The Effect of Expatriate Organization Commitment on Knowledge Transfer: Organization Distance and Culture Distance as M

鍾美君、錢天真

E-mail: 9805436@mail.dyu.edu.tw

ABSTRACT

In today 's business environment, corporations are coping with the challenge of globalization. To enhance competitive advantages, it is particularly important for multinational corporations to be able to transfer core competences to operational units overseas. The role of expatriates is important to the success of knowledge transfer; however, few empirical studies have explored the factors influencing knowledge transfer at the individual level. The subjects of this study are expatriates of high-tech companies. In this study, the effects of expatriates ' organization commitment on knowledge transfer were investigated. The moderating effects of organization distance and culture distance were examined. The survey method was adopted in this study. A total of 790 questionnaires were distributed and 434 copies returned. Among returned questionnaires, 391 copies were valid, with a return rate of 54.93%. Data collected were analyzed with hierarchical regression. Results indicated that expatriate 's identifiable commitment had positive effects on explicit knowledge. Expatriates ' continuance and loyalty commitment had positive effects on tacit knowledge. It is found that both low organization distance and low culture distance had moderating effects on expatriates ' organization commitment and the transfer of explicit and tacit knowledge.

Keywords: Expatriate, Organization Commitment, Knowledge Transfer, Organization Distance, Culture Distance

Table of Contents

內容目錄 中文摘要 iii 英文摘要
iv 誌謝詞
...vi 表目錄 viii 圖目錄
ix 第一章 緒論
1 第二節 研究目的與問題 5 第二章 文獻探討
7 第一節 組織承諾
24 第五節 假設推導
33
......38 第五節 資料蒐集..............39 第六節 資料分析方法.............
.40 第四章 研究結果與討論..............42 第一節 信度與因素分析..........42
第二節 相關分析與迴歸分析
論與建議
涵與建議66 參考文獻 研究限制與未來建議66 參考文獻
..........79 表目錄 表 2- 1 組織承諾概念
之彙整
.......15 表 2- 4 知識移轉之源由與重要性17 表 2- 5 知識移轉衡量構面
.20 表 2- 6 組織距離衡量構面23 表 2- 7 文化距離衡量構面27 表 3- 1 外派
人員組織承諾衡量問項
..........37 表 3- 4 文化距離衡量問項..........38 表 3- 5 預試分析表.........
.....39 表 3- 6 樣本結構..............40 表 4- 1 外派人員組織承諾因素分析.......
44 表 4- 2 外顯知識因素分析
織與文化距離因素分析 48 表 4-5 各變數相關分析與描述統計表
外顯知識迴歸分析表 51 表 4-7 外派人員承諾對內隱知識迴歸分析表 51 表 4-8 組織距離對外派承諾與知識移
轉層級迴歸 . 53 表 4-9 文化距離對外派承諾與知識移轉層級迴歸 . 56 圖目錄 圖 3-1 研究架構圖
....33 圖 4- 1 高低組織距離對外派人員組織承諾和外顯知識移轉 成效之交互作用...........54 圖
4-2 高低組織距離對外派人員組織承諾和內隱知識移轉 成效之交互作用54 圖 4-3 高低文化距

