

出國報告（出國類別：國際會議）

## 參加「第10屆東亞社會政策國際 研討會」

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## 摘 要

本次「第10屆東亞社會政策國際研討會」(The 10th EASP (East Asian Social Policy Network) International Annual Conference) 於102年7月11-12日在中國大陸北京舉行，由東亞社會政策學會與北京師範大學社會發展與公共政策學院共同舉辦，此次研討會的主題為「快速社會變遷與日益多元化之管理：東亞地區之社會政策回應與轉型治理」(Managing Rapid Social Change and Growing Diversity: Social Policy Responses and Changing Governance in East Asia)。東亞社會政策年會為重要的區域性學術研討會，並已連續辦理10年，具有相當的影響力，此為第一次在中國大陸舉辦。會中除有英國及東亞之著名學者擔任專題演講者外，並有約90篇研究論文於會議中分成4個時段及6個會場同時發表，對於掌握目前東亞社會政策研究趨勢，以及與各國學者進行學術交流及討論有相當的助益。

此次會議在第一天上午及第二天下午分別有兩場專題演講 (keynote speeches)，各有3位及2位知名學者發表演說。此外則是學者及博士生的論文發表時間，共計有4個時段及6個會場。本人的論文被排入第1個時段的第1個會場，該場主題為老化社會與老年 (Aging Society and the Elderly)，本人所發表論文題目為“Work stress, organizational commitment and job satisfaction among care managers in Taiwan’s long-term care system” (工作壓力、組織承諾與工作滿意度：以臺灣長期照顧制度之照管專員為例)。該主題係呼應本次研討會主軸，也顯現東亞社會人口老化快速，對於長期照顧需求的迫切性。而長照體系係屬於勞力密集的社會福利制度，其中照管專員的評估與審核對於該制度的成功又極為關鍵。本人在論文發表過後，有多位日本、韓國及中國大陸學者對於我國的長照制度感到興趣，也希望能有進一步合作或交流的機會。

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## 壹、目的

**（一）發表國際研討會論文：**透過參與重要國際研討會並發表論文，可以促使個人將研究成果轉化為研討會論文，並參酌會中專家學者的意見，可以進一步改寫為期刊論文發表。此對於累積個人研究能量、增加學校國際能見度、與推展我國社會福利制度經驗均有相當的助益。此外，透過學術論文發表也能結識領域與個人相近的國際學者，此亦有助於未來參與國際合作與交流的可能。

**（二）參與重要的國際研討會：**東亞社會政策年會為重要的區域性學術研討會，並已在不同國家連續辦理10年，具有相當的影響力。會中除有英國及東亞之著名學者擔任專題演講者外，並有來自於世界不同地區數十篇研究論文於會議中發表，對於掌握目前東亞社會政策研究趨勢，以及與各國學者進行學術交流及討論有相當的助益。

## 貳、過程

### 7月10日：

本人於上午8時在桃園國際機場搭乘華航CI0511班機直飛中國大陸北京，並約於當地時間11時抵達北京機場，再與台灣同行學者一起搭車至與研討會合作之飯店「北京德勝門假日酒店」(Holiday Inn)。

### 7月11日：

#### 上午

當天上午會議正式開始，首先為3場專題演講，分別由香港嶺南大學 Prof. Alfred Chan（陳章明）、北京師範大學 Prof. Zhang Xiulan（張秀蘭）、以及北京大學 Prof. Xiong Yuegen（熊躍根）主講。Prof. Chan 主要以統計資料顯現東亞地區高齡化的現象，以及各國應該如何因應這些挑戰。Prof. Zhang 則介紹中國大陸在面對社會、經濟、人口快速變遷時，整體社會服務體系應如何重新調整，甚至於再造。Prof. Xiong 則是談到中國的福利體制 (Chinese welfare regime) 及其特色，他特別提到中國福利體制強調倫理、國家能量、制度合法性與課責性，據此，在未來10年由國家主導的社會政策將扮演重要的角色。

#### 下午

參與 Aging Society and the Elderly 兩個場次，並於第一場發表論文。本人的報告為 Work stress, organizational commitment and job satisfaction among care managers in Taiwan's long-term care system. 由於長照制度在東亞各國尚未普遍實施，所以有些學者對於我國的長照制度非常感興趣，也藉機向本人索取一些關於長照十年的資料。此外，則聆聽及參與其他論文的討論。例如香港與大陸學者合寫的論文 – Rethinking aging society: Retirement protection for older people in China and Hong Kong, 主要討論議題為如何利用中高齡人力，例如透過延遲退休制度等等。美國紐約大學社會工作學

院 Prof. Wen-Jui Han and Tazuko Shibusawa 的論文 – Trajectory of physical health, cognitive function, and psychological well-being among Chinese elderly, 則以大型及長期追蹤資料分析華裔老人的生理、認知與心理狀態，並提出那些因素可能影響其健康福祉 (health well-being)。日韓學者合作的論文 – Occupational health issues amongst care workers for the elderly in Japan, 則是討論日本長照制度之照顧服務員的職場健康議題，與本人討論照管專員的議題近似，都是關心長照服務的人力，故會後本人也與日韓學者交換簡報檔與心得。

