Using Fuzzy Delphi Method to Establish the Important Criteria and Sub-Criteria on the Human Resource Selection for the Taiwan Manufacturing Industry

陳文欽, 吳春安, Hui-Pin Chang, 蘇珊娜姜, 張韻如
Language Center
College of Humanities and Social Sciences
zoe@chu.edu.tw

Abstract

Manufacturing industries in Taiwan recognized the increasing shortage of workers to meet the demand of industries as a serious and complicated problem. The purpose of this study was to identify the key criteria and sub-criteria when recruiting the new workforce in the Taiwan manufacturing environment. In this study, several barriers that impede human resources executives when recruiting a new workforce are identified. First, through the literature reviews, the main criteria and sub-criteria for manufacturing industry recruitment decisions are all collected and categorized. Second, an expert committee is established and consulted, and the Fuzzy Delphi Method (FDM) is applied to screen the most essential criteria and sub-criteria to help human resource managers to come up with the most optimal decisions. Finally, the case study is undertaken in a Taiwanese company to determine the most suitable criteria and sub-criteria. The result of this study will provide future references for decision-makers in Taiwan’s manufacturing industry.

Keyword: Recruiting Workforce; Manufacturing Industry; FDM