

**The Relationships between Work Volition and Life Satisfaction in Hospitality
Industry under COVID-19 Pandemic: Meaningful Work as a Mediator**

by

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ABSTRACT

The Coronavirus (COVID-19) pandemic has resulted in acute influence on hospitality businesses operation and employees. This study aims to discover the relationship among work volition, life satisfaction, and the mediating role of meaningful work under the COVID-19 pandemic to employees in the hospitality industry. As the epidemic has a crucial effect not only toward our work but also life observation, past studies have indicated the importance of work volition, meaningful work, and life satisfaction under the pandemic in the hospitality industry. Besides, little research was done in this relationship in Asia wise, and less practical applications have been proposed under the pandemic. This study adapted the online questionnaire survey and 242 recipients were received. Collective data was analyzed by SPSS version 23.0 and AMOS 23.0 software, and tested by linear regression and hierarchical regression. The result indicated that meaningful work fully mediated the relationship between work volition and life satisfaction. The findings of this study offered a broad recognition of the factor of hospitality industry employees' subject well-being.

Keywords: work volition, meaningful work, life satisfaction, self-determination theory



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CHAPTER I INTRODUCTION

This chapter consists of the following parts which include the background of the study, statement of the problems, purpose of the study, questions of the study, delimitations, significance of the study, and definition of key terms as well.

Background of the Study

Current COVID-19 pandemic has reshaped the individual perception about work and caused an impact shift in the workplace (Kramer & Kramer, 2020). While the hospitality industry is slowly recovering, the COVID-19 crisis continues to exert profound impacts on how hospitality businesses operate (Chen, 2021). Hospitality businesses are expected to make substantial changes to their operations in the COVID-19 business environment in order to ensure employees and customers health and safety (Gursoy & Chi, 2020). The results demonstrated that COVID-19 has a psychological effect on the employee's mental health and higher turnover intention during the current pandemic (Blustein et al., 2020; Kang et al., 2021; Khawaja et al., 2021). Chaolertseree and Taephant (2020) has noted that the increasing challenges for workers had resulted in several physical illnesses, the afterwards of the circumstances showing the trend toward the question of the meaning of the work. Simonet and Castille (2020) pointed out that employees are under variation fatigue in the workplace, however, throughout the process with the question of job meaning, it can contribute to fulfillment versus to stress and exhaustion in jobs. In line with the process, the influence of personal perception on a depressed situation will impact the career choice making, and study has shown that it will result in less volition afterwards (Achtziger & Gollwitzer, 2018). Moreover, studies have shown that the consumption of less volition may influence performance, and even impact the detection of meaningful work (Erdogan et al., 2012). The emotional outcomes revealed in job-related work can somehow be explained in the theory of self-determination. As self-determination theory (SDT) has answered numerous questions in the work motivation which can be against disadvantages to individual emotional issues (Olafsen et al., 2017), this theory may be well adapted to satisfy the questions and problems toward the framework.

Although there are numbers of previous research that utilized SDT to reveal the relationship between career choosing and individual perception on work and life, however, the

effect of COVID-19 which individuals may have perceived seriously, and this situation offered a unique background identification (Šrol et al., 2021). It was necessary for researcher to investigated the individual perception especially derived from personal preference on work to make satisfaction and performance in career decisions (Ryan et al., 2012) under the pandemic, as Yoon and Hahn (2021) had done the research in Korea to explored the effect regarding employees' volition on career, and the sense of meaningful work. Nevertheless, the little research has been offered in Asia, and granted a broad view from bottom-up, satisfaction of life may also show a vibrant role in the work as it may represent the consequences derived from individual work perception (Kumar et al., 2021). As researches (Duong, 2021; Yoon & Hahn, 2021; Zhuang et al., 2021) has indicated the examination importance within work volition, meaningful work and life satisfaction, as all these variables are in individual observation level and can be explained in the self-determination theory (Allan et al., 2016; Erdogan et al., 2012; Yoon & Hahn, 2021). In conclusion, this study propose the framework to explore the relationship between work volition, meaningful work, and life satisfaction in the hospitality industry under the pandemic and affirm that the structure was based on self-determination theory.

Statement of Problems

Blustein et al. (2019) pointed out that there is a large amount of unemployment in society, the volatility of precarious jobs has increased recently. However, COVID-19 has accelerated this situation and has already left the hospitality industry with the consequences of job insecurity and anxiety (Aguiar-Quintana et al., 2021). Regarding job insecurity, Mahmoud et al. (2021) had presented that externally controlled hospitality employment resulting in job insecurity was related to the perception of COVID-19 in the Middle East and North African region. Importantly, Duffy et al. (2012) indicated that work locus of control was correlated to work volition. Researcher Yoon and Hahn (2021) revealed that research on work volition under the COVID-19 pandemic is a key variable in understanding freedom of career choice in an era of social change. As Zhuang et al. (2021) investigated perceived stress and unsupported will to work under a pandemic, suggesting that individuals who maintain positive psychological capital during a pandemic will gain more will to work, and it can be said that the work itself and meaning still play a role in the process important role. Since subjective well-being is also the core of life satisfaction, Duong (2021) revealed that psychological states such as anxiety brought

about by the COVID-19 pandemic reduced life satisfaction and had a severe impact on the mental health of the younger generation. Therefore, it is necessary to study the relationship between work volition and life satisfaction during the epidemic, and to explore whether the sense of meaningful work can mediate this relationship.

Purposes of the Study

As stated by the problems in this study, the purpose of this study was to examine personal perception which refers to employees who work in the hospitality industry to study the relationship between work volition, meaningful work and life satisfaction under the pandemic in Taiwan. For the most part, the following listed out the purpose which would be discussed in this study:

- To investigate the relationship between work volition and life satisfaction
- To investigate the relationship between work volition and meaningful work
- To investigate the relationship between meaningful work and life satisfaction
- To investigate whether meaningful work mediates the relationship between work volition and life satisfaction.

Questions of the Study

This study was designed to discover more on variables which are work volition, meaningful work, and life satisfaction. Following contents present four research questions.

1. Will work volition has an influence on life satisfaction in the hospitality industry during COVID-19 period?
2. Will work volition has an influence on meaningful work in the hospitality industry during COVID-19 period?
3. Will meaningful work has an influence on life satisfaction in the hospitality industry employee during COVID-19 period?
4. Will meaningful work mediate the relationship between work volition and life satisfaction in hospitality industry during COVID-19 period?

Delimitation

Although this study has under the specific circumstances, the delimitation has taken place in several parts in the study which is listed down below:

1. This research was limited to employees who work in the hospitality industry in Taiwan.
2. This research was delimited to quantitative research regarding questionnaires as mainly a data collection method.

Significance of the Study

There is no doubt on COVID-19 resulted in acute effects in various fields worldwide (Lupton & Willis, 2021). Although the government has reached out to the solution for the people who were affected by the pandemic, the serious situation still affected work-related consequences under the pandemic (Prochazka et al., 2020). It is important to apply the research under the pandemic where a lot of people lose their job in the pandemic, thus discussion on work volition become vital for individuals who want to have a new job (Yoon & Hahn, 2021). Aside from work volition, a lot of things happened incidentally in the COVID-19 pandemic, such as work loss, family accident, and something that forces life changes which can easily influence our externally locus of control, volition, and satisfaction (Satici et al., 2021). As the understanding of complementary relations between work-related and non-work-related affection remains vague and still worthy to draw attention within this field (Ferreira et al., 2020). Therefore, as there is no solution for the impact from external factor in a short time, it is vital for us to analyze work volition and meaningful work in the time (Yoon & Hahn, 2021). However, there is limited research to see whether individual's work volition has impact on life satisfaction, and whether meaningful work has played a role in mediating the relationship between these two variables. Although several researches in the hospitality industry have investigated life satisfaction, but life satisfaction during COVID-19 still neglected from this part (Karatepe et al., 2021). Less research such as Zhuang et al. (2021) has investigated the relationship between positive psychology and work volition under the pandemic, and results shows that positive psychology have significantly affect on work volition, which also excited that remains individual mental condition is necessary and worth to study under the pandemic. Restate that this research would contribute to the limited research between work volition, meaningful work, and life satisfaction under the pandemic. In a

broader context, this research may also play a part in the practical understanding of work volition, which may in turn support the application of PWF in hospitality industry workplaces.

Definition of Key Terms

Self-Determination Theory

Self-Determination Theory (SDT) is a comprehensive applied theory in the work field and is a concept to discover individuals' motivation (Center for Self-Determination Theory [CSDT], 2022). Therefore, there are three needs in SDT, which are needs in autonomy, needs in competence, and needs in relatedness. However, needs in autonomy can partially explained and related to volition in work (Guay et al., 2003; O'Brien, 2004), and needs in competence refer to justification for work meaningfulness (Allan et al., 2016) and satisfaction in life (Hagenauer et al., 2018), needs in relatedness is related to satisfaction in life as well. Accordingly, the study framework was founded and based on SDT which can provide a significant explanation between each variable and affirm precisely on individual psychological states.

Psychological Working Framework

Psychological Working Framework (PWF) is a converging view that stems from trends in psychology. PWF was developed to observe individuals who are limited by personal conditions and cannot devote themselves to a job or career successfully (Autin & Duffy, 2019). According to the statement, PWF argued that individuals will be constrained by either external or internal factors when deciding to take a job, and happened to coincide with work volition on this point. In this study, work volition was developed from PWF.

Work Volition

Work volition is defined as an individual's capability on choosing a career despite constraints (Duffy et al., 2012). Most career development theories assume that individuals make decisions voluntarily. In other words, individuals decide which profession or job want to pursue based on their interests, values, skills, and personalities. However, for most people, there are a variety of constraints that limit their perception of volition in decision making. These limitations include, but are not limited to, external influence, poverty, financial stress, physical disability, mental disability, family stress, and discrimination. It has been hypothesized that the more

limitations a person encounters, the less likely she or he is to have willpower in her or his professional decision making and in her or his work life. In this study, work volition is according to self-determination on whether an employee is capable of choosing the work.

