

跨國公司員工組織變革認知、員工工作滿意度與離職傾向之關係研究

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摘要

本研究主要目的是對於在進行組織變革前後的兩家跨國性公司，員工所產生的不確定感，其對於在職員工工作滿意度與離職傾向之影響作調查，並以問卷調查方式取得，驗證各個變項之間的關係。抽樣方式採用抽樣法，將跨國公司之員工之特性分類並以配額方式進行抽樣。問卷發放方式為同一批人員在實施變革前調查一次(稱之為樣本1)，實施變革後再調查一次(稱之為樣本2)，前後時間差距6個月。藉由研究各變項作統計分析，以求得研究結果，得到結論如下：一、變革的頻率對不確定感有正向影響。二、變革的影響對不確定感有正向影響。三、變革的計劃性對不確定感有負向影響。四、不確定感對員工工作滿意度有負向影響。五、不確定感對離職傾向有正向影響。根據上述研究結果，本研究對跨國企業的實務建議如下：一、組織變革欠缺規劃，將產生不確定感二、避免不確定感的產生，提高員工工作滿意度三、避免不確定感的產生，降低員工離職傾向

關鍵詞：組織變革；不確定；員工工作滿意度；離職傾向

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