Influence of Specialized Human Capital Level on Job Satisfaction of Technical Employees: A Case Study of Automobile Maintenance Industry in Kunming, China

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Abstract

Due to a serious shortage of technical employees that the automobile maintenance industry in Kunming is facing, this paper focuses on whether the improvement of the level of specialized human capital would affect the job satisfaction of technical employees in the automobile maintenance industry using the questionnaire and interview. Based on the data obtained from the sampling survey of automobile maintenance industry in Kunming, this it discussed the correlation between the level of specialized human capital and the job satisfaction of technical employees by substitution variables of company tenure, training investment, training times, technical titles, job hierarchy, relationship, and transfer. The results showed that the level of specialized human capital has a positive impact on the job satisfaction of technical employees. Training input, relationship, and transferability have positive effects on job satisfaction of technical employees in the automobile maintenance industry, which fills in the research status of specialized human capital.

Keywords: Automobile Maintenance Industry, Level of Specialized Human Capital, Technical Employees, Job Satisfaction

1. Introduction

With the steady and continuous growth of the car parc, the number of automobile maintenance personnel simply cannot meet the needs of the automobile maintenance industry. Besides, due to the trend of mechatronics and the short cycle of automobile technology renewal, the quality requirements for automobile maintenance personnel are gradually increasing. However, the reality is that people who have really received professional school training and have both practical experience, technology, and management ability are something extremely rare. The personnel structure, therefore, seriously affects the further development of the automobile maintenance industry. Driven by both the demand and the quality of demand, the shortage of talents in the automobile maintenance industry is particularly prominent. The author found that Kunming City in Yunnan Province is facing this problem, so the shortage of technical talents in the automobile maintenance industry is explored in this thesis.

In order to further understand this problem, the author has read and studied the relevant research on technical employees. The results showed that although scholars discuss solutions from different theories, they all pay close attention to the training of technical employees, and on-the-job training of employees is often an important way to accumulate specialized human capital. Scholars also defined the human capital of technical employees as specialized human capital and put forward corresponding solutions to the shortage of technical employees from the perspective of specialized human capital. Researchers believed that on-thejob training and technical training for technical employees are both considered as investments in specialized human capital.

Therefore, scholars have also changed the focus to specialized human capital, believing that they can also put forward powerful solutions to solve the "shortage of technical employees" from this perspective. For example, Wei (2011) interpreted the "shortage of technical employees" as the insufficient investment of Chinese companies in specialized on-the-job training, and believed that in order to change this problem fundamentally, attention must be paid to the specialized human capital investment of technical employees. However, Wei focused on the impact of the level of specialized human capital on companies, but does not discussed how employees would treat on the specialized human capital. After collecting the

[1832]



relevant research on specialized human capital, it is found that due to the difficulty in measuring specialized human capital and the lack of a unified standard, scholars have made less empirical research on this topic. With the increase in employees' specific human capital level, is there any correlation with employees' job satisfaction? This is the blank of the current literature. Therefore, based on the above theoretical and practical background, this thesis focused on the study of the impact of the level of specialized human capital in Kunming's automobile maintenance industry on the job satisfaction of technical employees (mainly including automobile maintenance personnel and management maintenance personnel).

Finally, through reading the measurement methods of specific human capital level and employee job satisfaction proposed by many scholars, the company tenure, training investment, training times, technical titles, job hierarchy, relationships and transferability as substitution variables of specialized human capital are used for the measurement methods of the level of specialized human capital based on the current situation; The work satisfaction of employees was measured with by Minnesota Satisfaction Questionnaire (MSQ) of Weiss, Dawis, England & Lofquist (1967).

After determining the measurement method, the author put forward the theoretical framework on whether the seven dimensions that constitute the level of specialized human capital are correlated with the job satisfaction of technical employees based on literature and industry characteristics, and made the following assumptions.

H1: The improvement of specialized human capital has a positive effect on the job satisfaction of technical employees.

H1a: Employee tenure has a positive effect on job satisfaction of technical employees.

H1b: Training input has a positive effect on job satisfaction of technical employees.

H1c: The number of training companies has a positive effect on the job satisfaction of technical employees.

H1d: Technical title has a positive effect on job satisfaction of technical employees.

H1e: Job hierarchy has a positive effect on job satisfaction of technical employees.

H1f: The relationship in specific human capital has a positive effect on job satisfaction of technical employees.

H1g: The transferability of specialized human capital has a positive effect on the job satisfaction of technical employees.

Figure 1 is the theoretical framework of this study.



H 1 Figure 1 Theoretical framework

2. Objectives

[1833]

1 MAY 2020

The objective of this study is to explore the relationship between the improvement of the level of specialized human capital and job satisfaction of technical employees.

3. Materials and Methods

This research by collecting data through a questionnaire survey. This thesis made an empirical analysis on the level of specialized human capital and job satisfaction of technical employees.

| Variable Name | Symbols |
|----------------|---------|
| Age | AGE |
| Education | ED |
| Marital Status | MS |
| Monthly Income | YSR |

 Table 2 Symbolic Summary of Independent Variables and Dependent Variables

| Variable names and Symbols | Configuration | Symbols |
|------------------------------------|------------------------------|---------|
| Level of Specialized human capital | Tenure of Employees | RQ |
| (FSHC) | Number of Training Companies | TT |
| | Training Input | PXTR |
| | Technical Title | S |
| | Job Hierarchy | L |
| | Relationship | GX |
| | Metastatic | ZYX |
| Job Satisfaction of Technical | Internal Satisfaction | IS |
| Employees(TJS) | External Satisfaction | ES |
| | General Satisfaction | GS |

This research questionnaire was distributed from December 15th, 2018, to February 1st, 2019, and 211 valid questionnaires were received, with a recovery rate of 47.2%. Using SPSS19.0 to analyze 211 sample data, the assumption is tested, and conclusions are drawn, as shown in Table 1 and Table 2 for variable setting and symbol summary.

