

國際觀光旅館餐飲部員工工作價值觀、適配度、組織承諾與生涯滿意度之相關研究

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摘要

本研究旨在了解餐飲部員工其工作價值觀、適配度、組織承諾以及生涯滿意度之間的關聯性和差異性。以台灣地區國際觀光旅館為研究範圍，以問卷調查法，採立意取樣，有效樣本為 481 份。本研究主要結果發現，在個人背景方面，除了「年齡」、「職級」和「行業年資」在組織承諾上有顯著差異外，其他不同的「教育程度」、「婚姻」、「性別」在工作價值觀、適配度、生涯滿意度、組織承諾上均無顯著差異。工作價值觀、適配度、生涯滿意度和組織承諾呈顯著正相關，而工作價值觀、適配度、生涯滿意度對組織承諾具顯著的預測力。

關鍵字：國際觀光旅館、工作價值觀、組織承諾、適配度、生涯滿意度

A Study on the Relationships among Employee's Work Values, P-o-fit, Organizational Commitment and Career Satisfaction of Food and Beverage Department in International Tourist Hotels

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ABSTRACT

The purposes of this study were to understand the relationships and differences among employees' work values, p-o-fit, organizational commitment and career satisfaction of food and beverage employees. This research used questionnaire to collect data. The samples were selected by purposive sampling and the valid samples were 481. From the results, the main findings were as follows: 1. There were significance differences between employees' demographic variables (age, position and work experiences in hotel industry) and organizational commitment. 2. There were positive correlations between work values, p-o-fit, career satisfaction and organizational commitment. 3. Work values, p-o-fit and career satisfaction demonstrated statistical significance on the effect of organizational commitment.

Keywords: international tourist hotels, work values, organizational commitment, p-o-fit, career satisfaction