A new probabilistic approach to evaluate the effectiveness of employee satisfaction factors

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Abstract

As the change of value system and the quality of life, employees work not only for money but also
for job satisfaction. Human resource management is more important to an enterprise to maintain its
competitive advantages in the era of knowledge economy. Employee satisfaction , been found to be a
key component impact the organization's productivity and customer satisfaction, has become
one of the critical issues in human resource management in resent year. There is a lot of studies
focus on this topic. In this paper, we will combine the employee satisfaction elements with the job characteristics model. A category of job satisfaction will be built. A probabilistic approach based on Kano's model is proposed to assess the effectiveness of factors' functionality provided by organization. Some companies located in Hsinchu Science Based Park in Taiwan are investigated and compare each other by this methodology in the final section. Some suggestions will be proposed to the enterprises and the following researches.

Keyword：Employee Satisfaction, Kano's