

# 員工跨文化之能對外派任務意願影響之實證研究：以補教業為例

蔡淇宏、錢天真

E-mail: 9800792@mail.dyu.edu.tw

## 摘要

本研究針對台灣補教業從業人員，探討員工跨文化知能(心理壓力、溝通效能與人際關係)對於外派任務意願之影響，資料分析結果顯示，員工具備良好人際關係能力對於外派任務意願有正向的影響，其次，本研究結果顯示，員工具處理心理壓力能力及溝通效能對外派任務意願不具有顯著影響，因此，本研究的實證結果可供台灣補教業者未來在西進時做為參考之依據。

關鍵詞：跨文化知能、心理壓力、溝通效能、人際關係、外派任務意願

## 目錄

內容目錄 中文摘要	iii	英文摘要	
iv 誌謝辭		v 內容目錄	
vi 表目錄		viii 圖目錄	
ix 第一章 緒論	1	第一節 研究動機與背景	1
1 第二節 研究目的與問題	2	第二章 文獻探討	2
3 第一節 跨文化知能	3	第二節 外派任務意願	3
10 第三節 跨文化知能與外派任務意願之關係	12	第三章 研究方法	13
13 第一節 研究架構	13	第二節 研究假設	13
14 第三節 操作性定義	14	第四節 測量工具	14
15 第五節 預試分析	15	第六節 抽樣方法	17
19 第七節 資料分析方法	19	第四章 研究結果與討論	20
20 第一節 研究結果	20	第二節 討論	26
28 第二節 建議	28	第五章 結論與建議	28
29 第一節 結論	28	第二節 建議	28
29 參考文獻	31	附錄 正式問卷	36
36 表目錄 表 2-1 跨文化知能不同之釋義	5	表 3-1 各研究變項之操作性定義	15
15 表 3-2 跨文化知能量表	16	表 3-3 外派任務意願量表	17
17 表 3-4 各衡量變數之Cronbach's	18	表 4-1 本研究樣本組成情形(N=371)	21
21 表 4-2 性別與外派任務意願之獨立樣本T檢定結果分析表	22	表 4-3 年齡對外派任務意願的單因子變異數分析	22
22 表 4-4 教育程度對外派任務意願的單因子變異數分析	23	表 4-5 婚姻狀況與外派任務意願之獨立樣本T檢定結果分析表	23
23 表 4-6 有無子女與外派任務意願之獨立T檢定結果分析表	23	表 4-7 過去是否有海外工作經驗與外派任務意願之獨立樣本檢定結果分析表	23
23 表 4-8 本研究各變項之相關分析表(N=371)	24	表 4-9 員工跨文化知能對外派任務意願迴歸分析表(N=371)	25
25 表 4-10 本研究結果彙整表	26	圖目錄 圖 2-1 Gertsen跨文化知能概念模型	4
4 圖 2-2 跨文化知能模型	7	圖 3-1 本研究架構圖	13

## 參考文獻

- 參考文獻 一、中文部份 田文彬，林月雲(2003)，台灣歷年海外派遣管理研究分析，人力資源管理學報，3(3)，1-25。吳萬益，譚大純(1999)，海外派遣人員甄選標準與其效果之知覺一致性分析-以海峽兩岸臺、美、日資企業外派人員為實證對象，臺大管理論叢，9(2)，33-67。二、英文部分 Abe, H., & Wiseman, R. L. (1983). A cross-cultural confirmation of the dimensions of intercultural effectiveness. *International Journal of Intercultural Relations*, 7, 53-67. Aryee, S., Chay, Y. W., & Chew, J. (1996). An investigation of the willingness of managerial employees to accept an expatriate assignment. *Journal of Organizational Behavior*, 17(3), 267-283. Borstorff, P. C., Harris, S. G., Feild, H. S., & Giles, W. F. (1997). Who'll go? A review of factors associated with employee will- ingness to work overseas. *Human Resource Planning*, 20(3), 29-40. Brett, J. M., & Stroh, L. K. (1995). Willingness to relocate interna- tionally. *Human Resource Management*, 34(3), 405-424. Brett, J. M., Stroh, L. K., & Reilly, A. H. (1993). Pulling up roots in the 1990s: Who's willing to relocate. *Journal of Organiza- tional Behavior*, 14(1), 49-60.