4. Results and Discussion

4.1 Descriptive statistical results

Except for the two items below high school and secondary vocational school, the laws of a specialized subject and undergraduate subject were the same, and the increase of employees with academic qualifications below high school was a good thing for the automobile maintenance industry, which indicates that the quality of maintenance personnel is gradually improving. Marital status accounted for 74.41% of married employees. Although the majority of the subjects were young people aged 20-30, 65.4% were employees over 30 years old, so the data were in line with reality. In terms of monthly income, those earning less than 3500 yuan accounted for the majority, accounting for 53.56%, and those earning less than 1500 yuan per month were 0, while those earning more than 4500 yuan accounted for only 13.7%, which is in line with the salary characteristics of technical employees. According to all the above contents, the samples had certain representativeness and reliability. See Table 3 for specific data.

|--|

| Topic Item | Options | Frequency | Proportion% |
|------------|--|-----------|--------------------|
| Your age | Under 20 years of age | 0 | 0.00% |
| | 20 ~ 30years old (including 30years old) | 73 | 34.60% |
| | 30 ~ 40years old (including 40years old) | 51 | 24.17% |
| | 40 ~ 50years old (including 50years old) | 62 | 29.38% |

[1834]



1 MAY 2020

| Topic Item | Options | Frequency | Proportion% |
|----------------|--|-----------|-------------|
| | Over 50 years old | 25 | 11.85% |
| Educational | Junior Secondary and Below | 52 | 24.64% |
| background | High School | 68 | 32.23% |
| | Technical School(Technical Secondary School) | 38 | 18.01% |
| | College or Vocational College | 30 | 14.22% |
| | Bachelor Degree or above | 23 | 10.90% |
| Marital Status | Married | 157 | 74.41% |
| | Unmarried | 54 | 10.90% |
| Monthly | 1500(including 1500) | 0 | 0.00% |
| Income(RMB) | 1500 ~ 2500(including 2500) | 58 | 27.49% |
| | 2500 ~ 3500 (including 3500) | 55 | 26.07% |
| | 3500 ~ 4500 (including 4500) | 70 | 33.18% |
| | More than 4500 | 28 | 13.27% |

4.2 Results of regression analysis

In order to improve the rationality and authenticity of the empirical model, this thesis constructed a multiple regression model, as shown in the following models:

 $Y=\alpha+\zeta X1+\beta X2+\epsilon$

where Y represents the dependent variable, and X1 and X2 represent the control variables and independent variables of this thesis, respectively. The control variables are mainly the basic characteristics of the interviewees. The main independent variables of the independent variables include seven independent variables of company tenure, company training times, technical title, job hierarchy, training input, relationship and transfer; ζ and β respectively represent the coefficients of the control variables and independent variables and residual errors. 1) Correlation analysis

Before multiple regression analysis, it was necessary to make a correlation analysis on the selected variables. The results were shown in Table 4. As can be seen from the table, the correlation between the variables was not large, and there was no significant relationship between most variables. Therefore, it can be considered that the selected variables are more reasonable, and regression analysis can be carried out.

Table 4 Correlation Analysis of Variable

| Variable | AGE | ED | MS | YSR | RQ | ТТ | S | L | PXTR | GX | ZYX |
|---|---------|--------|--------|---------|--------|-------|-------|-------|----------|-------|-----|
| AGE | 1 | | | | | | | | | | |
| ED | -0.001 | 1 | | | | | | | | | |
| MS | 0.021 | 0.097 | 1 | | | | | | | | |
| YSR | -0.012 | 0.011 | -0.015 | 1 | | | | | | | |
| RQ | -0.049 | -0.085 | 0.028 | 0.043 | 1 | | | | | | |
| TT | -0.033 | 0 | 0.013 | -0.003 | 0.124* | 1 | | | | | |
| S | -0.057 | 0.065 | -0.05 | - | 0.035 | 0.016 | 1 | | | | |
| | | | | 0.165** | | | | | | | |
| L | -0.114* | 0.027 | 0.132* | 0.064 | -0.076 | - | 0.011 | 1 | | | |
| | | | | | | 0.004 | | | | | |
| PXTR | 0.023 | -0.041 | -0.003 | -0.004 | -0.039 | 0.05 | -0.05 | - | 1 | | |
| | | | | | | | | 0.037 | | | |
| GX | 0.045 | -0.06 | -0.021 | -0.068 | -0.063 | - | - | - | 0.794*** | 1 | |
| | | | | | | 0.003 | 0.023 | 0.032 | | | |
| ZYX | 0.052 | -0.047 | 0.083 | -0.001 | -0.065 | - | - | 0.011 | 0.729*** | 0.716 | 1 |
| | | | | | | 0.026 | 0.035 | | | *** | |
| ***: significant at 1% level, **: significant at 5% level, * significant at 10% level | | | | | | | | | | | |

[1835]



1 MAY 2020

2) Assumption verification

First, in order to verify the H1 assumption, this thesis made a regression analysis of the relationship between the level of specialized human capital and the job satisfaction of skilled employees. As can be seen from that result in Table 5, when all control variables exist, the influence coefficient of independent variable FSHC on dependent variable TJS was 0.949 (Beta coefficient ranges from -1 to 1. The closer the value is to -1, the higher the negative correlation is. The closer the value is to 1, the greater the positive correlation is. The value is about 0, which proves that there is no significant correlation between the two), which is significant at the 95% level. At the same time, the R^2 of linear regression equation was 0.903, and the adjusted R^2 was 0.900 (The value of R^2 is between 0 and 1, and the larger the value, the higher the fitting degree between the regression model and the actual data), which indicates that the model fits well. However, from collinearity statistical analysis, the value of VIF was about equal to 1 (The closer the VIF value is to 1, the lighter the multicollinearity is), which indicates that there is no multicollinearity in the model. The obtained result was good, so the H1 assumption was established.

