

雇主及大學教師對應用外語系大學畢業生就業特質調查之研究

徐碧雲

朝陽科技大學應用外語系 助理教授

邱婉菁

國立彰化師範大學商業教育系 博士生

摘要

近年來，教育部及台灣各大專院校已經逐漸的重視雇主對大學畢業生在職場上表現的看法。大專院校的基礎教育及專業技能學習對大學生的未來是否有實質上的幫助，這正是現今各大學所注重並想要探討的。本研究目的在於調查雇主對大學應用外語系畢業生專業技術、基本知識及工作能力的滿意度以及探討應用外語系所提供的課程規劃是否符合職場上雇主的需求。另外，研究者也試圖分析雇主的需求與應用外語系所課程之間的差異。

研究對象為 74 位聘用應用外語系畢業生之雇主及 22 位任職於中部朝陽科技大學應用外語系之專兼任教師。研究工具為雇主對畢業生之滿意度問卷及課程委員對課程規劃之重要性問卷。問卷分析經由描述性統計、獨立樣本 *t* 檢定及相依樣本 *t* 檢定作量化分析及討論。

研究結果指出：一、超過 90% 的雇主滿意應用外語系畢業生在職場上的表現。二、超過 90% 的雇主同意應用外語系的畢業生已經為進入職場作完全的準備，包括外語訓練、一般技能、專業性技能及特殊技能。三、結果顯示應用外語系教師與雇主對課程訓練及規劃有顯著差異，教師的評分均高於雇主評分，顯示教師規劃課程時對學生的期望較高，並且非常重視

課程的規劃。

本研究提供雇主對應用外語系畢業生的看法及建議，並深入了解雇主及應用外語系教師的看法及認知上的不同。此研究結果希冀提供大學應用外語系課程規劃及專業訓練有效的評估及回饋，並且給予應用外語系專業教師未來課程大綱規劃之參考。

關鍵詞：雇主滿意度、大學畢業生職場表現、課程規劃、大學教師意見

Assessing College Graduates' Attributes of Employability: Perceptions of Employers and Educators

Pi-Ying Hsu

Chaoyang University of Technology
Department of Applied Foreign Languages, Assistant Professor

Wan-Ching Chiu

National Changhua University of Education
Department of Business Education, Doctoral Student

Abstract

In recent years, the study of employers' perceptions toward graduates' performance is getting considerable attention from both of the Ministry of Education and colleges/ universities in Taiwan. This study was to investigate the perceptions of both employers and university faculty about professional skills, knowledge content, and employability needed by employers and provided by the Department of Applied Foreign Languages (AFL) in Taiwan. The quantitative research was implemented from 2009 to 2010 academic years. An Employer Satisfaction Survey was sent to the employers who hire AFL graduates as employees and the Curriculum Importance Survey for the Faculty was responded by the AFL faculty members. Data from seventy-four employers and twenty-two faculty members were analyzed by descriptive statistics, paired samples *t*-tests, and independent samples *t*-tests. Results indicated that (1) over 90% of employers were satisfied with AFL graduates as their employees at work; (2) over 90% employers agreed AFL graduates were well-prepared on foreign languages and general skills, professional knowledge

and judgment, quality of work, and particular skills; and (3) there were significant differences between employers and faculty members because faculty members rated importance of every category extremely higher than employers did. It is hoped that throughout the two surveys, this paper may provide an effective assessment and feedback for most AFL Departments.

Key words: employers' satisfaction, college graduates' attributes, importance, curriculum.