7 月 12 日：

上午

參與 Family and Care 場次，聆聽並參與論文的討論。印象較深刻的論文為澳洲學者與中國大陸學者合作的長期計畫 – Impact of family foster care, social network and employment channels on adult orphans leaving state-owned child welfare institutions. 該論文的研究場域為山西大同市社會福利院，主要收容被遺棄的孤兒，而其中有不少兒童是身心障礙者。這些孤兒以往在成年離開社福院後，通常會由政府安排工作或協助，但在大陸經濟轉型之後，這些孤兒離院後則需要仰賴自己生活於社區之中。另一篇論文則是香港與大陸學者合作 – Gender division of domestic work in Shanxi Province, China. 該論文以一個 2010 年山西省的調查（樣本數 2,230），分析男女的家務分工。該調查發現該省基本上仍是男主外、女主內的家務分工型態，影響從事家務的主要因素為性別意識型態、時間、資源、與特殊家庭狀況。所得是一個重要的因素，當個人所得增加時，從事家務的時間會跟著減少；然而，所得的影響力仍不易改變既有性別意識型態，以及男主外、女主內的家務分工型態。

下午

參與兩場 keynote speeches，分別由英國牛津大學 Prof. Robert Walker 與我國經建會副主委陳小紅教授主講。Prof. Walker 討論的是「羞恥」(shame)這個概念在貧窮研究的特性。從他在世界不同地方所做的實證研究，從農村型的烏干達與印度，到中國

大陸、南韓、英國、以及都會型的挪威，會由與窮人的訪談中發現他們感受到被較富裕者輕視與羞辱；而在有些國家的社會救助制度中，也會結構性、制度性地讓窮人感到被輕視。我國經建會副主委陳小紅教授則是詳細地介紹臺灣自 2012 年以來所做的年金改革。她提到年金改革的源起來自於財務的永續性，並涉及社會公平性與代間包容性。然而，年金改革的推動並不容易，因此她也由不同的政策利害關係人角度，例如政府、國會、學者、公務人員、勞工、媒體，分析不同年金改革方案所可能帶來的衝擊。雖然這個議題經常見諸於臺灣媒體，但本人仍是首次聽到第一手資料的詳細分析，也使個人對於年金改革有更深入的瞭解，受益良多。

### **7 月 13 日：**

上午參與與研討會合作之旅行社安排的 City Tour 參訪紫禁城、天壇與頤和園，下午則與同行學者一起搭計程車至北京國際機場，預計搭乘晚間 20 時 05 分 CI0518 班機回程，但由於正好遇到蘇力颱風，故班機延至約 22 時起飛，以致於在 7 月 14 日凌晨 1 時才返抵桃園機場。

## 參、心得及建議

### （一）心得

1. 本研討會為東亞社會福利學者每年固定的學術交流，對於東亞地區之福利現況與比較福利研究有相當助益。此外，此會議已然建立其學界聲譽，發表論文由 2005 年的 45 篇增加到 2013 年的 90 篇，論文主題與研究方法的多樣性也更豐富。又本人在此會議中，除遇見原本認識的國外學者，亦結識更多大陸與國外學者，對於未來國際學術交流有相當助益。

2. 本次會議有多篇論文為跨國合作，特別是中國大陸學者與其他國家學者的合作，例如香港、美國、澳洲等等。此次也是中國大陸第一次主辦東亞社會政策學會年會，可見中國大陸在社會政策的研究已急起直追。臺灣的確需要更積極與國外學者合作，並藉由他們對於英語、重要期刊、與學術社群的掌握，強化我國在國際學術研究與發表的地位。

### （二）建議

1. 本會議之參與人員的質量俱佳，對於促進本國與本校之學術國際化有相當大的助益。個人非常感謝本校之贊助得以參與盛會，亦建議本校能多給予類似之出席學術會議補助。

2. 這次研討會的行政安排似乎不太妥當，例如行程與議程直到會議快開始的前兩週才確定；主辦單位參與的人員不多，各場次都只有 1-2 名工讀生在會場協助。提交摘要的論文雖然上百篇，但實際只有 60 幾篇到場發表，以致於很多場次都有發表者缺席的情形。此雖然不是在臺灣辦理的研討會，但這些經驗也可供我們參考，將來避免出現類似情形。



## 肆、附錄

### （一）會議議程

因會議議程僅有 pdf 檔，故接於本檔案最後。

## (二) 發表論文全文

# **Work stress, organizational commitment and job satisfaction among care managers in Taiwan's long-term care system<sup>†</sup>**

**Chao-Yin Lin, Don-yun Chen, I-Chun Liu<sup>\*</sup>**

## **1. Introduction**

As the population structure is aging and the family function is declining, the government in Taiwan has launched a series of social programs to prepare for the elderly care of the society since the late 1990s and aimed to implement a long-term care system primarily on a social insurance basis. As the policy ideas being put into practice, several key issues have emerged during the planning stage, especially the administrative organization and the workforce operating the scheme. It is expected that the Bureau of National Health Insurance (BNHI) will be in charge of the long-term care insurance (LTCI) and care managers will be mandated to assess the LTC needs and to allocate resources on behalf of the BNHI. Nevertheless, the role of care managers is novel in Taiwan's social insurance system, and thus a pilot scheme of care management has been implemented at the county

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<sup>†</sup> Paper prepared for the 10th annual conference of the East Asian Social Policy Research Network (Main theme: Managing Rapid Social Change and Growing Diversity: Social Policy Responses and Changing Governance in East Asia) held at Beijing Normal University, Beijing, China, 11th-12th July, 2013.

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level since 2007 under the Ten-Year Long-Term Care Plan. This study intends to explore the job satisfaction and the possibility of retaining in the Long-Term Care Insurance (LTCI) among care managers working in the present pilot scheme. The perceptions and experiences of those care managers will be of use for the recruitment and management of the workforce in the future, once the LTCI is officially implemented at the national level.