Meaningful Work

Meaningful work is defined as an individual's inference in their thought of a meaningful job (Mather, 2008). As meaning was a kind of psychological state which intrinsic factors have more impacts on, review has considered that meaning can be the outcome of self-determination (Duffy, Douglass et al., 2016). As a protective factor against daily constraints and adversity, Studies show that experienced meaningfulness at work can endure undelightful circumstances (Lips-Wiersma & Wright, 2012). Based on self-determination perspective, in this study, meaningful work refers to personal inference of reasons as the factor of meaningfulness of work.

Life Satisfaction

Life satisfaction is formed by happiness, which scholars also adopted as subjective well-being (SWB) to investigate happiness. Thus, life satisfaction can be one of the indicators of SWB (Pavot & Diener, 2008), which also shows connection to SDT. Life satisfaction can be derived from two approaches, which are the top-down approach and bottom-up approach. As top-down approach means if you have consensus on satisfaction with life, the mainly factor on this is individual's personality; bottom-up approach refers to life satisfaction complex with different domains such as work, family, health, and leisure, it is not a single reason for contributing the relative (Erdogan et al., 2012). This study utilized the bottom-up approach to implement life satisfaction in order to see whether work-related variables can step as one of the domains in the consequence of life satisfaction.

CHAPTER II LITERATURE REVIEW

This chapter provides a study of past reviews of SDT, work volition, meaningful work, and life satisfaction. Moreover, this chapter discussed the relationship between those variables and proposed hypotheses through these discussions.

The Self-Determination Theory

This study is developed and based on self-determination theory (SDT). The SDT is an immense theory regarding individual motivation and it is important in personal practice especially in work (Autin et al., 2022). Study had implemented SDT during COVID-19 period, and results showed that the indirect influence which developed from SDT had related to employee productivity (Camilleri, 2021; Šakan et al., 2020). SDT provides a solid psychological framework referring to three basic needs that guide a top-quality in individual motivation which can be discussed in any type of corporation and industries (Rigby & Ryan, 2018). Therefore, SDT indicated that three basic needs are the factors of marvelous well-being in employees' perception, in order to receive satisfaction in work (Fernandez & Moldogaziev, 2015). The three basic needs in SDT: autonomy, competence, and relatedness. Discussed in working dimension, regarding autonomy, it is said that individual would react according to faith at work, but autonomy is not same as independence, it is noted that there are still managerial within the content; competence refer to individual sense the self-importance in the job by their devotion; relatedness is delivered as individuals' preference on sincere relationship (Deci & Ryan, 2000; Manganelli et al., 2018).

The statement within SDT also emphasizes individual recognition of volition and reaction as well as contentment and outcome of performance (CSDT, 2022). According to the above statement, it is clear that SDT proposed a good interpretation on work volition, in addition to meaningful work and life satisfaction. Moreover, Allan et al. (2016) and Yoon and Hahn (2021) had investigated the relationship between meaningful work and work volition based on SDT. The results present that there are significant relations involved in the personal factors and meaningful work. Besides, Erdogan et al. (2012) had proposed the possibilities in the relationship between meaningful work and life satisfaction which basic concept probably derived from SDT due to researchers has stated that meaning can be accomplished from feeling the autonomy at work, autonomy is one of the needs in SDT. Although SDT has pointed out

individual perception on practical experience, psychology of working framework (PWF) still recognized by majority as well, to stay from the difficulties such as survival in the career decision making process, which also indicated that work volition associated with the needs of SDT (Duffy, Blustein et al., 2016). Therefore, this study is constructed from SDT as the theoretical background to develop the framework containing variables and relationships within work volition, meaningful work, and life satisfaction.

Work Volition

People making decisions according to their commitment toward their goal is called volition (Achtziger & Gollwitzer, 2018; McCann, 1974). As everyone needs to make choices not only within daily but also work, but compromises often exist in the process in which individual should apply their ability or knowledge to construct the decisions without constraints, and when it particularly happened in work, it can be notional as work volition (Duffy et al., 2012). *Work volition* is defined as an Individual's capability on choosing a career despite constraints (Duffy et al., 2012). Moreover, individuals should follow their passion, desire, capability, and nature to commit themselves to the work (Autin et al., 2017). Work volition is a concept developed from PWF, as there are several means already described that it is vital in this framework, however, researchers also discovered from PWF that if there are lack means existed in individual, the reasons may result by people who are in deprived situation with low volition (Achtziger & Gollwitzer, 2018). PWF is to observe a variety individuals specify to whom stay in a depressed situation and have limited resources to contribute a volitional transaction on either career or jobs (Autin & Duffy, 2019). Blustein (2013) says that this perspective was developed for lower social class or someone who was struggling in their social status to address personal preference on work. As work is a fundamental part of our life which costs one half of our daily life, it contains subjective well-being to justify our thoughts in work domains. Three sets of human needs which had been pointed out by Blustein et al. (2008) were means of survival and power, means of social connection, and means of self-determination. As three sets of human needs reveal the fuel of volition.

- Means of survival and power which were related to human basic needs within the hierarchy of needs in the theory proposed by Maslow (Jerome, 2013), as achieving the goal in work for self-actualization should be based on the needs of basic human needs.

Working provides the access to supplements of those resources and conditions can be improved by work itself, even resulting in greater power or social capital in reality. However, the pursuit might not be easily achieved due to humanity's complexity, as it should consider the factors such as race, gender, age, culture, religion, and things related to individual circumstances without self-determination (Blustein, 2013).

- Means of social connection refers to the significant relationships which happened during working and throughout the connection it may link social work and people's experience in their work. As if the relationships are not problematic, the relationships contributed by a sense of connection can be supportive in working.
- Means of self-determination is regarding opportunities that people can reach out with interesting, meaningful things through self-determination. The choices are controlled by the person itself, and correspond to self-concept. As Blustein et al. (2008) has discussed that nowadays work is not always interesting or motivating, people tend to entrust their personal feelings and experience within the interpretation of the meaning of work.

It is believed that the research generated from this model has the potential to help determine the optimal situational conditions and the necessary psychological resources to help people navigate an increasingly difficult world of work. Specifically, if individuals have access to autonomy, relevance, and competence, work initially performed for extrinsic reasons, such as income, may become more satisfying and meaningful which meet the self-determination requirements in the last place (Blustein, 2013). It is concluded that, PWF had cultivated to psychology of theory in recent years, as to provide interpretation on those particular people such as discrimination and marginalization in their lives, and play a crucial role on the discussion of work volition. Regarding the development of work volition in self-determination in PWF it may assert the individuals' perception toward their work choice constraints (Lerner, 2018). For instance, as people make up their mind, individuals will try to meet the requirements of their preferences in work conditions, thus contributing to great contentment (Duffy et al., 2012). However, several constraints stand in the way as the limitation for the volition before coming up with the conclusion. The constraints are counting with social status, financial circumstances, body disabilities, family stress, and discrimination. As contextual that people have run into more difficulties, there will be less opportunity for them to sense volitional within their work

determination and even toward life (Autin et al., 2017). As self-determination theory as applied in numbers of work determination research, studies had pointed out in the needs of autonomy, it can not be fully controlled by individual, constrains should be taken in consideration in volition, especially with diversity tasks or groups (Manganelli et al., 2018).

Meaningful Work

Meaning is something behind people's cognitive ability; the process that happens in generating meaning has to do with positive significance (Wrzesniewski et al., 2003). One type of meaning creation can dim as sense making (Pratt & Ashforth, 2003). The attribution of sense making not only happens in life but also in the work field. Psychological states related to workplace meaningful feeling can be influenced by job features, job outcomes, and engagement (Bailey et al., 2017). Additionally, this kind of experience will lead to a target noticeable in their duty and inspire a great development and accomplish their tasks (Di Fabio, 2017). Thus, study might view the feeling composed objectively that the definition of meaningful work should be related to an individual's inference (Mather, 2008). The contribution of personal feeling toward meaningful work is diversity. The experience can be subjective and immense, which is an excellent part toward individual improvement and contribution (Steger et al., 2012). Some scholars described meaningful work as conceptualized from a job characteristics model. Job characteristics theory (JCT) is developed from Hackman and Oldham (1975) which brings out five characteristics and is regarded as the inspection of meaningful work. Literate from five occupation part which are skill variety, task identity, task significance, autonomy, and feedback and be the cause of crucial psychological conditions as one of those are meaningful work, moreover, it is shown that in JCT, the favorable influence will generate when individual present well on a meaningful duty (Allan et al., 2019).

However, as individual behavior was sufficient and inspired, it is usual that it would not be fulfilled if their job meanings are absent (Oldham & Hackman, 2010). Besides, the results which are influenced from JCT are derived from intrinsic matters and bring on the outcome of upper and advantageous performance and satisfaction in the job (Allan et al., 2019). Moreover, research has also been accomplished with associated results, to give an instance of work engagement, job performance and comprehensive dimensions (Fairlie, 2011). For instance, Ghislieri et al. (2019) have proposed the positive relationship between meaningful work and job

satisfaction in nurses; Nemkova et al. (2019) has investigated meaningful work in occupation of design professional, which explicit that meaningful work is not limit to any industry and is necessary to discover.

Life Satisfaction

Sourcing from evolution, history has indicated that work is a noticeable feature of life, set side by side between history and culture (Blustein, 2013). Within the change in variety century, work has become the major part in daily life, central element toward the individuals' welfare, and the chief with a view to recognize human behavior (Blustein et al., 2008). When it comes to the discussion regarding work in life, there has been diversified research along with various industries (Erdamar & Demirel, 2016; Lee et al., 2004), or work-family domain (Karakose et al., 2021; Lee et al., 2018). In order to attain better health, psychological, functioning, and community, a positive inner sense of life is inevitable (Sun & Shek, 2013). Several studies indicated that the recognition of life satisfaction can be investigated from working reactions in the work field (Ferreira et al., 2020). Besides, life satisfaction can be viewed as a personalized element of standard of life which is derived from subjective well-being (Martyr et al., 2018; Pavot & Diener, 2008). There are two approaches as life satisfaction can be extracted, which are top-down approach and bottom-up approach, as top-down approach refers to the sense that satisfaction with life can represent whole satisfaction within the whole (Erdogan et al., 2012). bottom-up approach means life satisfaction is constructed from a variety of parts. For instance, job, physical and mental health, and blood relations, it is a multiplex basis of satisfaction to come up with a whole life satisfaction (Erdogan et al., 2012; Ginevra et al., 2018; Loewe et al., 2014).