REFERENCES

一、中文部分 林震岩(2007), 多變量分析:SPSS的操作與應用,台北:智勝。二、英文部分 1.Ambos, T. C., Ambos, B., & Schlegelmilch, B. B. (2006). Learning from foreign subsidiaries: An empirical investigation of headquarters ' benefits from reverse knowledge transfers. International Business Review, 15, 294-312. 2. Argote, L., & Ingram, P. (2000). Knowledge transfer: A basis for competitive advantage in firms. Organizational Behavior and Human Decision Processes, 82(1), 150-169. 3. Arthur Andersen Business Consulting, (2000). Zukai knowledge management. Japan: Toyo Keizai Inc. 4.Babbie, E. (2002). The basics of social research(2nd ed). New York: Baker & Taylor Books. 5.Banai, M., & Reisel, W. D. (1993). Expatriate managers' loyalty to the MNC: Myth or reality? An Exploratory study. Journal of International Business Studies, 24(2), 233. 6. Baum, J., & Ingram, P. (1998). Survival-Enhancing learning in the manhattan hotel industry. Management Science, 44, 996-1016. 7.Birdseye, M. G., & Hill, J. S. (1995). Individual, organizational/work and environmental influences expatriate turnover tendencies: An empirical study. Journal of International Business Studies, 26(4), 787-813. 8.Bjorkman, I., Barner-Rasmussen, W. B., & Li, L. (2004). Managing knowledge transfer in MNCs: The impact of headquarters control mechanisms. Journal of International Business Studies, 35, 443-455. 9. Black, J. S. (1988). Work role transitions: A study of American expatriate management, Journal of International Business Studies, 19(2), 277-294, 10.Bolino, M. C., & Feldman, D. C. (2000). Increasing the skill utilization of expatriates. Human Resource Management, 39(4), 367-379. 11. Bonache, J., & Brewster, C. (2001). Knowledge transfer and the management of expatriation. Thunderbird International Business Review, 43(1), 145-168. 12. Brewster, C. (1997). International HRM: Beyond expatriation. Human Resource Management Journal, 7(3), 31-45. 13. Brewster, C., & Scullion, H. (1997). A review and agenda for expatriate HRM. Human Resource Management Journal, 7(3), 32-41. 14. Buchanan, B. (1974). Building organization commitment, the socialization of managers in work organization. Administrative Science Quarterly, 19, 533-546. 15. Buckley, P. J., & Carter, M. J. (1999). Managing cross-border complementary knowledge. International Studies of Management Organization, 29(1), 80-104. 16. Chua, A. L., & Pan, S. L. (2008). Knowledge transfer and organizational learning in IS offshore sourcing. The International Journal of Management Science, 36(4), 267-281. 17. Davenport, T. H., & Prusak, L. (2002). Working knowledge: How organization manage what they know. Taipei: China Productivity Center. 18. Dowling, P. J., & Welch, D. E. (2006). International human resource management-managing people in a multinational context. (4th Edition). Singapore: Thomson. 19.Fedman, D. C., & Tompson, H. B. (1993). An empirical investingation of adjustment to new job assignments. Journal of International Business Studies, 24(3), 507-529. 20. Ford, D. (1984). Buyer/seller relationships in international industrial markets. Industrial Marketing Management, 13, 101-112. 21. Foss, N. J., & Pedersen, T. (2002). Transferring knowledge in MNCs: The role of sources of subsidiary knowledge and organizational context. Journal of International Management, 8(1), 49-67. 22. Florkowski, G. W., & Fogel, D. S. (1999). Expatriate adjustment and commitment: the role of host-unit treatment. Human Resource Management, 10(5), 783-807. 23. Gamble, J. (2006). Introducing western-style HRM practices to China: Shopfloor perceptions in a British multinational. Journal of World Business, 41, 328-343. Gerybadze, A. (2004). Knowledge management, cognitive coherence and equivocality in distributed innovation processes in MNCs. Management International Review, 44, 103 – 128, GMAC(2008), Global Relocation Trend-2008 Survey Report, USA; Global Relocation Services, Gregersen, H., & Black, J. S. (1992). Antecedents to commitment to a parent company and a foreign operation. Academy of Management Journal, 35(1), 65-90. Gruenfeld, D., Martorana, P. & Fan, E. (2000). What do groups learn from their worldliest members? Direct and indirect influence in dynamic teams. Organizational Behavior and Human Decision Processes, 82, 45-59. Gupta, A., & Govindaraian, V. (1991). Knowledge flows and the structure of control within multinational corporations. Academy of Management Review, 16(4), 768-792. Gupta, A. K., & Govindarajanv, V. (2000). Knoeledge flows within multinational corporations. Strategic Management Journal Strategy, 21, 473-496. Harrison, J. K., Gowan, M., & Neill, H., (2004). Effects of organizational rank and length of time in assignment on expatriate commitment. The Social Science Journal, 41, 471-476. Hislop, D. (2003). Linking human resource management and knowledge management via commitment-A review and research agenda. Employee Relation, 25(2), 182-202. Hofstede, G. (2001). Culture 's consequences: Comparing values, behaviors, institutions and organizations across nations. London: Sage. Inkpen, A. C. (1998). Learning and knowledge acquisition through international strategic alliances. Academy of Management Executive, 12(4), 69-80. Jun, S., Lee S., & Gentry, J. W. (1997). The effects of acculturation on commitment to the parent company and the foreign operation. International Business Review, 6(5), 519-535. Kanouse, D., & Jacoby, I. (1988). When does information change practitioners' behavior? International Journal of Technology Assessment In Health Care, 4(1), 27-33. Kogut, B., & Zander, U. (2003). Knowledge of the firm and the evolutionary theory of the multinational corporation. Journal of International Business Studies, 34, 516-529. Ladd, D. A., & Heminger, A. R. (2003). An investigation of organizational culture factors that may influence knowledge transfer. Paper presented at the 36th Annual Hawaii International Conference on System Sciences, Track 4. Lahti, R. K., & Beyelein, M. M. (2000). Knowledge transfer and management consulting: A look at the firm. Business Horizons, 1, 65-74. Lazarova, M., & Tarique, I. (2005). Knowledge transfer upon repatriation. Journal of World Business, 40, 361-373. Lee, J. N. (2001). The impact of knowledge sharing, organizational capability and partnership quality on IS outsourcing success. Information & Management, 38, 323-335. Lee, K. S., & Gao, T. (2005). Studying organizational commitment with the OCQ in the Korean retail context: Its dimensionality and relationships with satisfaction and work outcomes. Distribution and Consumer Research, 15(4), 375-399. Lin, W. B. (2008). The effect of knowledge sharing model. Expert Systems with Applications, 34, 1508-1521. Lyles, M. A., & Salk, J. E. (2007). Knowledge