This study has conducted a survey with a total of 278 care managers under the Ten-Year Long-Term Care Plan in 2012, which is expected to last from 2007 to 2016 and would cost about USD 2.6 billion. This paper aims to explore the following questions. What are the working situations of the care managers under the LTC pilot scheme, such as work stress, job autonomy and organizational commitment? What factors might influence the job satisfaction of the care managers? To what extent will care managers under the LTC pilot scheme continue their job after the implementation of the LTCI?

## **2. Literature Review**

### **2.1 Care managers under the LTC programme**

In the Ten-Year Long-Term Care Plan, it is specified that those who want to receive long term care services have to submit their applications to the local LTC centers, and the centers will dispatch care managers to assess the needs of the applicants and their families. This system of care management is not much different from those implemented in other countries. For instance, care management in the U.K. was defined as tailoring resources to need and consisted of a number of core tasks including case-finding, screening, assessment, care planning, arranging services, mentoring and review (SSI/SWSG, 1991; Challis, 1994; quoted from Weiner et al. 2003). Care managers in Taiwan are also engaged in a variety of activities of care management ranging from case-finding to service evaluation, in order to control the quality of LTC care and the effective allocation of resources. The guidance

suggested that the various core tasks of care management could be undertaken by different professionals for an individual service-user, although for people with high needs, a designated care manager would be appropriate and offer continuity of care. Implicit in this is a potential conflict between skill mix and continuity which requires mechanism for resolution. Furthermore, health and social care professionals clearly have overlapping areas of responsibility and it has been shown that their service providers can and do perform similar tasks in the support of frail older people.

As for the qualifications of care managers, different countries might have different requirements. For example, social workers play important roles in the LTC system in the U.K. and Norway; nevertheless, health professionals like physicians, nurses, physical therapists or occupational therapists can work as care managers in Japan, should they pass the certification exams and continue to receive training. In Taiwan, care managers are mainly recruited from eight professionals with university degrees or at least two-year working experiences. Those professions include social workers, nurses, occupational therapists, physical therapists, physicians, dieticians, pharmacists, and those with a master degree in public health and working in related care industry for at least two years.

According to a recent study by Liu et al (2012), care managers in Taiwan often reported that their jobs were stressful, with a lot of caseloads and diversified tasks. Moreover, the payment was low and the working hours were long. Although care managers worked for local governments, their job status was not as secure as civil servants. Given these working conditions, some care managers intended to leave the centers of care management and find other jobs. Since care managers need to maintain good relationships with clients as well as welfare resources in the communities, it may not be good to have a high turnover rate in the LTC care management. Moreover, it is estimated that around 2,358 care managers and 476 supervisors might be needed after the implementation of the LTCI. Therefore, the retention of present care managers as well as their expertise in LTC

would be very important. In addition, the working conditions of care managers might be improved if we have better knowledge about factors relating to their work stress, organizational commitment, job satisfactions as well as intention to stay in the LTC. However, there has not much research about job satisfaction among care managers, though a few studies about nurses or social workers.

Against the background of ‘post-welfare’ social care, the care manager stands as a stressed, anxious and tired practitioners battling against the odds to provide a service to client groups who appears to be in personal need. Despite this, such attempts often fail to succeed due to the barriers of excessive bureaucracy (OC, JA, JV) and a constraining and apparently ever-dwindling budget (Money). It has been found that such deskilling removes choice and autonomy from the experience of work, as well as displacing any need for the regular use (or refinement) of knowledge and the application of theory (Carey, 2003). The lost of passion for the profession – many of the care managers enter the profession due to personal experiences, such as parenting disabled children or caring for people with terminal illness. Each year many social workers decide to move on elsewhere, as the environments of formal care become ever more uninviting and hostile to the values of compassion, care and empowerment (Carey, 2003).

## **2.2 Job satisfaction and its relating factors**

There are several factors might related to job satisfactions and intention to leave, such as work stress, organizational commitment, and job characteristics. Paille (2011) pointed out that job satisfaction can fully mediate the relationship between stressful work and intention to leave<sup>12</sup>. His research about the profession of engineers suggested that an

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<sup>1</sup> Job stress increases job dissatisfaction, thereby motivating decisions to quit and absenteeism. However, rare are the studies that examine job satisfaction rather than job dissatisfaction under work environment pressure (Padsakoff, LePine, and LePine, 2007; quoted from Paille, 2011).

<sup>2</sup> Job stress is a condition or situation at work that required an adaptive response on the part of the employee (Tang, 2008).

employee who experienced job satisfaction can support stressful work induced by his or her professional environment. He suggested that future research might collect data from different professional such as nurses. Although engineers and nurses are different occupations, similar findings can be expected. Because the literature on nursing indicates that this occupation is characterized by cumulative shortage (Jean, 2005), a high turnover environment (Hayes et al, 2006) and stressful work (Seccombe and Smith, 1997), occupations such as nursing should be examined to detect possible invariants. Lu et al. (2007) also claimed that understanding nurses' job satisfaction is important, as this is a key factor in nurses' turnover (Getahun, et al.). However, there has not much research about job satisfaction among care managers, though a few studies about nurses or social workers.

Job satisfaction refers to a collection of feelings toward the job. Satisfied employees would seem more likely to talk positively about the organization, help others, and go beyond the normal expectations in their job (Robbins, 2005; quoted from Tang, 2008). Job satisfaction is generally viewed as the degree to which a person likes his or her job and is frequently studied across a wide array of disciplines, including social and human service professions (quoted from Allen et al. 2004; Lu, 2007). High levels of job satisfaction and organizational commitment have been linked to extra work, creativeness, innovativeness, productivity and positive employee social responsibility (Clegg and Dunkerley, 1980; Mathieu and Zajac, 1990; Witt, 1990; quoted from Allen et al. 2004). Conversely, low levels of job satisfaction and organizational commitment have been associated with reduced performance, psychological withdrawal, burnout, tardiness, absenteeism, and turnover. Akanbi () indicated that when a workers is dissatisfied with his or her job, the employee may have negative emotions. The consequence is that he or she may start to think about quitting. The decision process will begin with the individual identifying and evaluating alternatives, about whether to quite or to stay on in their job.

