



**THE IMPACT OF EMPLOYEE ASSISTANCE PROGRAMS  
SERVICE ON EMPLOYEE SATISFACTION OF GUANYU GLASS  
GROUP CO., LTD**

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**AN INDEPENDENT STUDY SUBMITTED IN PARTIAL FULFILLMENT  
OF THE REQUIREMENTS FOR  
THE DEGREE OF MASTER OF BUSINESS ADMINISTRATION  
GRADUATE SCHOOL OF BUSINESS  
SIAM UNIVERSITY**

**2023**



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This Independent Study has been Approved as a Partial Fulfillment of the  
Requirement of International Master of Business Administration in International  
Business Management

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**Title:** The Impact of Employee Assistance Programs Service on employee satisfaction of Guanyu Glass Group Co., Ltd

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### ABSTRACT

Employee Assistance Program (EAP) has been in China for a very short time, and its utilization rate in Chinese enterprises is still very low. Chinese enterprises simply draw on social work approaches and methods to solve the problems encountered by employees, and the operation is not standardized. Chinese companies do not utilize EAP methods for employee satisfaction feedback assessment. Therefore, it is important to study how the social work approach and perceived value of EAP affect employee satisfaction.

The objectives of this study were (1) To verify the positive impact of social work methods on employee trust and service perceptions. (2) To verify the positive impact of help content on employee trust and service perceptions. (3) To verify the positive impact of employee trust on employee satisfaction. (4) To verify the positive impact of perceived service on employee satisfaction. The research takes the employees of Guanyu Glass Group Co., Ltd. as the survey object. The research used quantitative methods. The random sampling method selects 256 people from the roster of social work service objects of Guanyu Glass Group Co., Ltd. as the survey objects to issue the questionnaire.

Through analysis, the results show (1) Social work is positively associated with employee trust and perceived value. (2) Help content positively correlates with employee trust and perceived value. (3) Employee trust positively correlated with employee satisfaction. (4) Value perception positively correlated with employee satisfaction. Through quantitative data support, it provides a theoretical basis for enterprises to carry out EAP selection, provides a set of feasible solutions for enterprises to carry out EAP-related work, and further promotes the sustainable development of Chinese enterprises.

**Keywords:** social work, eap service, satisfaction, trust, value.

## 摘要

题目：社会工作模式的 EAP 服务对员工满意度影响的研究

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员工帮助计划（EAP）进入中国的时间很短，在中国企业中的使用率还很低。中国企业只是简单地借鉴社会工作的方式方法来解决员工遇到的问题，操作不规范。中国企业没有利用 EAP 方法进行员工满意度反馈评估。因此，研究社会工作方法和 EAP 的感知价值如何影响员工满意度具有重要意义。

本研究旨在探讨（1）社会工作方法对员工信任和服务感知的影响。（2）帮助内容对员工信任感和服务感知的影响。（3）员工信任对员工满意度的影响。（4）服务感知对员工满意度的影响。研究以冠宇电子集团股份有限公司员工为调查对象。研究采用定量方法进行分析。随机抽样法，从冠宇电子集团股份有限公司社会工作服务对象名册中抽取 256 人作为调查对象，发放调查问卷。