Cui, G., & Awa, N. E. (1992). Measuring intercultural effectiveness : An integrative approach. *International Journal of Intercultural Relations*, 16, 311-328.

Cui, G., & Berg, S. V. D. (1991). Testing the construct validity of in-tercultural effectiveness. *International Journal of Intercultural Relations*, 15, 227-241.

Dean, O., & Popp, G. E. (1990). Intercultural communication effectiveness as perceived by American managers in Saudi Arabia and French managers in the U.S. *International Journal of In-tercultural Relations*, 14, 405-424.

Eby, L. T., & Russell, J. E. A. (2000). Predictors of employee willing-ness to relocate for the firm. *Journal of Vocational Behavior*, 57(1), 42-61.

Feldman, D. C., & Thomas, D. C. (1992). Career Management issues facing expatriates. *Journal of International Business Studies*, 23(2), 271-293.

Gertsen, M. C. (1990). Intercultural competence and expatriates. *In-ternational Journal of Human Resource Management*, 1(3), 341-362.

Gould, S., & Penley, L. E. (1985). A study of the correlates of the willingness to relocate. *Academy of Management Journal*, 28(2), 472-478.

Graf, A. (2004). Expatriate selection: An empirical study identifying significant skill profiles. *Thunderbird International Business Review*, 46(6), 667-685.

Graf, A., & Harland, L. K. (2005). Expatriate selection: Evaluating the discriminant, convergent, and predictive validity of five meas-ures of interpersonal and intercultural competence. *Journal of Leadership & Organizational Studies*, 11(2), 46-62.

Hammer, M. R., Gudykunst, W. B., & Wiseman, R. L. (1978). Dimen-sions of intercultural effectiveness: An exploratory study. *In-ternational Journal of Intercultural Relations*, 2, 382-393.

Hannigan, T. P. (1990). Traits, attitudes and skills that are related to intercultural effectiveness and their implications for cross-cultural training: A review of the literature. *International Journal of Intercultural Relations*, 14, 89-111.

Harvey, M. (1997). Dual-career expatriates: Expectations, adjustment and satisfaction with international relocation. *Journal of In-ternational Business Studies*, 28(3), 627-658.

Haslberger, A., & Stroh, L. K. (1992). Development and Selection of Multinational Expatriates. *Human Resource Development Quarterly*, 3(3), 287-293.

Johnson, J. P., Lenartowicz, T., & Apud, S. (2006). Cross-cultural competence in international business: toward a definition and a model. *Journal of International Business Studies*, 37(4), 525-543.

Jordan, J., & Cartwright, S. (1998). Selecting expatriate managers: key traits and competencies. *Leadership & Organization De-velopment Journal*, 19(2), 89-96.

Landau, J. C., Shamir, B., & Arthur, M. B. (1992). Predictors of will-ingness to relocate for managerial and professional employees. *Journal of Organizational Behavior*, 13(7), 667-680.

Miller, E. L., & Cheng, J. L. C. (1978). A closer look at the decision to accept an overseas position. *Management International Re-view* , 18, 25-33.

Noe, R. A., Steffy, B. D., & Barber, A. F. (1988). An investigation of the factors influencing employees' willingness to accept mobil-ity opportunities. *Personnel Psychology*, 41(3), 559-580.

O'Sullivan, S. L. (1999). The distinction between stable and dynamic cross-cultural competencies: Implications for expatriate train-ability. *Journal of International Business Studies*, 30(4), 709-725.

Sagie, A., Krausz, M., & Weinstein, Y. (2001). To move or not to move: Factors affecting employees' actual relocation when an entire plant moves. *Journal of Occupational & Organizational Psychology*, 74(3), 343-358.

Stroh, L. K. (1999). Does relocation still benefit corporations and em-ployees? An overview of the literature. *Human Resource Management Review*, 9(3), 279-308.

Turban, D. B., Campion, J. E., & Eyring, A. R. (1992). Factors relat-ing to relocation decisions of research and development em-ployees. *Journal of Vocational Behavior* 41, 183-199.