Table 5 Regression Analysis of Main Explanatory Variables

| nor Coe | | Jn- nalized ficient | Normaliz ation Coefficien t | | | 95.0% Confidence interval of B | | Correlation | | | Collinearity Statistic | |
|---|--------------------------------------|----------------------------------|--------------------------------------|------------|------------------|---|------------------------|---------------|---------------|-------------|---------------------------|-----------|
| Indepen dent Variable | В | Stan dard Erro r | Beta | t | Significa nce | Low er Lim it | Upp er Lim it | Zeroor der | Bi as | Part ial | Tolera nce | VI F |
| (Constant)) | .323 | .130 | | 2.49 4 | .013 | .068 | .579 | | | | | |
| AGE | .008 | .021 | .009 | .393 | .695 | .032 | .049 | .025 | .02 7 | .009 | .999 | 1.0 01 |
| ED | - .015 | .017 | 019 | - .884 | .378 | - .047 | .018 | 061 | - .06 2 | 019 | .989 | 1.0 11 |
| MS | .028 | .049 | .013 | .572 | .568 | - .069 | .125 | 013 | .04 0 | .012 | .989 | 1.0 11 |
| YSR | - .017 | .021 | 018 | - .806 | .421 | - .058 | .025 | 026 | - .05 6 | 018 | .999 | 1.0 01 |
| FSHC | .870 | .020 | .949 | 43.4 86 | .000 | .830 | .909 | .950 | .95 0 | .947 | .997 | 1.0 03 |
| a.Depender R^2 is 0.90 D-W=1.980 The variation | ntVarial 03 and a 6 on of F | ole:TJS djusted F was 380. | 8^2 is 0.900 331 | | | | | | | | | |

Next, in order to verify the assumption H1a, this thesis made a regression analysis of the tenure of enterprises in the specific human capital and the job satisfaction of technical employees. Table 6 was the OLS regression analysis results of all explanatory variables on the explained variable y. From the results, it can be seen that the influence coefficient of independent variable RQ on dependent variable TJS was-0.022 (When all other variables remain unchanged when the tenure of the company increases by one standard deviation, the employee's job satisfaction will decrease by 0.022 standard deviation.), which is not significant at 95% level. Besides, there was no significant relationship among the three elements IS, ES, and GS composed of dependent variables, which indicates that H1a in this thesis is not valid.

 Table 6 Regression Analysis of the Influence of Company Tenure on Job Satisfaction of Technical Employees

| Dependent | Independent | Un-normalized | Normalization Coefficient | 95.0% Confidence |
|--------------------|-------------------|----------------------|---------------------------|------------------|
| Variable | Variable | Coefficient | | interval of B |
| | | | [1836] | |
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| | | В | Standard Error | Beta | t | Significance | Lower Limit | Upper Limit |
|-----|-------------|--------|-------------------|--------|--------|--------------|----------------|----------------|
| TJS | (Constant) | 2.342 | 0.414 | | 5.66 | 0 | 1.526 | 3.158 |
| | AGE | 0.023 | 0.066 | 0.024 | 0.346 | 0.729 | -0.107 | 0.153 |
| | ED | -0.047 | 0.053 | -0.062 | -0.876 | 0.382 | -0.151 | 0.058 |
| | MS | -0.017 | 0.158 | -0.008 | -0.111 | 0.912 | -0.328 | 0.293 |
| | YSR | -0.024 | 0.067 | -0.025 | -0.353 | 0.725 | -0.156 | 0.109 |
| | RQ | -0.019 | 0.061 | -0.022 | -0.313 | 0.755 | -0.14 | 0.101 |
| IS | (Constant)) | 2.39 | 0.419 | | 5.702 | 0 | 1.564 | 3.217 |
| | AGE | 0.015 | 0.067 | 0.015 | 0.221 | 0.825 | -0.117 | 0.146 |
| | ED | -0.049 | 0.054 | -0.063 | -0.901 | 0.368 | -0.155 | 0.058 |
| | MS | 0.001 | 0.16 | 0 | 0.003 | 0.997 | -0.314 | 0.315 |
| | YSR | -0.039 | 0.068 | -0.04 | -0.569 | 0.57 | -0.173 | 0.096 |
| | RQ | -0.013 | 0.062 | -0.015 | -0.214 | 0.831 | -0.135 | 0.109 |
| ES | (Constant)) | 2.254 | 0.418 | | 5.393 | 0 | 1.43 | 3.078 |
| | AGE | 0.043 | 0.067 | 0.045 | 0.649 | 0.517 | -0.088 | 0.174 |
| | ED | -0.054 | 0.054 | -0.07 | -1.001 | 0.318 | -0.16 | 0.052 |
| | MS | -0.001 | 0.059 | 0 | -0.003 | 0.997 | -0.314 | 0.313 |
| | YSR | -0.02 | 0.068 | -0.02 | -0.291 | 0.772 | -0.154 | 0.114 |
| | RQ | -0.01 | 0.062 | -0.011 | -0.163 | 0.87 | -0.132 | 0.112 |
| GS | (Constant)) | 2.351 | 0.452 | | 5.205 | 0 | 1.46 | 3.241 |
| | AGE | 0.016 | 0.072 | 0.016 | 0.226 | 0.821 | -0.126 | 0.158 |
| | ED | -0.038 | 0.058 | -0.046 | -0.65 | 0.517 | -0.152 | 0.077 |
| | MS | -0.051 | 0.172 | -0.021 | -0.297 | 0.766 | -0.39 | 0.288 |
| | YSR | -0.007 | 0.073 | -0.007 | -0.098 | 0.922 | -0.152 | 0.138 |
| | RQ | -0.035 | 0.067 | -0.036 | -0.519 | 0.604 | -0.166 | 0.097 |