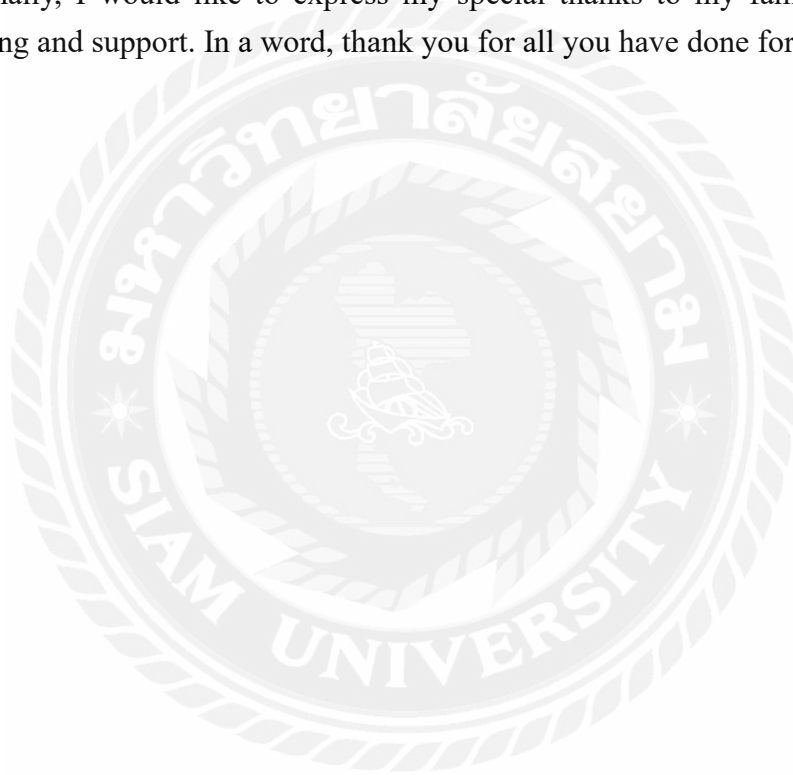
通过分析，结果表明：（1）社会工作方法对员工信任和服务感知正相关。（2）帮助内容对员工信任和服务感知正相关。（3）员工信任对员工满意度正相关。（4）服务感知对员工满意度正相关。通过定量数据支持，为企业开展 EAP 选择提供了理论依据，为企业开展 EAP 相关工作提供了一套可行的解决方案，进一步促进了中国企业的可持续发展。

**关键字：** 社会工作 EAP 服务 满意度 信任 价值

## ACKNOWLEDGEMENTS

During these two years of graduate school, I have gained a deeper understanding of actual management knowledge and had the opportunity to learn a lot of practical knowledge. In addition, I have learned to think logically and thoroughly, which is a priceless asset to me.

First, I sincerely thank my tutor, who is knowledgeable, self-disciplined, and innovative. His selfless work attitude and innovative spirit deeply influenced me. Secondly, I would like to say thanks to my classmates and friends who have been helping me and have put forward many valuable suggestions in the thesis-writing process. Finally, I would like to express my special thanks to my family for their understanding and support. In a word, thank you for all you have done for me.



## DECLARATION

I, LI MEIZHEN, hereby certify that the work embodied in this independent study entitled “Research on the impact of EAP service in social work mode on employee satisfaction” is the result of original research and has not been submitted for a higher degree to any other university or institution.

*Li Meizhen*

LI MEIZHEN

Jul. 22, 2023



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# Chapter 1 Introduction

## 1.1 Overview of Study

Employee Assistance Program (EAP) originated in the United States in the last century. In recent years, Chinese society has gradually gained a clearer understanding of EAP, and more and more enterprises have begun to introduce EAP. EAP service is a systematic, long-term welfare and support program set up by enterprises for employees. Through professional diagnosis and advice of the organization and professional guidance, training, and consultation for employees and their immediate family members, it aims to help solve various psychological and behavioral problems of employees and their family members and improve employees' work performance in the enterprise. From the perspective of foreign practice, EAP service is an important way to improve employee satisfaction. The Emotional Intelligence published by Daniel Goleman, a famous American psychology researcher, pointed out that emotional management is a process in which individuals and groups in society perceive, mediate, and control other people's emotions, to maximize the exploration and cultivation of emotional intelligence and the ability to control emotions, thus ensuring the good emotional state of individuals and others, It is a good application management method generated by the above management process (Daniel, 1996). Alleviating employees' work stress is an important part of EAP. There are many relevant studies abroad that prove that employee assistance programs are of great significance for employee stress management. EAP can help build a psychological support system within an enterprise to help employees relieve stress. It can also provide all-around support to employees through the creation of a working environment and corporate culture (Culibrk et al. 2018). Therefore, enterprises need to provide EAP services for employees in combination with the actual situation to improve employee satisfaction.

Under the background of the new era, with the rapid development of China's market economy, Chinese enterprises are facing many problems in the process of development. The traditional human resource management methods have been unable to solve the problems existing in the human resource management of Chinese enterprises. Therefore, some Chinese enterprises introduce EAP services in the process of development, hoping that EAP services can improve the quality of human resource management and realize the sustainable development of enterprises (Xie et al. 2016). However, there are great differences between China and Western developed countries in cultural traditions and corporate management concepts. The development of EAP in China is in its infancy, and there are still theoretical and practical deficiencies. It faces many problems and will undergo a process to adapt to local and national conditions. Due to the insufficient understanding of EAP by Chinese enterprise managers, the development of EAP in Chinese enterprises is very slow. In recent years, Chinese enterprises have gradually begun to introduce social work in management. Social work is a professional activity that upholds altruistic values, is

based on scientific knowledge, and uses scientific professional methods to help needy groups in need, solve their life difficulties, and assist individuals and their social environment to better adapt to each other. The research on employees under heavy pressure in Chinese enterprises, using the framework of De Frank and Cooper's stress management adjustment measures, found that the employee assistance plan has a direct effect on enterprises to help employees with stress management(Luo, 2015). Providing EAP services for employees through social work can improve employee satisfaction to a certain extent.