Grounded in the work related field, this study has assumed that based on the high volition in work volition and fulfillment can reach high performance in the overall life satisfaction, which work generally refers to parts of life and not representative of the whole. Moreover, there are researches done in association with bottom-up approach to interpret the connection within life satisfaction and work field (Ampofo et al., 2017; Hagmaier et al., 2018). Thus, this study utilized the bottom-up approach in the variable of life satisfaction as well.

The Relationships among the Variables

Work Volition and Life Satisfaction

The results of work volition as a moderator indicate that work volition is an important contributor towards satisfaction. According to Duffy et al. (2012), work volition is the perceived capacity of an individual to make occupational choices keeping in the view of limitations. If an individual is able to get a job that matches with the skills and capabilities, the satisfaction level will be higher, and even be more creative and innovative as well. Various researchers use volition as part of measuring the satisfaction level of individuals in their existing jobs (Holtom et al., 2002).

Studies have stated that an individual has the power to decide whether to participate or not in a job (Gordon et al., 2018). Moreover, if individuals make career decisions based on their preferences it can generate significant feelings of satisfaction and performance (Duffy et al., 2012). According to PWF, individuals have the right to make their own occupational choice as a mechanism in order to pursue great life satisfaction (Blustein, 2008). In the meantime, the work can be seen as fuel to meet the requirements of basic elements in individual physical and mental well-being, and result in a boost of satisfaction (Schultheiss, 2003). Therefore, it has been granted that feelings such as volition would surpass at work, along with preferable satisfaction in general (Duffy et al., 2012; Van Nguyen et al., 2021). Besides, study has indicated that work volition and life satisfaction has presented a coefficient correlation in significance in the relationship (Van Nguyen et al., 2021). In addition, Buyukgoze-Kavas et al. (2015) has investigated the relationship between work volition and life satisfaction which has shown a significant correlation, however, participants are all students. Duffy et al. (2013) has a notable effect on life satisfaction and work volition in unemployed individuals. However, there is still little research indicating the relationship between work volition in employees who are adults and in a fixed job and also excluding research in Asia and also the time regarding pandemic.

Therefore, this study established Hypothesis 1 as below:

Hypothesis 1: Work volition is related to life satisfaction.

Work Volition and Meaningful Work

It is notable that people affixed to an arch level of work volition may capture more privacy and flexibility to decide their career from their own interest without taking constraints as consideration. As more volition exists in the career decision process, it will be noticeable that individuals come up with the conclusion regarding better or accommodate employment for them and result in fulfillment and faith afterwards (Duffy, Autin, et al., 2015). As the fulfillment can be described as satisfaction or engagement which are all subjective and derive from personal thoughts (Emmons, 1986). Studies have illustrated that chances are desired for experience meaningful in the work when there are choices to freely make to individual contribution in the workforce (Duffy, Douglass, et al., 2015). Thus, it means that self-determination is essential in work outcomes such as meaningful work, and Allan et al. (2016) studies had indicated both determination and relationship in work volition are noticeably significant. Allan et al. (2014) has found out work volition are strongly correlated to work meaning, it is stated that individuals who have great determinate faith on career choice would have the chance to pursue meaning in work. However, it is apparent that individuals perceptions play a central role in the sense of work, specifically work volition, which is associated greatly to meaningful work. There is still less research done in Asia countries and less result has been found in this important relationship under the pandemic (Yoon & Hahn, 2021). Hence, this study developed Hypothesis 2 down below:

Hypothesis 2. Work volition is related to meaningful work.

Meaningful Work, Life Satisfaction and the Mediating Effect of Meaningful Work

It had been mentioned in past reviews that within the determination of subjective well-being, which consists of the idea of meaningfulness in life (Arslan & Allen, 2022). According to the findings (Martyr et al., 2018), the concept of meaning and life satisfaction has been founded on personal perception. As individual perceptions are not limited to living, work meaning has also been investigated in the relationship between life satisfaction and shows a great consistency (Eakman & Eklund, 2012). Besides, the needs for satisfaction had been identified in the personal pursuit from the job activities, and expressed that work deserved to predict a greater life meaning

(Duarte-Lores et al., 2021; Magnano et al., 2019). According to the above discussion, it reveals that work volition has a relationship with life satisfaction as well as meaningful and life satisfaction, and it may have a chance to contribute the effect on three variables. As stated by SDT, work volition can be part explained by self-determination from PWF and autonomy in SDT, and after individual make their decisions, it should come up with an outcome such as meaning or fulfillment in life, however, there remains a chance whether meaningful work can partially mediating the effect on the relationship between the work volition and life satisfaction. Thus, this study proposed Hypothesis 3 to identify the relationship between meaningful work and life satisfaction and Hypothesis 4 to see whether meaning work will mediate the relationship between work volition and life satisfaction.

Hypothesis 3. Meaningful work is related to life satisfaction.

Hypothesis 4. Meaningful work mediate the relationship between work volition and life satisfaction.



CHAPTER III METHODOLOGY

This chapter provides information on research framework and hypotheses, research procedure, research approach and method, measurements, and data analysis.

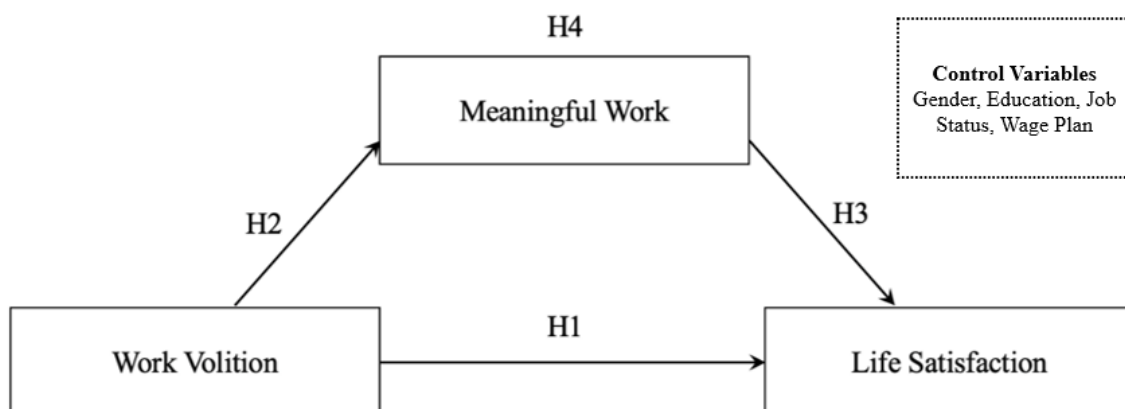
Research Framework and Hypotheses

The three variables were work volition, meaningful work, and life satisfaction. As work volition and meaningful work were independent variables, life satisfaction was a dependent variable. Figure 3.1 presented the hypotheses between the variables. To see whether work volition can positively impact meaningful work and life satisfaction, meaningful work can have positive impact on life satisfaction, and tested the mediating effect of meaningful work between work volition and life satisfaction. Therefore, the effect contributed to the hypotheses below:

1. Hypothesis 1: Work volition is related to life satisfaction.
2. Hypothesis 2: Work volition is related to meaningful work.
3. Hypothesis 3: Meaningful work is related to life satisfaction.
4. Hypothesis 4: Meaningful work mediates the relationship between work volition and life satisfaction.

Figure 3.1

Research Framework



Research Procedure

The research purpose can be attained by research procedure. The research procedure was illustrated in Figure 3.2. Following provides a detailed description of the research procedure.

- Conduct literature review: In order to gain more understanding on variables, reviewed relevant literature was my first step. The collected information was the materials of this study.
- Identify the research questions and proposed development: The identification of the important questions were after review of the relevant research. Researcher had found out that there was lack of analysis on work volition, meaningful work, and life satisfaction. In this part, it was important to collect more data on background information in order to implement the research in academic and practical fields.
- Justify hypothesis and research topic: Based on the previous step, we concluded the theory and the development of the variables accordingly. In addition, throughout the variables definition and progress, the contributions between each variable were classified in this part in order to classify hypotheses and research topics.
- Select measurement: According to the definition we applied in this research, we need to implement accurate measurements to ensure the validity in the study. As the research needs broad people to participate, this study was going to be investigated by a questionnaire. The questionnaire consists of the items which are conducted from previous research. Besides, a seven points Likert-type scale was chosen to be the respondents in the research. The questionnaire is attached as an appendix.
- Clarify by peer review and expert review: The instruments which we used in this questionnaire were originally in the English version. In order to overcome the difficulties in distributing the survey, the questionnaire was translated into Chinese version and through peer and expert review to make sure the sentence and meaning of each stick on the English version at the same time.
- Collect data: This study used convenience sampling and snowball sampling to collect the data through an online website. The researcher shared the survey through their own connection and some social media on the internet.
- Analyzes data: This data was collected by an online survey website and arranged by Microsoft Excel. After checking the raw data, it was transformed to SPSS software for