### 2.2.1 Work stress

**Work stress** has emerged as one of the most acute problems, throughout the world and damaging the health and well-being of employees and organizations (Tiwari and Mishra, 2008). Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint or demands related to what he or she desires and for which the outcome is perceived to be both uncertain and important (Schuler, 1980; quoted from Tang, 2008). Job stress is generally defined in the literature as an employee's feelings of job-related hardness, tension, anxiety, frustration, worry, emotional exhaustion and stress (Cartwright and Cooper, 1997; quoted from Allen et al, 2004). Occupational stress has also been found to be a major factor related to the job satisfaction of nurses (Blegen, 1993, quoted from Lu et al., 2007).

### 2.2.2 Job characteristics

**Job characteristics** pertain to the attributes associated with a particular job, and include areas such as job variety, skill variety, job stress, task significance, task identity and supervision (Allen, et al. 2004). **Job autonomy** is generally defined as the degree of freedom that employees have in making job-related decisions (Agho et al., 1993; quoted from Allen, 2004). It has also been defined as “independence in thought, goal-setting, and determination of work methods” (Buffum and Ritvo, 1984; quoted from Allen, 2004). **Job variety** is the degree of variation in the job (Price and Mueller, 1986; quoted from Allen, 2004). Some research measures its opposite, routinization. According to Ross and Reskin (1992), “job autonomy and non routine work signal occupational self-direction”, this is a positive outcome for most employees.

Role ambiguity and role conflict are the most studied stressors in occupational stress research. **Role ambiguity (or job variety)** is the extent to which employees are uncertain about what their job functions and responsibilities are. For example, inadequate or

confused information about what work the nurse should cover the limits of the role and other people's expectations of how the nurse's role fits in with their expectations produce role ambiguity. **Role conflict** arises when people experiences incompatible demands either at work or between work and non-work, such as nurses attempting to satisfy a number of incompatible demands arising from other people's expectations of his/her role (Lu et al., 2007; Tang, 2008).

### **2.2.3 Organizational commitment**

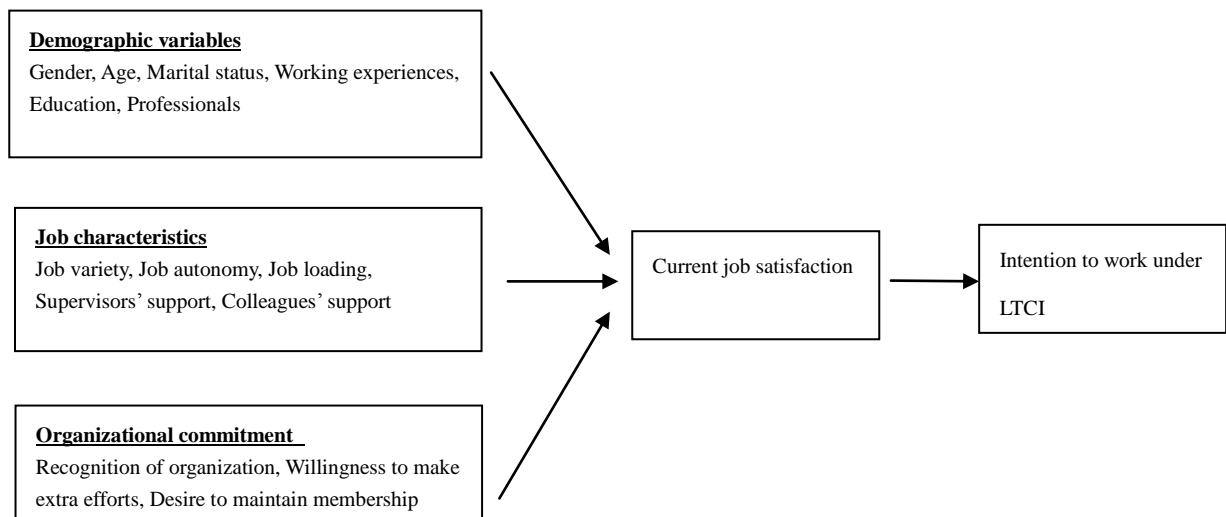
Organizational commitment is generally defined as having the core elements of loyalty to the organization, identification with the organization (e.g. pride in the organization and internalization of the goals of the organization), and involvement in the organization (e.g. personal effort made for the sake of the organization) (Mowday et al., 1979; quoted from Allen et al. 2004). Zajac (1990) shows the results of meta-analysis that there is a strong correlation ( $r=0.49$ ) between organizational commitment and global job satisfaction, and the results shows that organizational commitment is related also to age and gender (quoted from Tang, 2008).

Organizational commitment has been found to be positively related to job satisfaction of hospital nurses (quoted from Lu et al., 2007). High level of work stress leads to low level of job satisfaction. Low level of job satisfaction leads to low level of commitment. Low level of commitment leads to high level of intention to quit (Bytyqi, et al. 2010). Organizational commitment was found to discriminate better between stayers and leavers than did the various components of job satisfaction. (Porter, et al. 1974). Such commitment can generally be characterized by at least three factors: (a) a strong belief in and acceptance of the organization's goals and values; (b) a willingness to exert considerable effort on behalf of the organization; (c) a definite desire to maintain organizational membership. Some evidence exists that a stated intention to remain with the organization,



a component of commitment, is strongly and inversely related to turnover (Atchison & Lefferts, 1972; Kraut, 1970).