This thesis made a regression analysis on the job satisfaction of technical employees with the training input in specialized human capital in order to validate the Assumption H1b. Table 7 showed the results of OLS regression analysis of all explanatory variables on the explained variable y. Under the condition that all control variables exist, the normalized coefficient of the influence of independent variable PXTR on dependent variable TJS was 0.875 (When all other variables remain unchanged when the training input increases by one standard deviation, the employee's job satisfaction would decrease by 0.875 standard deviation.), which is significant at the level of 95%. Moreover, there was also a significant relationship to the three elements IS, ES, and GS composed of dependent variables, with coefficients of 0.877, 0.861, and 0.795, respectively, which indicates that the assumption H1b in this thesis is valid.

 Table 7 Regression Analysis of the Job Satisfaction of Technical Employees with the Training Input

| Dependent | Independent | Un-no Coef | rmalized ficient | Norm | alization C | 95.0% Confidence interval of B | | |
|-----------|-------------|---------------|-------------------------------|--------|-------------|-----------------------------------|----------------|----------------|
| Variable | Variable | В | B Standard Beta Error Beta | | t | Significance | Lower Limit | Upper Limit |
| TJS | (Constant)) | 0.554 | 0.198 | | 2.793 | 0.006 | 0.163 | 0.946 |
| | AGE | 0.007 | 0.032 | 0.007 | 0.212 | 0.832 | -0.056 | 0.069 |
| | ED | -0.017 | 0.026 | -0.023 | -0.667 | 0.506 | -0.067 | 0.033 |
| | MS | -0.02 | 0.076 | -0.009 | -0.266 | 0.791 | -0.17 | 0.129 |
| | YSR | -0.021 | 0.032 | -0.022 | -0.645 | 0.52 | -0.085 | 0.043 |
| | PXTR | 0.796 | 0.031 | 0.875 | 26.027 | 0 | 0.735 | 0.856 |
| IS | (Constant)) | 0.595 | 0.2 | | 2.982 | 0.003 | 0.202 | 0.989 |
| | AGE | -0.005 | 0.032 | -0.005 | -0.158 | 0.875 | -0.068 | 0.058 |
| | ED | -0.02 | 0.026 | -0.026 | -0.788 | 0.431 | -0.071 | 0.03 |
| | MS | 0.001 | 0.076 | 0.001 | 0.018 | 0.986 | -0.149 | 0.152 |
| | YSR | -0.038 | 0.033 | -0.038 | -1.156 | 0.249 | -0.102 | 0.027 |
| | PXTR | 0.809 | 0.031 | 0.877 | 26.331 | 0 | 0.749 | 0.87 |
| ES | (Constant)) | 0.517 | 0.209 | | 2.47 | 0.014 | 0.104 | 0.929 |

[1837]



1 MAY 2020

| Dependent | Independent | Un-normalized Coefficient | | Norm | alization Co | 95.0% Confidence interval of B | | |
|-----------|-------------|------------------------------|-------------------|--------|--------------|-----------------------------------|----------------|----------------|
| Variable | Variable | В | Standard Error | Beta | t | Significance | Lower Limit | Upper Limit |
| | AGE | 0.026 | 0.033 | 0.027 | 0.779 | 0.437 | -0.04 | 0.092 |
| | ED | -0.023 | 0.027 | -0.03 | -0.855 | 0.394 | -0.076 | 0.03 |
| | MS | -0.007 | 0.08 | -0.003 | -0.085 | 0.933 | -0.164 | 0.151 |
| | YSR | -0.019 | 0.034 | -0.02 | -0.559 | 0.577 | -0.086 | 0.048 |
| | PXTR | 0.788 | 0.032 | 0.861 | 24.477 | 0 | 0.725 | 0.852 |
| GS | (Constant)) | 0.551 | 0.273 | | 2.021 | 0.045 | 0.014 | 1.089 |
| | AGE | -0.001 | 0.044 | -0.001 | -0.02 | 0.984 | -0.087 | 0.085 |
| | ED | -0.008 | 0.035 | -0.01 | -0.224 | 0.823 | -0.077 | 0.061 |
| | MS | -0.055 | 0.104 | -0.022 | -0.529 | 0.597 | -0.26 | 0.15 |
| | YSR | -0.006 | 0.044 | -0.006 | -0.133 | 0.894 | -0.094 | 0.082 |
| | PXTR | 0.789 | 0.042 | 0.795 | 18.797 | 0 | 0.707 | 0.872 |

Use the same method, regression analysis of the job satisfaction of technical employees with the other five variables of specialized human capital.

