

MEO08

A STUDY ON THE RELATIONSHIP AMONG WORKLOAD, WORK STRESS, AND RETENTION INTENTION: AN ANALYSIS OF DIFFERENCES IN WORKING HOUR DISCREPANCIES

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Abstract

In recent years, artificial intelligence (AI), an information technology and application, has been constantly innovating. Taiwan's information industry plays an important role on this area in the world. The long working hours and discrepancy in Taiwan's information software and service industry is a common phenomenon, causing talent loss to be a serious challenge for this enterprises. However, few studies focus on whether the working hour discrepancy has interactive effects on employee retention, workload, and work stress for this industry. In addition to exploring the relationship between workload, work pressure and retention intention, this study also attempts to clarify whether work stress has a mediating effect between workload and retention intention, and further examines whether the working hour discrepancy is a moderator among these relationships. The results show that workload has a significant positive impact on work stress, work stress has a significant negative impact on retention intention, and the working hour discrepancy plays a moderator between work stress and retention intention, but work stress has no mediating effect between workload and retention intention.

Conference Track

Management, Entrepreneurship, and Organization