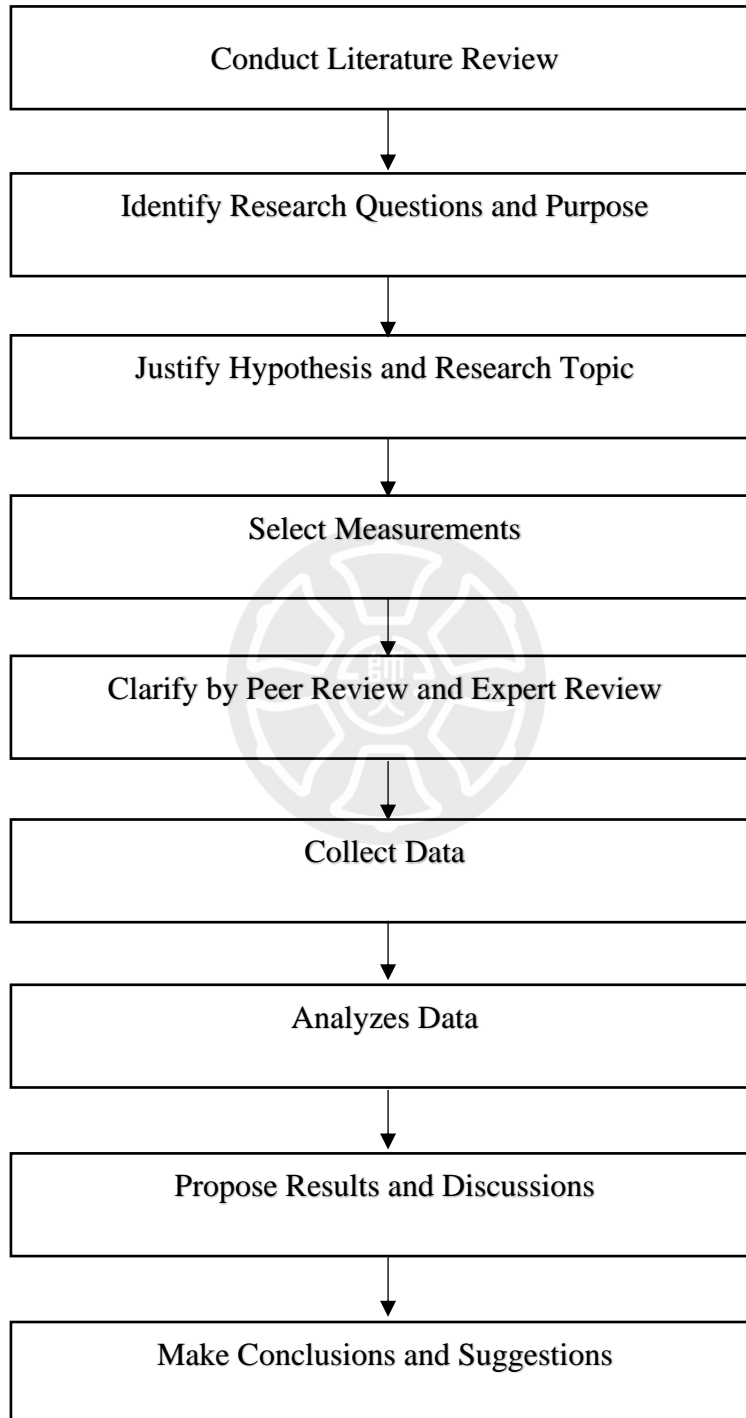
analysis purposes. Apart from this, this research also consists of descriptive analysis, Pearson correlation analysis, and hierarchical regression analysis to investigate the relationship among each variable.

- Propose results and discussion: After data analysis, the research was based on the statistical results to compare with previous literature to explore the similarities and differences and to get a better understanding of the variables.
- Make conclusions and suggestions: It is the chance to track back to the research purpose of this study and checked the consistency. Besides, the research consider the implication for both academic and practical purposes.



Figure 3.2

Research Procedure



Data Collection

This research was conducted in quantitative research. As quantitative research is constructed by implementing reliable measurements in the study and allowing for statistical analysis, it was more clear to justify the results for this study (Goertzen, 2017). Questions can be easily answered by the results within adequate reference which will also be more persuasive. In addition, due to the value depending on the purpose of this research for making generalizations, quantitative methods yield advantage on studied board samples or even large groups of people and contributed conclusions (Holton & Burnett, 2005).

The research was done by questionnaire which was distributed online. There were three reasons for conducting online surveys. Firstly, as we were still suffering from the COVID-19 pandemic, it was dangerous to utilize face-to-face contact for collecting data. Secondly, online survey were not limited to the area restriction and can be spread faster than usual. Lastly, it can be well arranged for analyzing the data.

Research Sample

Research was designed for adults who currently work in hospitality industry. Richardson (1993) has indicated that elemental supposition regarding the psychology of working can accommodate either people who are in working condition or have intention to work. Concretely speaking, the psychological study of working is within the broader compass of everyone who is employed and who tends to work. As this study aims to discover hospitality industry employee's perception of work volition, however, this research is limited to collecting data from only in Taiwan. It should be mentioned that there were few research samples in Asia countries. This study can enrich the diversity of the country based on the variable, and hope to have a diversified view to present in this research. Besides, based on the root of previous literature review (Zhuang et al., 2021), adult investigation on work volition is less than in recent years, and almost no research conducted in the period of COVID-19. Research can be divided into two stages, which are pilot test and formal research. The pilot tests were conducted in the first stage and collected 40 samples, which was anticipated to gain the reliability result from the questionnaire. Second stage of the formal investigation received 242 valid responses after sending out a research questionnaire.

Measurements

The questionnaire developed as measurements which can be divided into four parts: work volition, meaningful work, life satisfaction, and demographics information. Total question items for this study were 36. The complete questionnaire was affixed to this research. Following are the descriptions of the measurements.

Work Volition

Work volition was one of the independent variables in this research. Duffy et al. (2012) has noted that work volition refers to personal perception of capability to choose their career despite constraints. The instrument for work volition was adopted from Duffy et al. (2012), which consisted of three dimensions: volition, financial constraints, and structural constraints. Regarding volition, it can be seen as an individual ability to choose occupation. Referring to financial constraints, it is said that employees should afford financial responsibility for their family. Structural constraints include external factors for employee volition. There are four items in volition, five items in both financial constraints and structural constraints, total items are 13 in this instrument. These items are, for example, the volition part which contains “I feel total control over my job choices.” Financial constraints have “The only thing that matters in choosing a job is to make ends meet.” Structural constraints include “I feel that outside forces have really limited my work and career options.” Duffy et al. (2012) had indicated three dimensions within these instruments have significant internal consistency. Moreover, Cronbach’s alphas were found to be adequate in each subscale: volition ($\alpha = .69$), financial Constraints ($\alpha = .78$), structural constraints ($\alpha = .64$). All items have to be answered in a seven points Likert-type scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*).

Meaningful Work

Meaningful work served as one of the independent variables in this study. According to Steger et al. (2012), meaningful work refers to one’s inference that desired work is meaningful, and proposed work as meaning inventory (WAMI). WAMI is constituted with three sub-scales: positive meaning in work, meaning making through work, and greater good motivations. Regarding positive meaning in work, it is said that employee is concerned about the meaning in work, which reflects the factor from the job characteristics model. One of the dimensions is

meaning making through work, an individual may perceive feelings from work and increase understanding toward life. Regarding the greater good motivation dimension, this part emphasized the meaningful work experience contributed to others, especially in positive influence. WAMI has ten items for investigating meaningful work. This Positive meaning in work which has four items, meaning making through work which included three items, and greater good motivations which contained three items. These items are, for example, “I have found a meaningful career”, “I have discovered work that has a satisfying purpose.”, and “My work makes no difference to the world.” Regarding internal consistency was high in WAMI ($\alpha = .93$) and also shown significant coefficients in each subscale: positive meaning ($\alpha = .89$), meaning making through work ($\alpha = .82$), greater good motivations ($\alpha = .83$). These items were rated from 1 (*strongly disagree*) to 7 (*strongly agree*) in a seven points Likert-type scale.

Life Satisfaction

Life satisfaction was a dependent variable in this research. Diener et al. (1985) indicated that Life satisfaction is a judgmental process which involved personal cognition. For measuring Life satisfaction, Diener et al. (1985) designed satisfaction with life scale (SWLS). There are five items in SWLS which are “In most ways my life is close to my ideal.”, “The conditions of my life are excellent.”, “I am satisfied with my life”, “So far I have gotten the important things I want in life”, and “If I could live my life over, I would change almost nothing.”. This instrument had good internal consistency and Cronbach’s Alpha ($\alpha = .83$). Besides, it had existed for over thirty years with more than 30 thousand cited, which had shown high validity and importance in the field. The items in this instrument were answered on a seven points Likert-type scale, the range was from 1 (*strongly disagree*) to 7 (*strongly agree*).

Demographic Information

The items included in demographic information were gender, age, education, position, tenure, wage plan, salary. The reason to consist of the above items in the questionnaire was to gain a comprehensive recognition of all participants. Especially to confirm the responses were all collected by hospitality industry employees, researchers set up filter questions in the questionnaire to specify the recipients. Concluding all the items in this part, eight filter questions were presented in the questionnaire for this study. In order to analyze the data efficiently, this

research set up the coding rule for each question, providing the rule for each grouping rule. Firstly, the coding rule in age was from 1 to 6, the order for each were under 25 years old, 25 to 29, 30 to 39, 40 to 49, 50 to 65, and above 65 years old. Secondly, the coding rules for gender were 1 for male and 2 for female. Thirdly, the coding rules in job status were 1 for full-time jobs, 2 for part-time jobs. Fourthly, the coding rules in the wage plan were from 1 to 4, the sequence for each were hourly, daily, monthly, and monthly plus bonus. Fifthly, the coding rule for tenure were from 1 to 8, the order for each were under 0.5 year, more than 0.5 year to 1 year, more than 1 to 3 years, more than 3 to 5 years, more than 5 to 10 years, more than 10 to 15 years, more than 15 to 20 years, above 30 years. Sixthly, the coding rule in monthly average salary were from 1 to 9, the sequence for each were under NT \$20,000, NT \$20,000 to NT \$25,249, NT \$25,250 to NT \$29,999, NT \$30,000 to NT \$39,999, NT \$40,000 to NT \$49,999, NT \$50,000 to NT \$50,999, NT \$60,000 to NT \$69,999, NT \$70,000 to NT \$79,999, and above NT \$80,000. Lastly, the coding rules in education were from 1 to 4, the order were from high school and under, junior college, university, and above master.

Data Analysis

The survey website which decided to use for collect the data had functioned is to transit the results to Microsoft Excel for further analysis. After checking the data by Microsoft Excel, the results were transferred to IBM SPSS Version 23.0 for further formal analytics action. IBM SPSS software was designed as a statistical analysis software for students and researchers.

Descriptive Analysis

In the descriptive analysis, firstly, this research implemented this process to check the numerical means and center tendency in the demographic part. Secondly, this research adopted descriptive analysis to commit to an overall view toward all participants. Last but not the least, standard deviation and means are presented in this part with statistics from the formal research.

Correlation and Hierarchical Regression Analysis

It was an analysis method which applied to investigate the correlation and test the relationship between variables. To discover the relationship between each variable, this study adapted Pearson's correlation value between variables. The analysis method to test the

relationship among variables such as mediating effect will use linear and hierarchical regression to fulfill the analysis purpose in this study.

Reliability and Validity

Reliability of this study was conducted by Cronbach's Alpha value, and the validity of this study was investigated by confirmatory factor analysis (CFA).

