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A valid Model applicable to the practice of Human Resources in the companies
– A confirmatory study–

The aim of this assignment is to explore the relations of influence of the potential motivator of the function and other determinants on the attitudes – of global satisfaction and satisfaction oriented towards the client and the emotional/affective Implication – and on the intentions of behaviour – of leaving the company / (in a negative way) and word-of-mouth – in such a way that it privileges concomitantly the company and the internal clients and, consequently, the external clients. A heterogeneous sample of 303 workers belonging to different professional groups was used and the confirmatory analysis was made through programme Amos 6.0. The validated model identifies nine variables considered as operationalisations psychometrically capable of evaluating positive attitudes, antecedents and results at work, applicable to the practices of human resources, urging the managers to re/design the system of work through the relations between variables according to theoretical models and conceptualisations which help understanding the functioning of the systems of management of human resources. In the view of the organizational manager, he may make inferences from the deepening of the relation between these two variables with the purpose of arousing, in the workers, the intention of not leaving the company and this positive, creative and innovative recommendation.