

藉由工作內容型態探討員工滿意於網際網路功用之研究—基於協調理論與資訊豐富論

The Study of Employees' Satisfactory toward the Internet Facility with Considering the Job Content Type - Based on the Coordination and Information Richness Theory

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摘要

員工們透過網路，協調日常作業是今日共同的現象，如 MSN，Facebook，e-mails，blogs，或其他具協調功能的電腦網路，網路不僅互補了無法實際面對面互動的阻礙，而且改變了公司內部及外部作業方式。本研究以協調理論和資訊豐富論為基礎，探討旅行業者的電腦網路協調特性，經實證結果建議：企業員工均樂於使用網路作為協調管道，藉由工作內容型態，本研究顯示出不同網路因素與滿意度間具有顯著的差異。

關鍵字：網路、協調、工作內容型態、滿意

ABSTRACT

It's common nowadays for employees to coordinate their tasks via networks such as MSN, Facebook, e-mails, blogs, and other computer networking coordination. Network not only complements the physical restrictions hindering face-to-face interaction but also revolutionizes internal and external operation modes of companies. This study, on the basis of the coordination theory and the information richness theory, investigates the characteristics of computer networking coordination in travel agencies. The empirical results suggest that: Corporate employees enjoy using networks as a channel for coordination. In terms of job-content type, this study has found significant differences in networking factors and in satisfaction levels.

Keywords: Network, Coordination, Job-Content type, Satisfaction