In order to verify the assumption H1c, this thesis made a regression analysis of the tenure of enterprises in the specific human capital and the job satisfaction of the number of training companies. From the results of Table 8, it can be seen that the influence coefficient of independent variable TT on dependent variable TJS was-0.044 (When all other variables remain unchanged when the number of training companies increases by one standard deviation, the employee's job satisfaction will decrease by 0.044 standard deviation.), which is not significant at 95% level. However, there was no significant relationship among the three elements IS, ES, and GS composed of dependent variables, which indicates that H1c in this thesis is not valid.

| Dependen | Independen | Un-normalized Coefficient | | Norma | alization Coe | 95.0% Confidence interval of B | | |
|---------------|-------------|------------------------------|--------------------|--------|---------------|-----------------------------------|----------------|----------------|
| t Variable | t Variable | В | Standar d Error | Beta | t | Significa nce | Lower Limit | Upper Limit |
| TJS | (Constant)) | 2.381 | 0.416 | | 5.723 | 0 | 1.561 | 3.201 |
| | AGE | 0.024 | 0.066 | 0.026 | 0.372 | 0.71 | -0.105 | 0.154 |
| | ED | -0.045 | 0.053 | -0.059 | -0.841 | 0.401 | -0.149 | 0.06 |
| | MS | -0.018 | 0.157 | -0.008 | -0.116 | 0.908 | -0.328 | 0.292 |
| | YSR | -0.024 | 0.067 | -0.025 | -0.357 | 0.721 | -0.156 | 0.108 |
| | TT | -0.033 | 0.053 | -0.044 | -0.625 | 0.533 | -0.138 | 0.071 |
| IS | (Constant)) | 2.493 | 0.422 | | 5.913 | 0 | 1.662 | 3.324 |
| | AGE | 0.012 | 0.067 | 0.013 | 0.187 | 0.852 | -0.119 | 0.144 |
| | ED | -0.048 | 0.054 | -0.063 | -0.899 | 0.37 | -0.154 | 0.058 |
| | MS | 0.004 | 0.159 | 0.002 | 0.025 | 0.98 | -0.31 | 0.318 |
| | YSR | -0.041 | 0.068 | -0.042 | -0.6 | 0.549 | -0.175 | 0.093 |
| | TT | -0.048 | 0.054 | -0.062 | -0.888 | 0.376 | -0.154 | 0.058 |
| ES | (Constant)) | 2.316 | 0.418 | | 5.535 | 0 | 1.491 | 3.141 |
| | AGE | 0.044 | 0.066 | 0.046 | 0.662 | 0.509 | -0.087 | 0.174 |
| | ED | -0.05 | 0.053 | -0.066 | -0.943 | 0.347 | -0.155 | 0.055 |
| | MS | -0.005 | 0.158 | -0.002 | -0.032 | 0.975 | -0.317 | 0.307 |
| | YSR | -0.022 | 0.068 | -0.023 | -0.328 | 0.743 | -0.155 | 0.111 |
| | TT | -0.029 | 0.053 | -0.038 | -0.549 | 0.584 | -0.134 | 0.076 |
| GS | (Constant)) | 2.333 | 0.455 | | 5.131 | 0 | 1.437 | 3.23 |
| | AGE | 0.017 | 0.072 | 0.017 | 0.239 | 0.811 | -0.124 | 0.159 |
| | ED | -0.035 | 0.058 | -0.042 | -0.606 | 0.545 | -0.149 | 0.079 |
| | MS | -0.054 | 0.172 | -0.022 | -0.312 | 0.755 | -0.392 | 0.285 |
| | YSR | -0.009 | 0.073 | -0.009 | -0.122 | 0.903 | -0.154 | 0.136 |

Table 8 Regression Analysis of the Job Satisfaction of Technical Employees with the Number of Training Companies

[1838]

| RSU Internat | ional Resea | arch Confere | nce 2020 | | | | | |
|---------------|-------------|--------------|----------|--------|--------|-------|--------|--------|
| https://rsuco | n.rsu.ac.tl | n/proceeding | gs | | | | 1 MA | Y 2020 |
| | TT | -0.022 | 0.058 | -0.027 | -0.388 | 0.699 | -0.137 | 0.092 |

In order to verify the assumption H1d, this thesis made a regression analysis of the tenure of enterprises in the specific human capital and the job satisfaction of the technical title. From the results of Table 9, it can be seen that the influence coefficient of independent variable Son dependent variable TJS was-0.021 (When all other variables remain unchanged when the technical title increases by one standard deviation, the employee's job satisfaction would decrease by 0.021 standard deviation.), which is not significant at 95% level. There was also no significant relationship among the three elements IS, ES, and GS composed of dependent variables, which indicates that H1d in this thesis is not valid.

| Dependen | Independen | Un-no Coel | rmalized fficient | Normalization Coefficient | | | 95.0% Confidence interval of B | | |
|---------------|-------------|---------------|----------------------|---------------------------|--------|------------------|-----------------------------------|----------------|--|
| t Variable | t Variable | В | Standar d Error | Beta | t | Significa nce | Lower Limit | Upper Limit | |
| TJS | (Constant)) | 2.352 | 0.429 | | 5.487 | 0 | 1.507 | 3.197 | |
| | AGE | 0.023 | 0.066 | 0.024 | 0.344 | 0.731 | -0.107 | 0.153 | |
| | ED | -0.044 | 0.053 | -0.058 | -0.828 | 0.409 | -0.149 | 0.061 | |
| | MS | -0.022 | 0.158 | -0.01 | -0.14 | 0.889 | -0.333 | 0.289 | |
| | YSR | -0.028 | 0.068 | -0.029 | -0.412 | 0.681 | -0.163 | 0.106 | |
| | S | -0.017 | 0.057 | -0.021 | -0.3 | 0.764 | -0.129 | 0.095 | |
| IS | (Constant)) | 2.403 | 0.434 | | 5.535 | 0 | 1.547 | 3.259 | |
| | AGE | 0.015 | 0.067 | 0.015 | 0.218 | 0.828 | -0.117 | 0.146 | |
| | ED | -0.047 | 0.054 | -0.061 | -0.866 | 0.387 | -0.153 | 0.059 | |
| | MS | -0.003 | 0.16 | -0.001 | -0.019 | 0.985 | -0.318 | 0.312 | |
| | YSR | -0.042 | 0.069 | -0.043 | -0.611 | 0.542 | -0.178 | 0.094 | |
| | S | -0.014 | 0.057 | -0.017 | -0.24 | 0.81 | -0.127 | 0.099 | |
| ES | (Constant)) | 2.253 | 0.433 | | 5.204 | 0 | 1.4 | 3.107 | |
| | AGE | 0.043 | 0.067 | 0.045 | 0.65 | 0.516 | -0.088 | 0.175 | |
| | ED | -0.053 | 0.054 | -0.069 | -0.979 | 0.329 | -0.158 | 0.053 | |
| | MS | -0.003 | 0.159 | -0.001 | -0.017 | 0.987 | -0.317 | 0.311 | |
| | YSR | -0.022 | 0.069 | -0.022 | -0.315 | 0.753 | -0.158 | 0.114 | |
| | S | -0.007 | 0.057 | -0.009 | -0.125 | 0.901 | -0.12 | 0.106 | |
| GS | (Constant)) | 2.365 | 0.468 | | 5.055 | 0 | 1.443 | 3.288 | |
| | AGE | 0.016 | 0.072 | 0.016 | 0.224 | 0.823 | -0.126 | 0.158 | |
| | ED | -0.033 | 0.058 | -0.04 | -0.569 | 0.57 | -0.147 | 0.081 | |
| | MS | -0.059 | 0.172 | -0.024 | -0.346 | 0.73 | -0.399 | 0.28 | |
| | YSR | -0.015 | 0.074 | -0.014 | -0.201 | 0.841 | -0.162 | 0.132 | |
| | S | -0.03 | 0.062 | -0.034 | -0.484 | 0.629 | -0.152 | 0.092 | |