Based on the aforementioned discussion, this study intends to explore the factors influencing the job satisfaction and the intention to stay among care managers working in the present Ten-Year Long Term Care plan in Taiwan. The possible relations among demographic variables, job characteristics, organizational commitment, job satisfaction and the intention to stay could be presented as the following framework and that were verified with an empirical study taken in 2012.



**Figure 1: Research Framework**

### 3. Data and Methods

This study has conducted a survey with a total of 278 care managers under the Ten-Year Long-Term Care Plan in 2012. The survey was concerning the job satisfaction and the intention to stay in the LTCI among care managers. There were several dimensions to look at the determinations of job satisfaction and their intention to stay. First, **demographic variables** include gender, age, marital status, education, professional, and

their working years in the LTC. Second, the questions of job characteristics were adopted from the scale developed by Karasek and Theorell (1990). Job characteristics could be divided into job variety (6 items), job autonomy (3 items), job loading (4 items), supervisors' support (4 items), and colleagues' support (4 items). Third, the questions of organizational commitments were adopted from the scale developed by Porter et al. (1974). Organizational commitments could be divided into recognition of organization (8 items), willingness to make extra efforts (3 items), and desire to maintain membership (4 items). The dependent variable of 'Job satisfaction' was assessed according to the question: 'To what extent are you satisfied with your job?' The answers ranged from 'very dissatisfied' (1) to 'very satisfied' (10). The dependent variable of 'Intention to stay' was classified into 'no/not sure' (0) and 'yes' (1). Since quitting a job involves a process of decision and therefore we classified the intention to stay into 'yes' and 'not sure'. There were only three cases firmly sure that they would leave the job after the implantation of the LTCL.

## 4. Results

### 4.1 Descriptive statistics

**Table 1: Descriptive Statistics of key variables**

	<b>Means</b>	<b>St. Dev.</b>	<b>Cases</b>
Gender (Male)	0.04	0.187	194
Age	34.78	6.082	194
Marriage (Married)	0.56	0.497	194
Degree (University and Above)	0.93	0.251	194
Prof_Social work	0.13	0.336	194
Prof_Otherse	0.2	0.402	194
Working experiences (years)	3.4914	2.45091	194
Job_Variety	16.75	1.886	194
Job_Autonomy	8.54	1.404	194
Job_Loading	15.83	1.968	194
Supervisor_Support	10.84	2.461	194

Colleagues_Support	12.86	1.851	194
Recognition of organization	38.98	6.67	194
Willing to work extra	14.66	2.817	194
Desire to stay	17.3	3.607	194
Job satisfaction	6.18	1.535	194
Intention to stay	0.56		228

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## 4.2 Reliability analysis

**Table 2: Reliability analyses**

Scale Name	Number of items	Cronbach's Alpha	Mean	Variances
Job_Variety	6	.526	2.806	.324
Job_Autonomy	3	.671	2.814	.018
Job>Loading	5	.687	3.184	.018
Supervisor_Support	4	.906	2.691	.012
Colleagues_Support	4	.892	3.211	.004
Recognition of organization	8	.814	4.865	.323
Willing to work extra	3	.642	4.880	.239
Desire to stay	4	.648	4.269	.480

## 4.3 Regression model for 'Job satisfaction'

**Table 3: Regression model for 'Job satisfaction'**

	Beta	T	Sig.
<b>Independent Variables</b>			
Gender	-.046	-.799	.425
Age	.062	.997	.320
Marriage	-.096	-1.587	.114
Degree	.081	1.440	.152
Sw_dumm	.001	.022	.982
Other_dum	.030	.536	.593
Working Experience	.064	1.114	.267
Job_Variety	.082	1.227	.221
Job_Autonomy	.028	.433	.665
<b>Job&gt;Loading</b>	-.229	-3.896	<b>.000</b> ***
Supervisor_Support	.051	.818	.414
Colleagues_Support	.000	-.005	.996
<b>Recognition of org</b>	.366	3.709	<b>.000</b> ***
Willing to work extra	.000	.002	.998
<b>Desire to stay</b>	.201	2.690	<b>.008</b> **
Sig.=0.000			
Adusted R <sup>2</sup> =0.438			

#### 4.4 Logistic Regression model for ‘Intention to stay’

**Table 4: Logistic Regression model for ‘Intention to stay’**

Independent variables	Beta	S.E.	Sig.	Exp(Beta)
Gender	-1.600	1.347	.235	.202
Age	.014	.038	.713	1.014
Marriage	.192	.438	.660	1.212
Degree	1.412	.863	.102	4.103
Sw_dumm	-.292	.649	.653	.747
Other_dum	-1.392	.513	.007	.249
Working Experience	-.003	.084	.974	.997
Job_Variety	.083	.146	.571	1.086
Job_Autonomy	-.183	.175	.295	.832
Job>Loading	.002	.113	.989	1.002
Supervisor_Support	.091	.089	.305	1.095
Colleagues_Support	-.107	.117	.360	.899
Recognition of org.	.044	.057	.438	1.045
Willing to work extra	.085	.110	.440	1.089
Desire to stay	.306	.086	.000	1.358
Job satisfaction	.460	.177	.009	1.584

N=186  
-2Log Likelihood=162.366  
Nagelkerke R<sup>2</sup>=0.516

## 5. Discussion and Conclusion

The results showed that around 58% of the respondents would retain in the job after the implementation of the LTCI, and the average score of job satisfaction was 6.23 out of 10.