Expert Review

As the original questionnaire refers to work volition, meaningful work, and life satisfaction were all in the English version. Due to the estimated data collecting region in Taiwan, it will be more convenient and easy to collect data which questionnaire was distributed in Chinese version. The expert review was conducted by three experts who all have excellent language ability in both English and Chinese, and also have stayed in Australia for more than four years with bachelor degrees. The purpose of expert review was to ensure the original meaning was delivered from the root measurement.

Validity Analysis

CFA was to confirm the validity in this research, as it would testify whether the instruments can fully explicate the framework, and also check the relationships between each variable. The software applied in CFA is AMOS 23.0. This study utilized CFA to discover the validity of questionnaire structure, with detailed statistical results shown in Table 3.1. Besides, this study investigated impact factor loadings in each item, and results shown in Figure 3.3 which indicated the index were all acceptable. First of all, chi-square stands for each sample having a significant variance result in this model, which means these samples reach a suitable model in this test. The acceptable index for χ^2 / df was between 2.0 to 5.0, as analysis results regarding this research was 2.178, which met the desirable requirement. The study indicated that the smaller of χ^2 / df index, the more freedom in the model. The number of root mean square error of approximation (RMSEA) should be less than 0.08 for the qualified data, which shows 0.07 for this item and fit the requirement. Both comparative fit index (CFI) and goodness-of-fit index (GFI) are to discuss the possibility for this structure to be applied on every research model, if the number greater than 0.9 is acceptable, CFI fits in the requirement. However, GFI presents

only 0.823 and may not be a good fit ($GFI > .9$) in the model, but the number remains reasonable.

Table 3.1

CFA Results

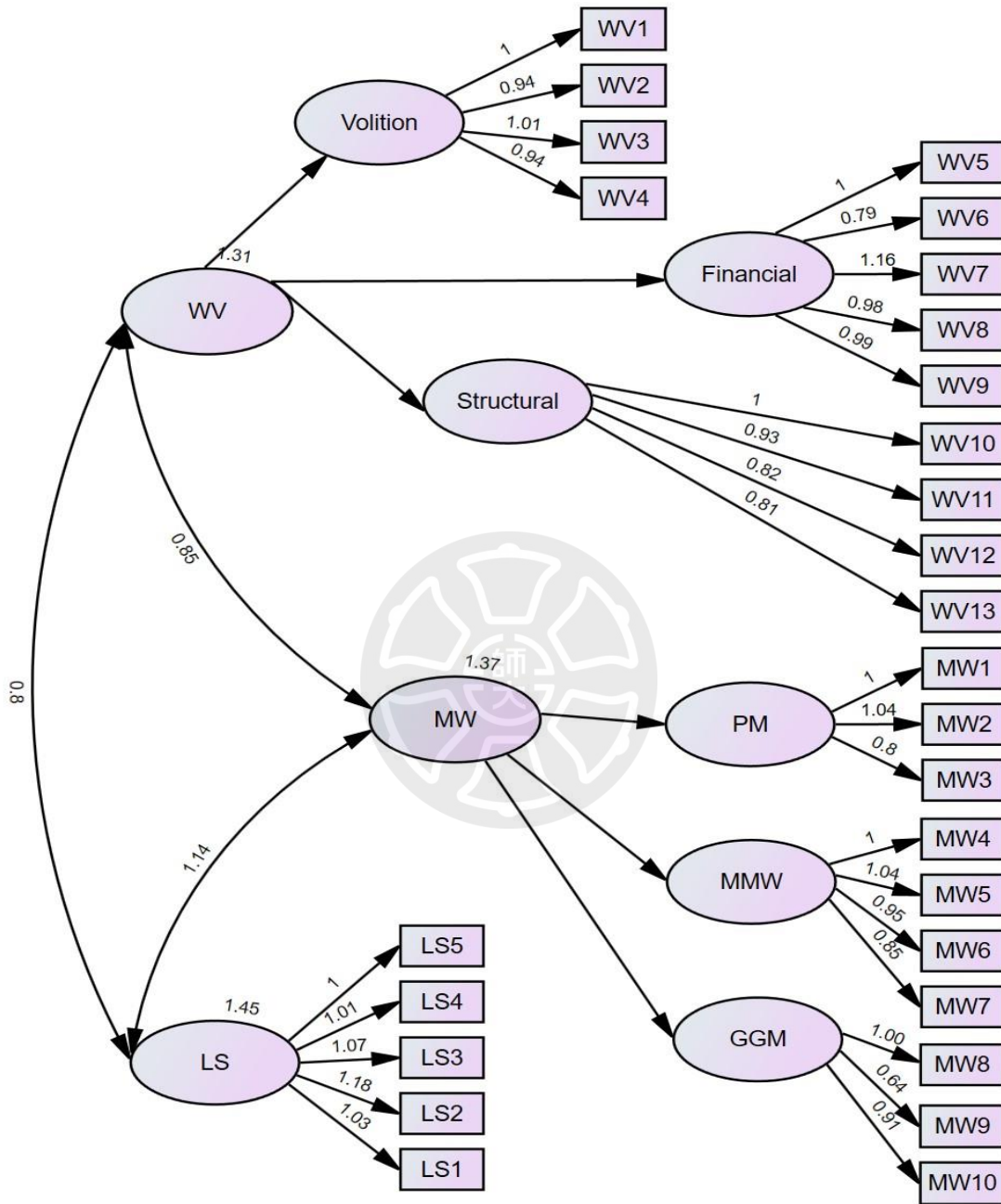
χ^2	df	χ^2 / df	RMSEA	CFI	GFI
716.759**	329	2.178	0.07	.914	.823

Note. $N = 242$. χ^2 = Chi square; df = Degree of freedom; RMSEA = Root Mean-Square Error of Approximation; CFI = Comparative Fit Index; GFI = Goodness-of-Fit Index.



Figure 3.3

Confirmatory Factor Analysis Results




Note. WV = Work Volition; MW = Meaningful Work; LS = Life Satisfaction; PM = Positive Meaning; MMW = Meaning Making through Work; GGM = Greater Good Motivations.

Pilot Test

Pilot test was implemented for this study before the formal investigation. The pilot test was a preparatory measure for this study, which collected 40 samples to verify the exactness of the questionnaire and also make sure the consistency within three variables. The responses were received from the internet, which applied a convenience sampling method to process the collection via an online questionnaire. As the pilot test was one of the methods to ensure the measurement reliability of this study, it had not processed all of the following statistical analysis in this part. According to Tavakol and Dennick (2011), Cronbach's Alpha is designed to detect interior consistency, and ranges above 0.7 should be accepted. The overall questionnaire's Cronbach's Alpha was .803, the results regarding each variables' Cronbach's Alpha provided in Table 3.2.

Table 3.2

Reliability of the Pilot Test



Variables Name	Cronbach's Alpha Value
Total	.803
Work Volition	.751
Meaningful Work	.870
Life Satisfaction	.916

Note. $N = 40$.

Reliability Analysis

Cronbach's Alpha Value is a frequent instrument which is applied to analysis reliability in research. As reliability should be certified before validity, it was vital for these two analysis methods, both were essential when conducting research. It was noted that there is no instrument that can be valid but it was not reliable (Tavakol & Dennick, 2011). This study applied Cronbach's Alpha to confirm the reliability, and the number taking above 0.7 will be accepted. Table 3.3 provides the statistics for each variable for all samples. The overall Cronbach's Alpha value was .903, and all variables' rates were above 0.8 as shown by a reliable answer.

Table 3.3

Reliability Analysis Results

Variables Name	Cronbach's Alpha Value
Total	.903
Work Volition	.804
Meaningful Work	.902
Life Satisfaction	.926

Note. $N = 242$.





CHAPTER IV RESULTS AND DISCUSSIONS

The results of this study were present in this part and included further discussions as well. This study utilized IBM SPSS Version 23.0 to analyze the statistics for discovering the relationships among variables, and to indicate the effort in this study. According to the results of the analysis, researcher based on literature review in this study to offer comprehensive discussions in this part.

Descriptive Analysis Results

Sample Characteristics

In order to have a better understanding of the target employee, this research conducts descriptive analysis to provide detailed background information. The items included gender, age, education, position, tenure, wage plan, and salary. Total 242 samples were analyzed. Table 4.1 presents the descriptive results for samples. First of all, regarding gender, female responses (52.5%) were more than male (47.5%). Other samples were, most of the samples were around 30 to 40 years old (34.4%), the results had shown most of the employees who worked in the hospitality industry in this research were between 30 to 50 years old (62.1%). Besides, the employees who have a bachelor degree (61.6%) were the majority in this study, and the minority in this study were employees who owned a doctor degree (1.2%). Regarding position, employees who work with a full time job (79.3%) were the major part in the study. Moreover, the most tenure in which employees participated in their current job was around 5 years to 10 years (24.0%), and the near rate was 1 year to 3 years (21.5%). One item which was surveyed in this research was the wage plan, the main part of the employees being paid monthly (71.9%). Lastly, the item investigated in this study was salary, around 33.5% of employees earned thirty to forty thousand monthly. In conclusion with previous discussions, samples collected within this study demonstrated multiple types, one of the consequences can refer to previous study. As Duffy et al. (2012) pointed out the reliability within work volition scale will have a chance to show good internal consistency in diverse recipients, it had been testified and shown in this research that work volition had good internal consistency in various recipients as well.

Table 4.1*Descriptive Statistics Background Information*

Variables	Description	Frequency	Percentage
Gender	Male	115	47.5
	Female	127	52.5
Age	Under 25	32	13.2
	25 to 29	47	19.4
	30 to 39	83	34.3
	40 to 49	67	27.7
	50 to 65	11	4.5
	Above 65	2	0.8
	Education	High school and under	33
Junior college		37	15.3
Bachelor		149	61.6
Above Master		23	9.5
Job Status	Full time job	192	79.3
	Part time job	50	20.7
Tenure	Less than 0.5 year	23	9.5
	More than 0.5 to 1	38	15.7
	More than 1 to 3	52	21.5
	More than 3 to 5	46	19.0
	More than 5 to 10	58	24.0
	More than 10 to 15	12	5.0
	More than 15 to 20	5	2.1
	More than 20 years	8	3.3

(continued)

Table 4.1*Descriptive Statistics Background Information (continued)*

Variables	Description	Frequency	Percentage
Wage Plan	Hourly pay	37	15.3
	Daily pay	18	7.4
	Monthly pay	174	71.9
	Monthly pay plus bonus	13	5.4
Salary	Under NT \$20,000	37	15.3
	NT \$20,000~\$25,249	27	11.2
	NT \$25,250~\$29,999	59	24.4
	NT \$30,000~\$39,999	81	33.5
	NT \$40,000~\$49,999	31	12.8
	NT \$50,000~\$59,999	3	1.2
	NT \$60,000~\$69,999	1	.4
	NT \$70,000~\$79,000	0	0
	Above NT \$80,000	3	1.2

Note. $N = 242$.