In order to verify the assumption H1e, this thesis made a regression analysis of the tenure of enterprises in the specific human capital and the job satisfaction of job hierarchy. From the results of Table 10, it can be seen that the influence coefficient of independent variable L on dependent variable TJS was 0.015 (When all other variables remain unchanged when the job hierarchy increases by one standard deviation, the employee's job satisfaction would decrease by 0.015 standard deviation.), which is not significant at 95% level. There was no significant relationship among the three elements, IS, ES, and GS composed of dependent variables, which indicates that H1e in this thesis is not valid.

[1839]



| Dependen | <u> </u> | Un-noi | rmalized | Normalization Coefficient | | | 95.0% Co | onfidence |
|---------------|-------------|--------|----------|---------------------------|--------|-----------|---------------|-----------|
| t | Independen | Coef | ficient | Norma | | linciult | interval of B | |
| ı Vəriəhlə | t Variable | B | Standar | Boto | + | Significa | Lower | Upper |
| v al lable | | D | d Error | Deta | ι | nce | Limit | Limit |
| TJS | (Constant)) | 2.279 | 0.399 | | 5.717 | 0 | 1.493 | 3.064 |
| | AGE | 0.025 | 0.066 | 0.027 | 0.384 | 0.701 | -0.105 | 0.156 |
| | ED | -0.045 | 0.053 | -0.06 | -0.855 | 0.394 | -0.15 | 0.059 |
| | MS | -0.024 | 0.159 | -0.011 | -0.149 | 0.881 | -0.337 | 0.289 |
| | YSR | -0.026 | 0.067 | -0.027 | -0.38 | 0.705 | -0.158 | 0.107 |
| | L | 0.012 | 0.058 | 0.015 | 0.207 | 0.836 | -0.103 | 0.127 |
| IS | (Constant)) | 2.349 | 0.404 | | 5.819 | 0 | 1.553 | 3.145 |
| | AGE | 0.016 | 0.067 | 0.017 | 0.243 | 0.808 | -0.116 | 0.149 |
| | ED | -0.048 | 0.054 | -0.062 | -0.887 | 0.376 | -0.153 | 0.058 |
| | MS | -0.003 | 0.161 | -0.001 | -0.019 | 0.985 | -0.32 | 0.314 |
| | YSR | -0.04 | 0.068 | -0.041 | -0.584 | 0.56 | -0.174 | 0.095 |
| | L | 0.006 | 0.059 | 0.008 | 0.108 | 0.914 | -0.11 | 0.123 |
| ES | (Constant)) | 2.236 | 0.403 | | 5.553 | 0 | 1.442 | 3.03 |
| | AGE | 0.043 | 0.067 | 0.045 | 0.647 | 0.518 | -0.089 | 0.175 |
| | ED | -0.053 | 0.054 | -0.069 | -0.99 | 0.324 | -0.159 | 0.053 |
| | MS | 0 | 0.16 | 0 | -0.002 | 0.999 | -0.317 | 0.316 |
| | YSR | -0.02 | 0.068 | -0.02 | -0.294 | 0.769 | -0.154 | 0.114 |
| | L | -0.003 | 0.059 | -0.004 | -0.057 | 0.954 | -0.12 | 0.113 |
| GS | (Constant)) | 2.219 | 0.435 | | 5.102 | 0 | 1.362 | 3.077 |
| | AGE | 0.022 | 0.072 | 0.022 | 0.31 | 0.757 | -0.12 | 0.165 |
| | ED | -0.035 | 0.058 | -0.043 | -0.613 | 0.541 | -0.149 | 0.079 |
| | MS | -0.066 | 0.173 | -0.027 | -0.383 | 0.702 | -0.408 | 0.275 |
| | YSR | -0.015 | 0.074 | -0.014 | -0.201 | 0.841 | -0.162 | 0.132 |
| | L | -0.03 | 0.062 | -0.034 | -0.484 | 0.629 | -0.152 | 0.092 |

 Table 10 Regression Analysis of the Job Satisfaction of Technical Employees with Job Hierarchy