acquisition from foreign parents in international joint ventures: An empirical examination in the Hungarian context. Journal of International Business Studies, 38, 3-18. Magnini, V. P. (2008). Practicing effective knowledge sharing in international hotel joint ventures. International Journal of Hospitality Management, 27, 249-258. Mathieu, A., Bruvold, N. T., & Ritchey, P. N. (2000). Subcultural research on organizational commitment with the 15 OCQ invariant instrument. Journal of Personal Selling & Sales Management, 20(3), 129-138. Marshall, R. S., Nguyen, T. V., & Bryant, S. E. (2005). A dynamic model of trust development and knowledge sharing in strategic alliances. Journal of General Management, 31(1), 41-57. Meyer, J. P., & Allen, N. J. (1984). Testing the side-bet theory of organizational commitment: some methodological considerations. Journal of Applied Psychology, 69, 372-378. Meyer, J. P., & Allen, N. J. (1997). Commitment in the workplace: Theory, research, and application. Thousand Oaks, CA: Sage. Minbaeva, D., Pedersen, T., Bjorkman, I., Fey, C. F., & Park, H. J. (2003). MNC knowledge transfer, subsidiary absorptive capacity, and HRM. Journal of International Business Studies, 34, 586-599. Moorman, C., Deshpande, R., & Zaltman, G. (1992). Relationships between providers and users of market research: The dynamics of trust within and between organizations. Journal of Marketing Research, 24(3), 314-328. Mowday, R. T. (1998). Reflections on the study and relevance of organizational commitment. Human Resource Management Review, 8(4), 387-401. Mowday, R. T., Porter, L. W., & Steers, R. M. (1982). Employee-Organization Linkages. New York: Academic Press. Mowery, D. C., Oxley, J., & Silverman, B. S. (1996). Strategic alliances and interfirm knowledge transfer. Strategic Management Journal, 17, 77-91. Nahapiet, J., & Ghoshal, S. (1998). Social capital, intellectual capital, and the organizational advantage. Academy of Management Review, 23(2), 242-266. Naumann, E. (1993). Organizational predicators of expatriate job satisfaction. Journal of Internaional Business Studies, 24(1), 61-80. Nicholson, N., & Imaizumi, A. (1993). The adjustment of Japanese expatriates to living and working in Britain. British Journal of Management, 4, 119-134. Nonaka, I. (1994). A dynamic theory of organizational knowledge creation. Organisationa Science, 5(1), 14-37. O 'Reilly, C., & Chatman, J. (1986). Organizational commitment and psychological attainment: the effects of compliance, identification, and internalization on prosocial behavior. Journal of Applied Psychology, 71, 492-499. Puck, J., Rygl, D., & Kittler, M. (2006). Cultural antecedents and performance consequences of open communication and knowledge transfer in multicultural process-innovation teams. Journal of Organisational Transformation and Social Change, 3(2), 223-241. Riusala, K., & Suutari, V. (2004). International knowledge transfers through expatriates. Thunderbird Internadond Business Review, 46(6), 743-770. Reichers, A. E. (1985). A review and reconceptualization of organizational commitment. Academy of Management Review, 10(3), 465-476. Schlegelmilch, B. B., & Chini, T. C. (2003). Knowledge transfer between marketing functions in multinational companies: A conceptual model. International Business Review, 12, 215-232. Shore, L. M., Barksdale, K., & Shore, T. H. (1995). Managerial perceptions of employee commitment to the organization. Academy of Management Journal, 38(8), 1593-1615. Simonin, B. L. (1999a). Ambiguity and the