The results showed that there are relations between job satisfaction and intention to stay. Job loading, recognition of organization and the desire to stay has impacts on the degree of job satisfaction.

Those who did not receive professional trainings in nursing or social work had higher intention to quit as care managers after the implantation of the LTCI. However, those who were more satisfied with their jobs and had a stronger desire to maintain the job tended to

be more likely to stay in the LTCL.

The reasons for not willing to stay in the job included the failure to secure a position in the civil service (28.9%), heavy work loading (25.2%) and poor payments in contrast to their devotions to the job (24.4%).

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### (三) 活動照片

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**EASP 10th International Conference****Managing Rapid Social Change and Growing Diversity:  
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## Overview

10th EASP international conference

**Managing Rapid Social Change and  
Growing Diversity:  
Social Policy Responses and  
Changing Governance in East Asia**

11-12 July 2013, Beijing Normal University, Beijing, China

East Asian countries and communities are facing new social challenges as result of rapid social change and growing diversity. Fast changing economies and societies in East Asia present a rather complicated picture and their experiences may be different from other countries in the world in terms of their speed, cultural aspects and complexity. In managing these challenges, governments are developing social policies and the East Asian welfare states are going through some restructuring. Historical background and unique features also pose new questions as to the future path and characteristics of governance in the region. The EASP international conference will provide a forum for lively discussion to address a range of issues relating to these challenges, identify future research agenda and discuss the role of social policy.

- Stream 1: Education
- Stream 2: Family and care
- Stream 3: Health and Well-being
- Stream 4: Housing
- Stream 5: Immigration and diversity
- Stream 6: Ageing society and the elderly
- Stream 7: Labour Markets
- Stream 8: Political Economy of Welfare and Welfare regimes
- Stream 9: Social Protection and Income Maintenance
- Stream 10: Economic & Environmental Sustainability
- Stream 11: Governance

**Keynote Speakers**

- Prof. Alfred Chan (Lingnan University, Hongkong)
- Prof. Zhang Xiulan (Beijing Normal University, China)
- Prof. Xiong Yuegen (Peking University, China)
- Prof. Nancy Chen (National Chengchi University, Taiwan)
- Prof. Robert Walker (University of Oxford, UK)

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Paper Session 1: 11th July, 13:00-15:00

Room A: Yingdong Auditorium, Yingdong Conference Hall Room B: Lecture Room 2, Yingdong Conference Hall Room C: Lecture Room 3, Yingdong Conference Hall	Room D: Room 2026, North Main Building Room E: Room 2033, North Main Building Room F: Room 2023, North Main Building
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<b>1.1 Ageing Society and the Elderly (Room )</b> Moderator: Masao Yamasaki	
Tang Yong	1.1.1 Burden, social support, obligation of filial piety and psychological wellbeing among Chinese caregiver of frail elderly
Chan Kam Wah and Li Juan	1.1.2 Rethinking ageing society: retirement protection for older people in China and Hong Kong
Chao-Yin Lin, I-Chun Liu and Don-yun Chen	1.1.3 Work stress, organizational commitment and job satisfaction among care managers in Taiwan's long-term care system
Che-Ying Lin	1.1.4 Total quality management for home care in Taiwan
Henglien Lisa Chen	1.1.5 Horizontal and vertical partnership working in long-term health and social care system

<b>1.2 Health and Well-being (Room B)</b> Moderator: Hyosin Kim	
Agus Pramusinto	1.2.1 Minimum service standard in health sector in Indonesia: problem of concept and implementation
Byong-Hee Cho, Taekyun Yoo and Sung-Won Yun	1.2.2 The effect of benefit restraint measure on the late payers' likelihood of paying missed health insurance premium payments: the case of Korean National Health Insurance system
Fang Lijie	1.2.3 Rebuild the health service blueprint: reviewing of the new health reform (from 2009 to 2012)
Jin Young Moon	1.2.4 A study of "Happiness": can money buy happiness?

<b>1.3 Governance (Room C)</b> Moderator: Jiabao Sun	
Fung Chi Ching	1.3.1 How does the China's foreign relations (central government policy) interacting with local governance: quantitative study on Hong Kong case
Gyu-Jin Hwang	1.3.2 How fair is Korea's welfare state?
He Jingwei	1.3.3 Reforming corporate governance of Chinese public hospitals: autonomization of centralization?
Hwayoung Lee and Minah Kang	1.3.4 Principal-agent relationship in International Development Assistance

<b>1.4 Labour Market (Room E)</b> Moderator: Sophia Seung-Yoon Lee	
Chan, Li-Ying	1.4.1 Transformations of industrial relations in Taiwan from 1949 to 2012
LIU Lixiang	1.4.2 The analysis of employee assistance programs in providing social support – Based on the social welfare system
Shu-jung Li	1.4.3 The working poor in New Taipei City
Ka Ho Mok and Andy Green	1.4.4 Expansion of Higher Education, changing labour market needs and social mobility: A dialogue between Europe and East Asia

<b>1.5 Family and Care (Room D)</b>	Moderator: Pei-Yuen Tsai
Chien-Chung Huang, Shuang Lu, Yi-Ting Lin and Juliann Vikse	1.5.1 Social welfare and status of left-behind children in China
Junko Yamashita and Naoko Soma	1.5.2 Double burden caring for both older people and children
Leung Lai-ching	1.5.3 Children in crisis: the impact of children witness violence at home

<b>1.6 Postgraduate (Room F)</b>	Moderator: Koeun Park
Kiwako Kase	1.6.1
Huiwen Xu	1.6.2 Aging village doctors in five countries in rural China: a cross-sectional study
Makiko Morita	1.6.3 Local welfare arrangements and social networks of older people in Denmark and Japan