In order to validate the assumption H1f, this thesis made a regression analysis on the job satisfaction of technical employees with the relationship in specialized human capital. Table 11 showed the results of the OLS regression analysis of all explanatory variables on the explained variable y. Under the condition that all control variables exist, the normalized coefficient of the influence of independent variable GX on dependent variable TJS was 0.874 (When all other variables remain unchanged when the relationship increases by one standard deviation, the employee's job satisfaction would decrease by 0.874 standard deviation.), which is significant at the level of 95%. Also, there was a significant relationship to the three elements IS, ES, and GS composed of dependent variables, with coefficients of 0.878, 0.86, and 0.795, respectively, which indicates that the assumption H1f in this thesis is valid.

| Table 11 Regression Analysis of the Job Satisfaction of Technical Employees with the Relationship | р |
|---|---|
|---|---|

| Dependen | Independen | Un-normalized Coefficient | | Norma | lization Coe | 95.0% Confidence interval of B | | |
|---------------|-------------|------------------------------|--------------------|-----------------|--------------|-----------------------------------|----------------|----------------|
| t Variable | t Variable | В | Standar d Error | r Beta t S r | | Significa nce | Lower Limit | Upper Limit |
| TJS | (Constant)) | 0.566 | 0.199 | | 2.84 | 0.005 | 0.173 | 0.959 |
| | AGE | 0.005 | 0.032 | 0.005 | 0.149 | 0.882 | -0.058 | 0.068 |
| | ED | -0.018 | 0.026 | -0.023 | -0.691 | 0.49 | -0.068 | 0.033 |
| | MS | -0.02 | 0.076 | -0.009 | -0.261 | 0.795 | -0.17 | 0.13 |
| | YSR | -0.022 | 0.033 | -0.022 | -0.667 | 0.505 | -0.086 | 0.042 |
| | GX | 0.795 | 0.031 | 0.874 | 25.896 | 0 | 0.735 | 0.856 |
| IS | (Constant)) | 0.597 | 0.199 | | 3.005 | 0.003 | 0.205 | 0.988 |
| | AGE | -0.004 | 0.032 | -0.004 | -0.125 | 0.9 | -0.067 | 0.059 |
| | ED | -0.02 | 0.026 | -0.026 | -0.769 | 0.443 | -0.07 | 0.031 |

[1840]



Un-normalized 95.0% Confidence Dependen Normalization Coefficient Independen Coefficient interval of B t t Variable Standar Significa Lower Upper B Variable Beta t d Error nce Limit Limit -0.001 -0.017 MS 0.076 -0.001 0.986 -0.151 0.148YSR -0.036 0.032 -0.037 -1.123 0.263 -0.1 0.028 0.749 GX 0.81 0.031 0.878 26.465 0 0.87 ES (Constant)) 2.409 0.017 0.092 0.508 0.211 0.924 AGE 0.025 0.034 0.026 0.735 0.463 -0.0420.091 ED -0.026 0.027 -0.034 -0.949 0.344 -0.079 0.028 MS -0.002 0.081 -0.001 -0.025 0.98 0.157 -0.161YSR -0.017 0.034 -0.018-0.503 0.616 -0.085 0.051 0.791 0.032 24.37 0.727 0.86 0.855 GX 0 GS 0.551 2.021 (Constant)) 0.273 0.045 0.014 1.089 -0.001 AGE -0.0010.044 -0.02 0.984 -0.0870.085 ED -0.008 0.035 -0.01 -0.224 0.823 -0.077 0.061 MS -0.055 0.104 -0.022 -0.529 0.597 -0.26 0.15 0.082 YSR -0.006 0.044 -0.006 -0.133 0.894 -0.0940.789 0.042 0.795 18.797 0.707 0.872 GX 0

For the validation of the assumption H1g, this thesis made a regression analysis on the job satisfaction of technical employees with the metastatic in specialized human capital. Table 12 showed the results of OLS regression analysis of all explanatory variables on the explained variable y. Under the condition that all control variables exist, the normalized coefficient of the influence of independent variable ZYX on dependent variable TJS was 0.848 (When all other variables remain unchanged when the metastatic increases by one standard deviation, the employee's job satisfaction would decrease by 0.848 standard deviation.), which is significant at the level of 95%. It also showed a significant relationship to the three elements IS, ES, and GS composed of dependent variables, with coefficients of 0.846, 0.821, and 0.79, respectively, which indicates that the assumption H1g in this thesis is valid.

Table 12 Regression Analysis of the Job Satisfaction of Technical Employees with the Metastatic