Descriptive Statistics for Work Volition

Work volition was measured by thirteen items whose descriptive statistics results were illustrated in Table 4.2. Besides, work volition adopted a seven points Likert-type scale order from 1 (*strongly disagree*) to 7 (*strongly agree*) to collect the data. According to the result, code WV3 “I feel total control over my job choices.” (Mean = 5.00) scored the highest in mean and code WV8 “I don’t like my job, but it would be impossible for me to find a new one.” (Mean = 3.81) got the lowest score in the mean. Regarding standard deviation in the result of descriptive statistics for work volition, code WV2 “I can do the kind of work I want, despite external barriers.” (SD = 1.304) showed the lowest score which stated more consistency in this response. In contrast, code WV7 “In order to provide for my family, I often have to take jobs I do not enjoy.” (SD = 1.587) got the highest number in standard deviation which meant less consistency in this respondent.

Table 4.2*Descriptive Statistics for Work Volition*

Code	Item	Mean	SD
WV1	I've been able to choose the jobs I have wanted.	4.93	1.395
WV2	I can do the kind of work I want, despite external barriers.	4.76	1.304
WV3	I feel total control over my job choices.	5.00	1.442
WV4	I feel able to change jobs if I want to.	4.76	1.467
WV5	Due to my financial situation, I need to take any job I can find.	4.57	1.493
WV6	When looking for work, I'll take whatever I can get.	4.83	1.424
WV7	In order to provide for my family, I often have to take jobs I do not enjoy.	4.19	1.587
WV8	I don't like my job, but it would be impossible for me to find a new one.	3.81	1.501
WV9	The only thing that matters in choosing a job is to make ends meet.	4.52	1.517
WV10	I feel that outside forces have really limited my work and career options.	4.43	1.451

(continued)

Table 4.2*Descriptive Statistics for Work Volition (continued)*

Code	Item	Mean	SD
WV11	The current state of the economy prevents me from working in the job I want.	4.47	1.364
WV12	Negative factors outside my personal control had a large impact on my current career choice.	4.35	1.422
WV13	The jobs I would like to pursue don't exist in my area.	4.01	1.465

Note. $N = 242$. WV = Work Volition.

Descriptive Statistics for Meaningful Work

In this part, meaningful work was measured in 10 items and conducted by seven points Likert-type scale which was ordered from 1 (*strongly disagree*) to 7 (*strongly agree*). Table 4.3 demonstrated the descriptive statistics for meaningful work. Besides, code MW8 “My work makes no difference to the world” was a reverse question, as the data had to be recompiled in the analysis process. Based on the results, code MW9 “I know my work makes a positive difference in the world.” have the highest score in mean (Mean = 4.87), and along with code MW7 have also a great score in mean (Mean = 4.81). Contrast by the highest score, the results showed that code MW1 got the lowest score in mean (Mean = 4.37). According to the result, code MW8 “My work makes no difference to the world” was the highest score in standard deviation, and it indicated that there are least consistent in the answer which can show diverse responses in this item. On the other hand, code MW9 “I know my work makes a positive difference in the world.” scored the lowest number in the standard deviation which revealed more consistency in the respondent.

Table 4.3*Descriptive Statistics for Meaningful Work*

Code	Item	Mean	SD
MW1	I have found a meaningful career.	4.37	1.444
MW2	I understand how my work contributes to my life's meaning.	4.49	1.438
MW3	I have a good sense of what makes my job meaningful.	4.77	1.330
MW4	I have discovered work that has a satisfying purpose.	4.73	1.452
MW5	I view my work as contributing to my personal growth.	4.71	1.457
MW6	My work helps me better understand myself.	4.70	1.421
MW7	My work helps me make sense of the world around me.	4.81	1.397
MW8	My work makes no difference to the world. (R)	4.46	1.581
MW9	I know my work makes a positive difference in the world.	4.87	1.215
MW10	The work I do serves a greater purpose.	4.45	1.455

Note. $N = 242$. MW = Meaningful Work.

Descriptive Statistics for Life Satisfaction

The result of descriptive statistics for life satisfaction provided in Table 4.4. As a dependent variable, life satisfaction was measured by 5 items and adopted the seven points Likert-type scale rated using from 1 (*strongly disagree*) to 7 (*strongly agree*) as an evaluation method. Regarding the results, code LS4 “So far I have gotten the important things I want in my life.” got the highest number (Mean = 4.56) in mean. By contrast, code LS5 “If I could live my life over, I would change almost nothing.” got the lowest number (Mean = 3.62) in mean. Based on the statistics revealed in Table 4.4, code LS1 “In most ways my life is close to my ideal.” scored the lowest in standard deviation, referring to more consistency in the response. On the other hand, the standard deviation score in code LS5 “If I could live my life over, I would change almost nothing.” was the highest which indicated a few inconsistencies in this item.

Table 4.4

Descriptive Statistics for Life Satisfaction

Code	Item	Mean	SD
LS1	In most way my life is close to my ideal	4.31	1.407
LS2	The conditions of my life are excellent.	4.25	1.551
LS3	I am satisfied with my life.	4.40	1.472
LS4	So far I have gotten the important things I want in my life.	4.56	1.437
LS5	If I could live my life over, I would change almost nothing.	3.62	1.669

Note. $N = 242$. LS = Life Satisfaction.

The Relationship among Variables

In this research, several items related employee background information had investigated and shown in Table 4.5. As stated by collective data and previous study, gender, education, job status, and wage plan were analyzed as control variables, and following demonstrated the results of the relationship between the control variables, work volition, meaningful work, and life satisfaction. Pearson correlation analysis also called product-moment correlation, the purpose was to examine the significant linear relationship between two variables, as if the number stays positive, two variables will be positively correlated, vice versa. The result of the Pearson correlation analysis shown in Table 4.5. Firstly, gender was correlated (negative direction) with meaningful work ($r = -.175, p < .001$) and life satisfaction ($r = -.203, p < .001$). Secondly, education was correlated (negative direction) with work volition ($r = -.163, p < .001$). Thirdly, wage plan has positively correlated with work volition ($r = .175, p < .001$), meaningful work ($r = .207, p < .001$), and life satisfaction ($r = .174, p < .001$). Moreover, work volition was significantly correlated with meaningful work ($r = .295, p < .001$) and life satisfaction ($r = .234, p < .001$). Lastly, the correlation between meaningful work and life satisfaction ($r = .763, p < .001$) indicated a great positive relation.

According to previous research and description, the following proposed control variables, which were gender, education, job status, and wage plan. Firstly, Duffy et al. (2012) had indicated that gender significantly influences work volition scale, and provided good statistics in the previous study that gender can suit in every sub scale. Compared with Duffy et al. (2012) results, this study proposed different results that gender did not significantly correlate to work volition. Secondly, regarding the results of the correlation between education and work volition, statistics had identified that the result was significantly correlated in negative direction, thus this study considers education as one of the control variables. Thirdly, job status introduced significant correlation in negative direction with all variables in this study, therefore this study proposed job status as one of the control variables. Lastly, wage plan performed significantly correlated toward all variables in a positive direction. This study took the wage plan as one of the control variables accordingly.

Table 4.5*Pearson Correlation Analysis Results*

Variable	M	SD	1	2	3	4	5	6	7
1. Gender	1.52	.500	1						
2. Education	2.68	.856	-.006	1					
3. JS	1.21	.406	-.005	-.121	1				
4. WP	2.67	.797	.005	.127*	-.894**	1			
5. WV	4.51	.791	-.088	-.163*	-.187**	.175**	1		
6. MW	4.54	1.03	-.175**	.112	-.176**	.207**	.295**	1	
7. LS	4.22	1.32	-.203**	.056	-.172**	.174**	.234**	.763**	1

Note. JS = Job Status. WP = Wage Plan. WV = Work Volition. MW = Meaningful Work. LS = Life Satisfaction.

* $p < .05$. ** $p < .001$.



The Relationship between Work Volition and Life Satisfaction

Hypothesis 1 refers to the relationship between work volition and life satisfaction. In this part, researchers utilized linear regression to analyze the relationship between two variables; the results were presented in Table 4.6. Firstly, the number of R squares pointed out work volition can only explain 0.5% in life satisfaction. Nevertheless, the result stands significantly ($\beta = .205$, $p < .001$) which says work volition can be seen as a predictor toward life satisfaction. Based on the statistics, Hypothesis 1 was accepted.

Table 4.6*Linear Regression Analysis between Work Volition and Life Satisfaction*

Model	Unstandardized	Standardized	<i>F</i>	<i>Sig.</i>	<i>R</i>²	<i>Adj. R</i> ²
	Coefficient	Coefficient				
	<i>B</i>	Beta				
Gender	-.540	.166				
Education	.050	.098				
JS	-.273	.456	4.755**	.001	.074	.059
WP	.160	.232				
WV	.343	.205**	6.007**	.000	.113	.094

Note. *N* = 242. JS = Job Status. WP = Wage Plan. WV = Work Volition. Dependent Variable: Life Satisfaction.

***p* < .01.

The result showed that work volition has also been related to life satisfaction also in the hospitality industry, which Van Nguyen et al. (2021) also provided similar results in different fields, which may show that the relationship has a chance to happen in diverse working fields. Buyukgoze-Kavas et al. (2015) and Allan et al. (2016), both of research analyzed the relationship between work volition and life satisfaction in students, also found out the significant relationship.