process of knowledge transfer in strategic alliances. Strategic Management Journal Strat, 20, 595-623. Simonin, B. L. (1999b). Transfer of marketing know-how in international strategic alliances: An empirical investigation of the role and antecedenrs of knowledge ambiguity. Journal of International business studies, 30(3), 463-490. Smith, J. B., & Barclay, D. W. (1997). The effects of organizational differences and trust on the effectiveness of selling partner relationships. Journal of Marketing, 61, 3-21. Staw, B. M., & Boettger, R. D. (1990). Task revision: A neglected form of work performance. Academy of Management Journal, 33(3), 534-559. Steers, R. M. (1977). Antecedents and outcomes of organizational commitment. Administrative Science Quarterly, 22, 46-56. Stevens, J. M., Beyer, J.M., & Trice, H. M. (1978). Assessing personal role, and organizational predicators of managerial commitment. Academy of Management Journal, 21, 380-396. Sun. L. I., Arvee, S., & Law, K. S. (2007). High-performance human resource practices, citizenship behavior, and organizational performance: A relational perspective. Academy of Management Journal, 50(3), 558-577. Suutari, V., & Brewster, C. (2001). Expatriate management practices and perceived relevance. Personnel Review, 30(5), 554-577. Szulanski, G. (1996). Exploring internal stickiness: Impediments to the transfer of best practice within the firm. Strategic Management Journal, 17, 27-43. Takeuchi, R., Lepak, D. P., Wang, H., & Takeuchi, K. (2007). An empirical examination of the mechanisms mediating between high-performance work systems and the performance of Japanese organization. Journal of Applied Psychology, 92(4), 1069-1083. Terpstra, V., & Yu, C. M. (1988). Determinants of foreign investment of U.S. advertising agencies. Journal of International Business Studies, 19(1), 33-46. Tellefsen, T., & Thomas, G. P. (2005). The antecedents and consequences of organizational and personal commitment in business service relationships. Industrial Marketing Managemen, 34, 23-37. Torbiorn, I. (1985). The structure of managerial roles in cross-cultural settings. International Studies of Management and Organization, 15(1), 52-74. Tung, R. L. (1984). Strategic management of human resources in the multinational enterprise. Human Resource Management, 23(2), 129-143. Tsai, W. (2001). Knowledge transfer in intraorganizational networks: Effects of network position and absorptive capacity on business unit innovation and performance. Academy of Management Journal, 44(5), 996-1004. Tsang, E. W. K. (1999). The knowledge transfer and learning aspects of international HRM: An empirical study of Singapore MNCs. International Business Review, 8, 591-609. Tseng, Y. M. (2006). International strategies and knowledge transfer experiences of MNCs ' Taiwanese subsidiaries. The Journal of American Academy of Business, 8(2), 120-125. UNCTAD(2007). World Investment Prospects Survey, 2007-2009. New York and Geneva: United Nations Conference on Trade and Development. Wang, P., Tong, T. W., & Koh, C. P. (2004). An integrated model of knowledge transfer from MNC parent to China subsidiary. Journal of World Business, 39, 168-182. Wiener, Y. (1982). Commitment in organizations: A normative view. Academy of Management Review, 7, 418-428. Yavas, U., & Bodur, M. (1999). Satisfaction among expatriate managers: correlates and consequences. Career Development International, 4/5, 261-269. Zack, M. H. (1999). Developing a Knowledge Strategy. California Management Review, 41(3), 125-145.