

Psychological Contract Violation and Its Impact on Job Satisfaction Level: A Study on Subordinate Employees in Enterprises of Hanoi, Vietnam

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Abstract : Psychological contract violations may lead to damaging an organization through losing its potential employees; it is a very significant concept in understanding the employment relationships. The authors selected contents of psychological contract violation scale based on the nine areas of violation most relevant to managerial samples (High pay, training, job security, career development, pay based on performance, promotion, feedback, expertise and quality of co-workers and support with personal problems), using regression analysis, the degree of psychological contract violations was measured by an adaptation of a multiplicative scale with Cronbach's alpha as a measure of reliability. Through the regression analysis, psychological contract violations was found have a positive impact on employees' job satisfaction, the frequency of psychological contract violations was more intense among male employees particularly in terms of training, job security and pay based on performance. Job dissatisfaction will lead to a lowering of employee commitment in the job, enterprises in Hanoi, Vietnam should therefore offer lucrative jobs in terms of salary and other emoluments to their employees.

Keywords : psychological contract, psychological contract violation, job satisfaction, subordinate employees, employers' obligation

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