The Relationship between Work Volition and Meaningful Work

Hypothesis 2 regarding the relationship between work volition and meaningful work. In order to investigate the results, linear regression analysis was conducted in this part. Table 4.7 provided the outcome of the analysis, which R square rate stated that work volition only can explain 8.7% in the difference of meaningful work. However, the results indicated the significant

($\beta = .29, p < .001$) relationship between work volition and meaningful work. In short, Hypothesis 2 was accepted.

Table 4.7

Linear Regression Analysis between Work Volition and Meaningful Work

Model	Unstandardized	Standardized	<i>F</i>	<i>Sig.</i>	<i>R</i>²	<i>Adj. R</i> ²
	Coefficient <i>B</i>	Coefficient Beta				
Gender	-.364	.129				
Education	.105	.076				
JS	.115	.355	5.260**	.000	.082	.066
WP	.308	.181				
WV	.386	.295**	8.664**	.000	.155	.137

Note. *N* = 242. JS = Job Status. WP = Wage Plan. WV = Work Volition. Dependent Variable: Meaningful Work.

***p* < .01.

Discussing the result from this study with Allan et al. (2014), both studies were investigated in individuals who were in employment and found out a similar consequence that many relationships between work volition and meaningful work. Besides, Duffy, Autin et al. (2015) indicated a significant relationship between work volition and meaningful work, which is similar with the outcome of analysis. As a consequence, if employee in hospitality industry who can be able choose the occupation freely, may have possibility to perceived meaning at work.

The Relationship between Meaningful Work and Life Satisfaction

Hypothesis 3 made mention of the relationship between meaningful work and life satisfaction. The results were analyzed by linear regression and the results refer to Table 4.8. According to the statistics, statistics performed significantly ($\beta = .76, p < .001$) in the

relationship between meaningful work and life satisfaction. To come to the point, Hypothesis 3 was accepted.

Table 4.8

Linear Regression Analysis between Meaningful Work and Life Satisfaction

Model	Unstandardized	Standardized	<i>F</i>	<i>Sig</i>	<i>R</i> ²	<i>Adj. R</i> ²
	Coefficient	Coefficient				
	<i>B</i>	Beta				
Gender	-.540	.166				
Education	.050	.098				
JS	-.273	.456	4.755**	.001	.074	.059
WP	.160	.232				
MW	.976	.763**	68.148**	.000	.582	.582

Note. *N* = 242. MW= Meaningful Work. Dependent Variable: Life Satisfaction.

***p* < .01.

Regarding the result of the relationship between meaningful work and life satisfaction, this results matches several research (Duarte-Lores et al., 2021; Magnano et al., 2019; Shilo- Levin et al., 2021) even though during COVID-19, meaningful work has positively relate to life satisfaction.

The Mediating Effect of Meaningful Work between Work Volition and Life satisfaction

Hypothesis 4 was established to testify the mediating effect of meaningful work between work volition and life satisfaction, and this study applied hierarchical regression to come up with the results. According to the previous statement about control variables, gender, education, status, and wage plan were exonerated in model 1, the R square rate was 7.4% in the first model. As Model 2 increased work volition as independent variable within the regression analysis, after control the variable in Model 1, R square raised from 7.4% to 11.3%, and the result shows

significantly ($\beta = .205, p < .001$) also indicated that work volition can explain the variance significantly to life satisfaction. However, based on the results, after Model 3 added a mediator of meaningful work which R square rate surged from 11.3% to 59.1%, to show that meaningful work has great explanation toward life satisfaction after controlled previous two models. Moreover, the results also demonstrated significant positive ($\beta = .752, p < .001$) relation between the mediator and dependent variable. In conclusion, Hypothesis 4 was accepted, meaningful work fully mediated the relationship between work volition and life satisfaction.

Table 4.9

The Hierarchical Regression Analysis between Work Volition and Life Satisfaction with the Mediating Effect of Meaningful Work

	Model 1	Model 2	Model 3
Control Variable			
Gender	-2.04**	-.185**	-.072
Education	.032	.071	-.034
Job Status	-.083	-.051	-.119
Wage Plan	.096	.085	-.081
Independent Variable			
Work Volition		.205**	-.008
Mediator			
Meaningful Work			.752**
R^2	.074	.113	.591
$Adj R^2$.059	.094	.580
F	4.755**	6.007**	56.561**

Note. $N = 242$.

** $p < .001$.

Results of Hypotheses Test

According to the analysis results which were presented in the previous table, all the hypotheses were supported and pointed out in Table 4.10. As work volition has relate to meaningful work and life satisfaction, and meaningful work has relate to life satisfaction. Besides, this study has investigated the mediating effect of meaningful work in the relationship and has been identified as supported.

Firstly, refer to the findings in correlation analysis, some control variables had found out the correlation with variables, and gender showed varied outcome with previous study which did not have any correlation with any variables. Regarding control variables that were correlated with all variables, which were job status in negative direction and wage plan in positive direction. It was surprised that job status in negative direction and wage plan in positive direction demonstrated the correlation with work volition, as there were no studies that mentioned similar results.

Secondly, Hypothesis 1 had been accepted and shown similar results with previous studies. As a result, this study concluded that despite the COVID-19 pandemic, employees in the hospitality industry who are still available to follow their mind for choosing the job may expect personal life satisfaction.

Thirdly, the result indicated that Hypothesis 2 was supported and the outcome matched with the previous study. Therefore, this study came up with the conclusion that although during the COVID-19 pandemic, employees who work in the hospitality industry had volition to choose the job for meaningful work.

Lastly, Hypothesis 3 was accepted and results illustrated similarity with several studies. However, employees who work in the hospitality industry with perception of meaningful work may result in the prediction of life satisfaction afterwards. Besides, Hypothesis 4 was supported and indicated meaningful work can fully mediate the relationship between work volition and life satisfaction, even occupying the explanation of work volition.

Table 4.10

Summary of Hypothesis Analysis Results

Hypothesis	Result
H1: Work Volition is related to life satisfaction.	Accepted
H2: Work volition is related to meaningful work.	Accepted
H3: Meaningful work is related to life satisfaction.	Accepted
H4: Meaningful work mediates the relationship between work volition and life satisfaction.	Accepted





CHAPTER V CONCLUSIONS AND IMPLICATIONS

This chapter provides conclusions for this study. The presented content included conclusions, research limitations, implications, and suggestions for future research. Besides, this study provides two orientations in implications which are for academic field and practical field in order to enhance comprehensive intimation in this study.

Conclusions

This study provided critical statistics to testify the relationship among variables, which confirmed that all the assumptions were accepted and supported by valid analysis results. According to the data, the relationship among work volition, meaningful work, and life satisfaction were all correlated and related in the hospitality industry. Moreover, the mediating effect was also testified in this study that this effect still plays a vital role in this relationship.

The background of this research was under COVID-19 pandemic, as constraints, difficulties not only happened on our physical body but also our mental, especially in the hospitality industry, in the time that tourism, revenue, travel almost declined or even disappeared. This research indicated that although under this background, employees in the hospitality industry will perceive volition in their work, and predict meaningful work and life satisfaction. However, the relationship between each variable was supported, but the perception of meaningful work in the employee of the hospitality industry was deemed as greater predictor than work volition toward life satisfaction under the pandemic. In conclusion, work volition still remains an acceptable variable for discussing employees' satisfaction under the pandemic in the hospitality industry, yet meaningful work will play a critical role instead. Additional findings in this research were the relationship between gender and work volition, as our result was differ with previous research, this relationship was not significantly correlated with each other as the collective sample was not disparity. This finding may show that genders have the chance to perform no difference toward work volition under the pandemic, since the influence of pandemic did not vary due to gender. As a result, perception can be diverse by investigating different groups, industries, or countries.

Research Limitations

Despite the result being valid and involving large participants, the present study is not without shortcomings. As these results may not represent the whole of the hospitality industry in Taiwan, for example, the majority of job status within research are full-time job employees. Besides, this research did not investigate the company size and categories in this research. In addition, should be noted that this study has examined only by quantitative research, the following study may try to apply qualitative research on what may be the specific reason for employees' work volition under the pandemic.

Implications

For Academic Research

Less research investigates work volition under the pandemic. Therefore, this research conducted PWF to connect the background conditions and work volition, future research may focus on this relationship as well. Moreover, this study applied this relationship in the hospitality industry, yet this industry perceived a huge impact by COVID-19, and previous study had indicated the constraints under the pandemic, future research may investigate this relationship with different fields for diverse results. According to the conclusion of this study, meaningful work fully mediated the relationship between work volition and life satisfaction. Besides, based on the response, this research provides the result that personal growth can enrich the meaningful work feeling even under the pandemic. Although meaningful work fully mediated the relationship among variables, the implications behind the questions introduce indicators for work-related variables under the pandemic. Therefore, this researcher proposed that future research should focus on work volition as a predictor toward life satisfaction in work related fields, with different variables except meaningful work.

For Practical Field

Regarding the result of this study, organizations and managers should consider the property and the influence toward employees in the hospitality industry under the pandemic, and the consequence. Although the research regarding physical health and the solution was the most done in the period of the pandemic, however, it is vital to emphasize the mental health and care,

employee perception towards work and life, which those items still remain a great part in our daily lives, not only left the prevention of epidemics. Despite pandemic affect serious, according to the item which asked in this research still pointed out high total control of job choices, which indicated that even under pandemic, individual still possess job autonomy. It might be easy to notice that less care and attention showed up in this part, especially that COVID-19 performed a huge impact, in the hospitality industry. Therefore, it will be more comprehensive when organizations and managers consider to care about employees' work volition when life satisfaction was necessary for one's life.

Suggestions for Future Research

According to the result of this research, previous studies indicated that gender was correlated to work volition, however, the outcome manifested differences in the hospitality industry in Taiwan. Future research may focus on different fields or regions to investigate the relationship between these variables. Two control variables were found negatively correlated to all variables, job status and wage plan were surprised to find the correlation within the relationship. Suggested that future research could start to discover job status and wage plan as vital background information for work volition, meaningful work, and life satisfaction. Besides, as this research applied self-determination theory and it works, work volition has testified the relationship between meaningful work and life satisfaction, future research should pay attention to the motivation in the work volition.



