee, W. K. B. (1992). Integration of the Big Five and circumplex approaches to trait structures. *Journal of Personality and Social Psychology*, 63, 143-163. Guilford, J. P. (1959). *Personality*. New York: McGraw Hill. Hoeklin, L. (1994). *Managing cultural differences: Strategies for competitive advantage*, Wokingham, England: Addison-Wesley. Hoekstra, H. (1993). *Work and Personality*. Paper presented at the 6th meeting of International Society for the Study of Individual Differences, Baltimore, Maryland. Hofstede, G. (1993). *Cultural Constraints in Management Theories*. *Academy of Management Executive*, 7(1), 14-95. Hogan, R. T. (1996). *Personality and Personality Measurement*. In Marvin Dunnette and Leaetta Hough, *The Handbook of Industrial and Organizational Psychology* (2nd ed.) ( pp. 873-919). Judge, T. A., Heller, D., & Mount, M. K. (2002). Five-Factor Model of Personality and job satisfaction:a meta-analysis. *Journal of Applied Psychology*, 87(3), 530-541. Judge, T. A., & Bono, J. E. (2000). Five-factor model of personality and transformational leadership. *Journal of Applied Psychology*, 85(5), 751-765. Kanungo, R. N. (1979). The concepts of alienation and involvement revisited. *Psychological Bulletin*, 86(1), 119-138. Katigbak, M. S., Church, T., & Akamine, T. O. (1996). Cross-cultural generalizability of personality dimensions: Relating indigenous and imported dimensions in two cultures. *Journal of Personality and Social Psychology*, 70, 99-114. Koreber, A. L., & Kluckhohn, C. (1952). *Culture: A critical review of concepts and definitions*. Peabody Museum Papers, 47, Cambridge, MA: Harvard University Press. 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. Lodahl, T. M. & Kejner, M. (1965). The Definition and Measurement of Job Involvement. *Journal of Applied Psychology*, 49(1), 24-33. McCrae, R. R., & John, O. P. (1992). An introduction to the five-factor model and its applications. *Journal of Personality*, 60, 175-215. McCrae, R. R., & Costa P. T. Jr. (1992). An Introduction of the Five – Factor Model and Its Applications. *Journal of Personality*, 60, 175-215. McCrae, R. R., & Costa, P. T. Jr. (1987). Validation of the five-factor model of personality across instruments and observers. *Journal of Personality & Social Psychology*, 52, 81-90. Norman, W. T. (1963). Toward an adequate taxonomy of personality attributes: Replicated factor structure in peer nomination personality ratings. *Journal of Abnormal and Social Psychology*, 66, 574-583. Ones, D. D., Viswesvaran, C., & Reiss, A. D. (1996). Role of social desirability in personality testing for personnel selection: The red herring. *Journal of Applied Psychology*, 81, 660-679. Ostendorf, F. (1990). *Language and personality: Toward a validation of the Five-Factor model of personality*. Regensburg, Germany: Verlag. Pearlman, K. (1985). *Validity generalization: From theory to application*. Paper presented at Center for Human Resources Programs, Institute of Industrial Relations, University of California at Berkeley, CA. Rabinowitz, S., & Hall, D. T. (1977). *Organizational Research on Job Involvement*. *Psychological Bulletin*, 84(2), 265-288. Robbins, S. P. (1998). *Organizational Behavior* (8th ed.). Upper Saddle River, New Jersey: Prentice Hall International. Robbins, S. P. (1993). *Organizational Behavior*. Englewood Cliffs, Englewood Cliffs, New Jersey: Prentice-Hall Inc.. Robbins, S. P. (1996). *Organizational Behavior: Concepts, Controversies, and Applications*. Englewood Cliffs, New

Jersey: Prentice-Hall Inc.. Robbins, S. P. (2001). *Organizational Behavior*. Upper Saddle River, Englewood Cliffs, New Jersey: Prentice-Hall Inc.

Rotter, J. B. (1966). Generalized expectancies for internal versus external control of reinforcement. *Psychological Monographs*, 33, 300-303.

Schein, E. H. (1992). *Organizational Culture and Leader*(2th ed.), San Francisco: Jossey-Bass.

Schmit, M. J., & Ryan, A. M. (1993). The Big Five in personnel selection:Factor structure in applicant and nonapplicant populations. *Journal of Applied Psychology*, 78, 966-974.

Scott, Robert C. (1975). Productivity Improvement through better Management of Human Resources. *Cost and Management*, 49(1), 14-24.

Sheldon, M. E. (1971). Investments and Involvements as Mechanisms Producing Commitment To The Organization. *Administrative Science Quarterly*, 16, 143-150.

Smith, D. B., Hanges, P. J., & Dickson, M. W. (2001). Personnel selection and the five-factor model: Reexamining the effects of applicant's frame of reference. *Journal of Applied Psychology*, 86(2), 304-314.

Tenopyr, M. (1993). Construct validation needs in vocational behavior theories. Special Issue: The theory of work adjustment. *Journal of Vocational Behavior*, 43, 84-89.

Thomas, S. Bateman, & Scott, Snell (1999). *Management: Building Competitive Advantage*. Hardcover, McGraw-Hill College.

Tupes, E. C., & Christal, R. E. (1961). Recurrent personality factors based on trait ratings(ASD-TR-61-97). Lackland Air Force Base, TX: Aeronautical Systems Division, Personnel Laboratory.