Paper Session 2: 11TH July, 15:20-17:20

Room A: Yingdong Auditorium, Yingdong Conference Hall Room B: Lecture Room 2, Yingdong Conference Hall Room C: Lecture Room 3, Yingdong Conference Hall	Room D: Room 2026, North Main Building Room E: Room 2033, North Main Building Room F: Room 2023, North Main Building
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<b>2.1 Ageing Society and the Elderly (Room A)</b> Moderator: Chan Kam Wah	
Lavanchawee SUJARITTANONTA and John Walsh	2.1.1 Longstay for foreign elderly tourists: impact on the Thai Society & economy
Masao Yamasaki	2.1.2 Succession of intuition and pertinent engineering experience in an aging society with an overall low birth rate
Song-Lin Huang, Chiu-Yen Yang and Yu-chia Chen	2.1.3 Does the resilience of elderly groups affected reminiscence treatment? – Differences in effectiveness between Hakaka & Hoklo elderly people in Taiwan
Wen-Jui Han and Tazuko Shibusawa	2.1.4 Trajectory of physical health, cognitive function, and psychological well-being among Chinese elderly
Agensonosono Yoshiko, An Seung- Hee, Hori Takaki and Kamozawa Saori	2.1.5 Occupational health issues amongst care workers for the elderly in Japan

<b>2.2 Social Protection and Income Maintenance (Room B)</b> Moderator: Misa Izuhara	
Arun R. Swamy	2.2.1 The role of social policy in building support for political reform: Sandwich coalitions and state-building in Thailand and the Philippines
Yanyan Chen	2.2.2 Does social policy respond to the multi-stresses of the urban aged poor in China? – Qualitative evidence from Beijing
He-chiun Liou	2.2.3 An exploratory study of social exclusion and material deprivation in Taiwan
Chen-xi HUANG	2.2.4 Migration, vulnerability and social protection: Why floating population in China are more likely excluded from social security programs

<b>2.3 Governance (Room C)</b> Moderator: Gyujin Hwang	
J. A. Berlie	2.3.1 An essay on governance and gaming industry in the Macau SAR
Hyosin Kim, Gun Jeong Lee and Minah Kang	2.3.2 Is protection of women's rights good for population health status?
Jiabao Sun	2.3.3 Hukou reform and social inequality
Li-hsin Chuang	2.3.4 The correlation between social capital and partnership – An empirical study on social service organizations in Taiwan

<b>2.4 Labour Market (Room E)</b> Moderator: Ka Ho Mok	
Wing Kit Chan	2.4.1 From disadvantaged students to jobless graduates: The dynamics of poverty encountered by the educated youth in China

Sophia Seung-yoon Lee and Yun-young Kim	2.4.2 The generation lost in transition: Precarious labour market and pension reform in Korea and Italy
Yang Weiguo and Minna van Gerven	2.4.3 The European Union's flexicurity model: is China learning from or teaching Europe?
Kinglun Ngok	2.4.4 Social management innovation and its implications for social policy development in China

<b>2.5 Family and Care (Room D)</b> Moderator: Junko Yamashita	
Min-Chul Hwang	2.5.1 The study on process of Korean-language acquisition among immigrant wives in Korea
Lo Ka Wing Sally	2.5.2 Family policy in Hong Kong: A Review from Gender Perspective
Pei-Yuen Tsai	2.5.3 Childcare policy changes in Taiwan: Recent issues and debates
Peter Abrahamson and Byung-cheol Kim	2.5.4 Social generations and development or welfare institutions: A comparative study on elderly care in East Asia and Scandinavia

<b>2.6 Health and Well-being (Room F)</b> Moderator: TaeKyun Yoo	
Khorolsuren Lkhagvasuren et al.	2.6.1 Assessment of human resource and financing of current health information system in Mongolia
Lizhen	2.6.2 The impact of prescriptions audit and feedback for antibiotic and injection use in rural clinics: interrupted time series with segmented regression analysis
Chen Nie	2.6.3 Home ownership ideology of young people in transitional urban China

Paper Session 3: 12th July, 09:00-10:30

Room A: Yingdong Auditorium, Yingdong Conference Hall Room B: Lecture Room 2, Yingdong Conference Hall Room C: Lecture Room 3, Yingdong Conference Hall	Room D: Room 2026, North Main Building Room E: Room 2033, North Main Building Room F: Room 2023, North Main Building
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<b>3.1 Family and Care (Room A)</b> Moderator: Peter Abrahamson	
Pi-Hua Chao, Chin-Fen Chang and Ying-Ling Huang	3.1.1 Spatial analysis and welfare services resources of married immigrants locate in Taipei
Raymond K. H. CHAN and Ying WANG	3.1.2 Managing rapid social change and growing diversity: Social policy responses and changing governance in East Asia
Tianshu Zhao	3.1.3 The inequality in children's health care and the affecting factors: Based on analysis of data of CHNS (1989-2011)
Tsung-kuo Tienliu and Wen-Tsung Lai	3.1.4 The comparison of traditional and fuzzy questionnaires in psychology application by fuzzy theory
Karen R. Fisher and Xiaoyuan Shang	3.1.5 Impact of family foster care, social network and employment channels on adult orphans leaving state-owned child welfare institutions

<b>3.2 Social Protection and Income Maintenance (Room B)</b> Moderator: Arun R. Swamy	
Lih-Rong Wang	3.2.1 Gender-inclusive policy at risk management: From a data-driven approach
M. Ramesh and Alfred M. Wu	3.2.2 Poverty alleviation and cash transfers in urban China: Evidence from household survey
Maggie LAU, David GORDON, Christina PANTAZIS and Eileen SUTTON	3.2.3 Poverty and social exclusion in Hong Kong

