

Exploration for Job Satisfaction of Military Basic-Level Finance  
Personnel—an Explorative Study with R.O.C. Armed Force as One Example

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Abstract

With perceptions of “R.O.C. Armed Force basic-level finance personnel” (hereafter referred to as budget & finance sergeants) as the basis of investigations, this study is characteristic of collections of literatures regarding service quality and satisfaction level, summary of studied variables, questionnaires, statistic analyses for discovery of potential factors, supply of recommendations from conclusions, and improved financial management performance of basic-level sectors.

With this study, we argue that accounting & statistics sectors of R.O.C. Armed Force should integrate sectors’ properties with basic-level personnel’ s requirements to draft adequate programs and have spiral thinking to take care of basic-level finance personnel for the sake of future severe situations about finance manpower and work environment, e.g., constantly-developed manpower and sector reduction causing abrupt changes in organizations of R.O.C. Armed Force.

Keyword : Service Quality, Job Satisfaction Analysis for Decision-making,  
CRM