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APPENDIX A: QUESTIONNAIRE (ENGLISH VERSION)

A Survey of the Influence Under the COVID-19 to Hospitality Industry

Dear participants,

Sorry to disturb you before the Covid-19 outbreak under control, and thank you for taking the time to assist with this research. This epidemic has a considerable impact on all life. In order to understand the volition of your current work and the meaning of work you feel under the extensive influence, as well as the comprehensive impact on life satisfaction, this research is specially conducted.

This questionnaire is conducted anonymously, and the information is for academic purposes only. The information you fill in will be completely confidential, please feel free to answer it.

In addition to personal brief background information, this questionnaire mainly consists of 4 parts, all of which are multiple-choice questions (the total answering time is about five minutes). Please answer according to your personal experience. Because your participation confirms the value of this research, your valuable comments are very important to this research.

If you have any questions or suggestions about this questionnaire, you are welcome to contact us! Once again, I would like to express my sincerest gratitude to you for taking the time to fill out this questionnaire.

Best regards,

Agnes Lee

Graduate Institute of International Human Resources Development

National Taiwan Normal University

Advisor: Chih-Chien Lai, Ph.D

Advisee: Lee, Yi-Ting (Agnes)

Background information

Part 1

There are eight items in this part, all responses will be kept in confidential.

1. Do you work in hospitality industry?

Yes

No

2. Age

Under 25 years old

25-29

30-39

40-49

50-65

Above 65 years old

3. Gender

Male

Female

4. Job status

Full-time job

Part-time job

5. Wage plan

Hourly

Daily

Monthly

Monthly plus bonus

6. Tenure

Under 0.5 year

More than 0.5 to 1 year

More than 1 to 3 years

More than 3 to 5 years

More than 5 to 10 years

More than 10 to 15 years

More than 15 to 20 years

Above 30 years

7. Monthly average salary

Under NT20,000

NT20,000~NT25,249

NT25,250~NT29,999

NT30,000~NT39,999

NT40,000~NT49,999

NT50,000~NT59,999

NT60,000~NT69,999



- NT70,000~NT79,999
- Above NT80,000~
- 8. Educational Level
 - High school and under
 - Junior college
 - University
 - Above Master

Part 2

Work volition

Please read the statement and provided the answer for based on you feeling with current condition. The scale ranged from 1 (strongly disagree) to 7 (strongly agree).

	1 Strongly disagree ————— 7 Strongly agree						
1. I've been able to choose the jobs I have wanted.	1	2	3	4	5	6	7
2. I can do the kind of work I want, despite external barriers.	1	2	3	4	5	6	7
3. I feel total control over my job choices.	1	2	3	4	5	6	7
4. I feel able to change jobs if I want to.	1	2	3	4	5	6	7
5. Due to my financial situation, I need to take any job I can find.	1	2	3	4	5	6	7
6. When looking for work, I'll take whatever I can get.	1	2	3	4	5	6	7
7. In order to provide for my family, I often	1	2	3	4	5	6	7

have to take jobs I do not enjoy.							
8. I don't like my job, but it would be impossible for me to find a new one.	1	2	3	4	5	6	7
9. The only thing that matters in choosing a job is to make ends meet.	1	2	3	4	5	6	7
10. I feel that outside forces have really limited my work and career options.	1	2	3	4	5	6	7
11. The current state of the economy prevents me from working in the job I want.	1	2	3	4	5	6	7
12. Negative factors outside my personal control had a large impact on my current career choice.	1	2	3	4	5	6	7
13. The jobs I would like to pursue don't exist in my area.	1	2	3	4	5	6	7

Part 3

Meaningful work

Please read the statement and provided the answer for based on you feeling with current condition. The scale ranged from 1 (strongly disagree) to 7 (strongly agree).

	1 Strongly disagree ————— 7 Strongly agree						
1. I have found a meaningful career.	1	2	3	4	5	6	7
2. I understand how my work contributes to my life's meaning.	1	2	3	4	5	6	7
3. I have a good sense of what makes my job meaningful.	1	2	3	4	5	6	7
4. I have discovered work that has a satisfying purpose.	1	2	3	4	5	6	7
5. I view my work as contributing to my personal growth.	1	2	3	4	5	6	7
6. My work helps me better understand myself.	1	2	3	4	5	6	7
7. My work helps me make sense of the world around me.	1	2	3	4	5	6	7
8. My work makes no difference to the world.	1	2	3	4	5	6	7

9. I know my work makes a positive difference in the world.	1	2	3	4	5	6	7
10. The work I do serves a greater purpose.	1	2	3	4	5	6	7

Part 4

Life satisfaction

Please read the statement and provided the answer for based on you feeling with current condition. The scale ranged from 1 (strongly disagree) to 7 (strongly agree).

	1 Strongly disagree ————— 7 Strongly agree						
1. In most way my life is close to my ideal.	1	2	3	4	5	6	7
2. The conditions of my life are excellent.	1	2	3	4	5	6	7
3. I am satisfied with my life.	1	2	3	4	5	6	7
4. So far I have gotten the important things I want in my life.	1	2	3	4	5	6	7
5. If I could live my life over, I would change almost nothing.	1	2	3	4	5	6	7

APPENDIX B: QUESTIONNAIRE (CHINESE VERSION)

工作的意志及工作意義和對生活的滿意度的影響-

各位先進：您好！

很抱歉在Covid-19疫情尚未獲得有效控制之前打擾您，感謝您能撥冗協助本研究調查。這次疫情對各行各業影響相當大，為瞭解在廣泛影響下，您現在的工作的意志及從中感受到的工作意義，以及綜合其對生活的滿意度的影響，特進行此研究。

本問卷採匿名方式進行，資料僅作為學術用途，您所填的資訊將完全保密，請安心填答。

本問卷除個人簡要背景資料外，主要包括5個部分，皆為單選題（總填答時間約五分鐘），請依您個人實際感受作答。因為您的參與更肯定了這份研究的價值，您的寶貴意見對本研究非常重要。

如果您對本問卷有任何疑問或建議，歡迎您與我們聯繫！對於您百忙之中填答此問卷，再次致上最誠摯的感謝。

敬祝

身體健康 事事順心



國立臺灣師範大學國際人力資源發展研究所

指導教授：賴志樑 教授

研究生：李宜庭

請問您是否任職於餐旅業？

是

否

下一頁



第二部分：您目前選擇工作的意志

請依自身經驗與感受選擇最符合你的答案

	非常不同意	不同意	比較不同意	普通	比較同意	同意	非常同意
我有能力去選擇我所想要做的工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
儘管有外在因素影響，我還是能做我想要做的工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我有選擇自己想要做什麼工作的主控權	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我有能力在想換工作的時候換工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
由於我的經濟狀況，我必須做任何我能找到的工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
當我在找工作的時候，我會去做任何我能找到的工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
為了能照顧我的家人，我經常需要做我不怎麼嚮往的工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
雖然我不喜歡現在的工作，但我也認為不可能找到更好的工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
能夠收支平衡是我選擇工作的唯一標準	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我覺得外在壓力使得我的工作與職涯選擇非常受限	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
現在的景氣情況制止了我去從事我想要做的工作	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
有些超出我能控制的負面情況對我現在的職業選擇影響甚大	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我想追求的工作不在我擅長的領域內	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

下一頁



第三部分：您對目前工作的看法

請依自身經驗與感受選擇最符合你的答案

	非常不同意	不同意	比較不同意	普通	比較同意	同意	非常同意
這工作讓我覺得已經找到一份有意義的職業	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
這工作讓我了解如何為我的人生創造意義	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我清楚是什麼原因讓我的工作有意義	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我發現我的工作能讓我成就感	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我的工作對我的個人成長有所幫助	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我的工作能讓我更清楚地認識自己	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我的工作協助我更理解這個世界	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我的工作對這個世界而言可有可無	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我知道我的工作對世界有正面的影響	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我的工作具有遠大的目的	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

下一頁



第四部分：您對目前人生的滿意度

請依自身經驗與感受選擇最符合你的答案

	非常不同 意	不同意	比較不同 意	普通	比較同意	同意	非常同意
目前我的生活大致上和我理想的生活型態相當接近	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
我的生活狀態非常理想	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
對目前的生活感到滿意	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
到目前為止，我能夠在生活中獲得我所想要的事物	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
倘若生活可以重頭來過，我將不會做大幅度改變	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

下一頁

第五部分：請依自身背景與實際狀況選擇最符合你的答案

您的性別

<input type="radio"/> 男	<input type="radio"/> 女
-------------------------	-------------------------

您的年齡

<input type="radio"/> 25歲以下	<input type="radio"/> 滿25歲至30歲
<input type="radio"/> 滿30歲至40歲	<input type="radio"/> 滿40歲至50歲
<input type="radio"/> 滿50歲至65歲	<input type="radio"/> 滿65歲以上

您目前的工作性質

<input type="radio"/> 全部工時	<input type="radio"/> 部分工時
----------------------------	----------------------------

您目前工作的計薪方式

<input type="radio"/> 月薪制	<input type="radio"/> 日薪制
<input type="radio"/> 時薪制	<input type="radio"/> 底薪加業績獎金

您現職的工作年資

<input type="radio"/> 6個月以下	<input type="radio"/> 滿6個月至一年
<input type="radio"/> 滿一年至三年	<input type="radio"/> 滿三年至五年
<input type="radio"/> 滿五年至十年	<input type="radio"/> 滿十年至十五年
<input type="radio"/> 滿十五年至二十年	<input type="radio"/> 二十年以上

您現職的平均月薪

<input type="radio"/> 20,000以下	<input type="radio"/> 滿20,000~25,250
<input type="radio"/> 滿25,250~30,000	<input type="radio"/> 滿30,000~40,000
<input type="radio"/> 滿40,000~50,000	<input type="radio"/> 滿50,000~60,000
<input type="radio"/> 滿60,000~70,000	<input type="radio"/> 滿70,000~80,000
<input type="radio"/> 滿80,000以上	

最高學歷文憑

<input type="radio"/> 高中及以下	<input type="radio"/> 專科
<input type="radio"/> 大學	<input type="radio"/> 研究所及以上



謝謝您的回覆

您的寶貴意見對本研究非常重要，如果您對本問卷有任何疑問或建議，歡迎您與我們聯繫！對於您百忙之中回答此問卷致上最誠摯的感謝。

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指導教授：賴志愷 教授

研究生：李宜庭

Online questionnaire address: <https://www.surveycake.com/s/1vDaw>