<b>3.3 Governance (Room C)</b> Moderator: He Jingwei	
Tiannan Zhou	3.3.1 Relationship between governance and its contemporary value
Xuan-Olivia Jiang	3.3.2 Encouraging rental housing reinvestment: Comparative study on communities in Cleveland, US and Shenzhen, China
Yuan-shie Hwang and Li-hsin Chuang	3.3.3 'Rhetoric' or 'Reality'? – Partnership in social services

<b>3.4 Political Economy of Welfare and Welfare Regimes (Room E)</b> Moderator: Young Jun Choi	
Chunhou Zhang	3.4.1 Political integration, communication, cultural socialization and nation-state identity adaptation: A comparative study in historical, international and China domestic perspectives
Huisheng Shou	3.4.2 Shared protection and institutional dynamics of welfare transition in East Asia
Matthias Stepan	3.4.3 Institutional change and the advent of modern social policies in China
Ming-ju Wu	3.4.4 Toward a welfare society based on community development: Initial observation of Taiwan



<b>3.5 Postgraduate (Room D)</b> Moderator: Makiko Morita	
Koeun Park and Yun-young Kim	3.5.1 A childcare policy for shifting from M to reverse-U shape: By comparing 5 countries
Maricel T. Fernandez	3.5.2 The social health insurance policy: The Philippine experience
NAN Fang	3.5.3 Review of China's national strategy and policy framework of disaster risk reduction through child rights perspective

<b>3.6 Education (Room F)</b> Moderator: William Yat Wai Lo	
Guangshen Gao	3.6.1 Influencing education policy by piloting done by NPO
Han Xiao	3.6.2 Decentralization or recentralization: the development of TNHE in Mainland China
Jinxin ZHU and Magdalena Mo Ching MOK	3.6.3 Feedback as predictor of primary students' mathematics achievement



Paper Session 4: 12th July, 10:45-12:15

Room A: Yingdong Auditorium, Yingdong Conference Hall Room B: Lecture Room 2, Yingdong Conference Hall Room C: Lecture Room 3, Yingdong Conference Hall	Room D: Room 2026, North Main Building Room E: Room 2033, North Main Building Room F: Room 2023, North Main Building
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<b>4.1 Family and Care (Room A)</b> Moderator: Karen R. Fisher	
Tianshu Zhao	4.1.1 Path dependence in transformation of medical assistance to urban poor children: A case study in Shanghai
Ya Wen	4.1.2 Social work intervention for building social support networks for migrant children in China
Xiaoyuan Shang and Karen R. Fisher	4.1.3 Negative impact of social exclusion on identity of orphans in China
YU Yangping, AU LIU Suk Ching Elaine	4.1.4 Societal responses to the problem of young adolescents running away from home in China: the role of the government
Yu-Hsiang Chou, Shu-Yung Wang and Shwn-Jen Lee	4.1.5 The preliminary analysis of the shifting boundary of care responsibility in East Asia welfare regime – a case study of disability policy in Taiwan

<b>4.2 Social Protection and Income Maintenance (Room B)</b> Moderator: Lih Rong Wang	
Misa Izuhara	4.2.1 The 'transitional generation' and welfare systems: Housing of the 30-somethings in Japan
Tsung-hsi Fu	4.2.2 Comparing two waves of public reform in Taiwan: 2000s and 2010s
Ume Laila	4.2.3 Impact of microfinance on poverty alleviation in Pakistan
Vincent W. P. Lee	4.2.4 Different welfare mentalities and approaches of the two special administrative regions: A study of the development of retirement protection and pension systems in Hong Kong and Macau

<b>4.3 Social Protection and Income Maintenance (Room C)</b> Moderator: Maggie Lau	
Yei-Whei Lin	4.3.1 The increasing interest in non-contributory pensions in East Asian old-age policy: The politics of Taiwan's two-decade policy implementation
Yun-Hsiang Hsu	4.3.2 Market or government works? Comparing recipients' labor market performance in four types of active labor market programs
Yuhong Zhu, Yanyan Chen and Kwong-Leung Tang	4.3.3 A remedy to poverty? Comparing the development of food banks in Hong Kong and Canada

<b>4.4 Political Economy of Welfare and Welfare Regimes (Room E)</b> Moderator: Matthias Stepan	
WANG Ting	4.4.1 Changing factory regimes? Two case studies of Chinese domestic factories in Beijing
Won Sub Kim	4.4.2 Globalization and social policy in East Asia
WU Xiaofang	4.4.3 Ongoing social exclusion? Political economy of local social insurance reform in China
Young Jun CHOI	4.4.4 When the system cannot cope with: the political of social

	risks in East Asian welfare states
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<b>4.5 Postgraduate (Room D)</b> Moderator: Yunyoung Kim	
WANG Yini	4.5.1 Impacts of the essential medicines policy on the cost of outpatient visit in Qingdao Jiaonan
Xiaolin Yang	4.5.2 Including internal migrant workers in the welfare reform in Guangzhou, China: What is under reform?
Yu Yuehui	4.5.3 Is medicare beneficiaries' moral hazard a real problem: Evidence from China health and retirement longitudinal study

<b>4.6 Education (Room F)</b> Moderator: Jinxin Zhu	
Liu QianWei	4.6.1 Combination of school social work and the China education system
Louis Li, Vincent Lee and Alan Lam	4.6.2 Inclusive education in Hong Kong secondary schools
William Yat Wai Lo	4.6.3 How is China a factor affecting Hong Kong's education? The development of education under "one country, two systems"