| Dependen | Independen | Un-nor Coef | ·malized ficient | Norma | lization Coe | efficient | 95.0% Confidence interval of B | | |
|---------------|-------------|----------------|---------------------|--------|--------------|------------------|-----------------------------------|----------------|--|
| t Variable | t Variable | В | Standar d Error | Beta | t | Significa nce | Lower Limit | Upper Limit | |
| TJS | (Constant)) | 0.323 | 0.225 | | 1.435 | 0.153 | -0.121 | 0.766 | |
| | AGE | -0.012 | 0.035 | -0.013 | -0.336 | 0.737 | -0.081 | 0.058 | |
| | ED | -0.008 | 0.028 | -0.011 | -0.297 | 0.766 | -0.064 | 0.047 | |
| | MS | 0.014 | 0.084 | 0.006 | 0.163 | 0.871 | -0.152 | 0.179 | |
| | YSR | 0.03 | 0.036 | 0.031 | 0.836 | 0.404 | -0.041 | 0.101 | |
| | ZYX | 0.818 | 0.036 | 0.848 | 22.681 | 0 | 0.747 | 0.889 | |
| IS | (Constant)) | 0.363 | 0.229 | | 1.585 | 0.115 | -0.088 | 0.814 | |
| | AGE | -0.021 | 0.036 | -0.021 | -0.575 | 0.566 | -0.091 | 0.05 | |
| | ED | -0.01 | 0.029 | -0.014 | -0.362 | 0.718 | -0.067 | 0.046 | |
| | MS | 0.033 | 0.086 | 0.014 | 0.381 | 0.704 | -0.136 | 0.201 | |
| | YSR | 0.016 | 0.037 | 0.016 | 0.435 | 0.664 | -0.056 | 0.088 | |
| | ZYX | 0.827 | 0.037 | 0.846 | 22.533 | 0 | 0.755 | 0.899 | |
| ES | (Constant)) | 0.297 | 0.244 | | 1.22 | 0.224 | -0.183 | 0.778 | |
| | AGE | 0.009 | 0.038 | 0.009 | 0.232 | 0.817 | -0.066 | 0.084 | |
| | ED | -0.017 | 0.031 | -0.022 | -0.556 | 0.579 | -0.078 | 0.043 | |
| | MS | 0.031 | 0.091 | 0.014 | 0.338 | 0.736 | -0.149 | 0.21 | |
| | YSR | 0.033 | 0.039 | 0.034 | 0.855 | 0.394 | -0.044 | 0.11 | |
| | ZYX | 0.801 | 0.039 | 0.821 | 20.479 | 0 | 0.724 | 0.878 | |
| GS | (Constant)) | 0.261 | 0.283 | | 0.922 | 0.358 | -0.297 | 0.82 | |
| | AGE | -0.018 | 0.044 | -0.018 | -0.409 | 0.683 | -0.106 | 0.069 | |
| | ED | 0.002 | 0.036 | 0.003 | 0.064 | 0.949 | -0.068 | 0.073 | |

[1841]



| ttps://rsucon.rsu.ac.th/ | proceedings |
|--------------------------|-------------|
|--------------------------|-------------|

| MS | -0.021 | 0.106 | -0.009 | -0.199 | 0.843 | -0.23 | 0.188 |
|-----|--------|-------|--------|--------|-------|--------|-------|
| YSR | 0.047 | 0.045 | 0.044 | 1.031 | 0.304 | -0.043 | 0.136 |
| ZYX | 0.832 | 0.045 | 0.79 | 18.289 | 0 | 0.742 | 0.921 |

Through OLS regression analysis, from the results, we can see that the improvement of the human capital level of the main explanatory variable dedicated line has a positive impact on the job satisfaction of technical employees, which can fill the research on dedicated human capital and provide some references for companies to invest in the dedicated human capital of technical employees. Then, it discusses the relationship between the seven dimensions that constitute the level of specialized human capital and the job satisfaction of employees (the other seven assumption results are shown in the following table. First of all, job hierarchy, technical title, company training times, and company tenure do not correlate with the job satisfaction of technical employees. From this, it is concluded that for technical employees, it is not a position. The higher the professional title and the longer the term of office, the higher the job satisfaction, which is different from the conclusion drawn by many studies on the analysis of ordinary employees. Moreover, the numbers of training and the tenure of the company do not affect the job satisfaction of technical employees.

Table 13 Data Analysis Results

| Assumption | Content | Results |
|------------|---|-----------|
| H1a | Employee tenure has a positive effect on job satisfaction of technical employees | Not valid |
| H1b | Training input has a positive effect on job satisfaction of technical employees | Valid |
| H1c | The number of training companies has a positive effect on the job satisfaction of | Not valid |
| | technical employees | |
| H1d | The technical title has a positive effect on job satisfaction of technical employees | Not valid |
| H1e | Job hierarchy has a positive effect on job satisfaction of technical employees | Not valid |
| H1f | The relationship in specific human capital has a positive effect on job satisfaction of | Valid |
| | technical employees | |
| H1g | The transferability of specialized human capital has a positive effect on the job | Valid |
| - | satisfaction of technical employees | |

5. Conclusion

First, there is a significant positive correlation between training input and job satisfaction of technical employees, which shows that technical employees prefer to require employees to devote a great deal of energy and time to understand what they are competent to do. This conclusion is consistent with the above-mentioned technical employees who tend to prefer challenging work. The work can often bring such employees a greater sense of achievement and self-efficacy after completion, which also supports the statement mentioned above that many scholars believe that training is very important for the job satisfaction of technical employees.

Second, the relationship in specific human capital has a significant positive correlation with the job satisfaction of technical employees. This conclusion shows that for technical employees, the related to task solving, the higher the job satisfaction. As mentioned earlier, for the automobile maintenance industry, in order to match the effective use of specialized human capital with a specific work team, this thesis optimized and integrated heterogeneous human capital according to the needs of the team. In different special structures, the advantages complement each other to enhance the core competence of the whole team. Each maintenance is equipped with employees with different professional directions, and each member is good at the maintenance of different parts. Therefore, this form of work makes the colleague relationship more important to technical employees. Moreover, the common training mode in the automobile maintenance industry is "master with an apprentice." This special mode also makes the relationship between employees and work inseparable.

Third, the degree of transferability of specialized human capital is significantly positively correlated with the satisfaction of technical employees. This shows that the lower the transferability of human capital of the dedicated line for technical employees (the higher the score, the lower the transferability). The higher the job satisfaction of technical employees, the biggest difference between

[1842]



special human capital and general human capital is its low degree of transferability. This not only limits the employment scope of employees, but also is very difficult for companies to train such professional employees, which creates an inseparable relationship between the two parties, which also gives technical employees a sense of security to a large extent, thus improving their job satisfaction.

On the whole, some suggestions are put forward for the managers of the automobile maintenance industry: 1) When managing technical employees, more attention should be paid to incentive methods other than money and positions; 2) Improving the level of the specialized human capital of technical employees can improve employees' job satisfaction.

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[1843]