

跨國企業駐台人員海外適應、人格特質對工作績效影響之研究

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摘要

外派人員在企業的國際化中已被視為重要的人力資源，派遣人員至派駐國後，外派人員在地主國中常面臨適應之問題，而適應程度將影響其本身的工作績效，這些外派人員工作績效進而影響到企業整體營運績效。所以企業如何遴選外派人員？哪些人格特質能快速的適應當地的環境(工作、生活、文化)等？海外適應程度將會如何影響外派人員的工作績效？這些是企業目前應注重的課題之一。本研究目的為提供企業遴選外派人員之參考，探討方式如下：一、探討海外派遣人員之人格特質，是否影響其駐台海外適應情形。二、探討駐台海外派遣人員之海外適應，是否影響其駐台海外工作績效。本研究以目前派駐台灣之外籍人士為受測對象來了解其海外適應和工作績效，共回收之有效樣本為119份，經過統計分析之驗證，研究顯示，發現駐台外派人員之人格特質(親和性、勤勉正直性、外向支配性、情緒抗壓性、學習開放性)，均會正面影響海外適應；而海外適應方面其工作適應與生活適應和文化適應均會正向影響海外任務績效與脈絡績效。

關鍵詞：人格特質；海外適應；工作績效

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