## **1.2 Problems of Study**

EAP has been in China for a very short time and is currently under-utilized by Chinese enterprises. Chinese enterprises simply draw on the methods and approaches of social work to solve the problems encountered by employees, and the operation is not standardized. Chinese companies use EAP methodology for employee satisfaction feedback evaluation is insufficient (Culibrk et al. 2018). At the same time, there is a lack of research and evaluation of social work methods. However, employee satisfaction is an important indicator to measure the implementation effect under the enterprise social work model, so to realize the wide application of EAP in Chinese enterprises and achieve results, it is necessary to obtain employee satisfaction.

Given the importance of EAP service, this paper chooses Guanyu Glass Company as a case study to analyze the role of EAP service in improving staff satisfaction. The study of this paper, starting from the basic theory of EAP, this paper analyzes the advantages and disadvantages of Guanyu Glass Company in the process of using EAP and analyzes the importance of enterprises carrying out EAP work (Wang & Xu, 2022). Through the case analysis of EAP service under the social work mode, starting from the three working methods of case work, group work, and community work, through the design of a satisfaction model and questionnaire survey, the satisfaction of EAP service under the social work mode is obtained through the analysis of data. According to the actual situation, the specific strategies and measures for EAP to be implemented in Guanyu Glass Company are put forward (Chen, 2015). It is hoped that the analysis and research of this article can play a certain role in promoting the development and promotion of EAP in China.

Employee turnover within organizations continues to rise, including not only employees but also covering middle and senior management. Employee departures not only increase the recruitment and training costs of an organization but also lead to knowledge loss and job instability.

Employees' satisfaction with their jobs is generally low, which is manifested in low motivation, depressed emotions, and decreased work efficiency. Many employees mention in their feedback that they feel there is a lack of challenging work, unfair promotion opportunities, and high work pressure.

Employees generally show a sense of distrust toward the management of the organization. This distrust is manifested in poor information communication, low transparency in decision-making, and lack of attention to employee opinions and feedback. Employees feel that the enterprise only cares about performance and ignores the needs and rights of employees.

### **1.3 Objectives of Study**

In recent years, with the rapid development of the market economy, competition among enterprises has become increasingly fierce. The acceleration of the pace of urban life and the increasingly busy work has increased the pressure on the employees of the enterprise, and its negative impact has caused huge losses to the production safety and economic benefits of the enterprise. The core role of an enterprise is employees. How to reduce the pressure on employees, improve the quality of life of employees, and promote the physical and mental health of employees is a problem that modern enterprises need to face (Guo, 2022). In the development of modern enterprises, how to provide comprehensive assistance to enterprise employees has become the core of enterprise human resource management (Tang & Zheng, 2015).

Based on the insurmountable employee problems in the process of modern enterprise reform and organizational innovation, this paper uses the internationally recognized method of EAP to better understand the significance and value of EAP to enterprise management and grasp the employee problems in the process of enterprise reform and innovation. By describing the importance of the rational use of different working methods of social work in the assistance of employees from different perspectives. Provide important references for social workers to adopt reasonable working methods for services under the enterprise social work model. Thus, it can better and more effectively reduce the pressure on employees, improve the sense of well-being of employees, and then improve the situation of employee turnover in the enterprise, and improve the performance of the enterprise, to realize the win-win situation between the enterprise and the employees. The application of the EAP method in Guanyu Glass Group Co., LTD., to find a way to provide employee satisfaction. Therefore, the main objectives of this study include:

(1) To verify the positive impact of social work methods on employee trust and service perceptions.

(2) To verify the positive impact of help content on employee trust and service perceptions.

(3) To verify the positive impact of employee trust on employee satisfaction.

(4) To verify the positive impact of perceived service on employee satisfaction.

## **1.4 Significant of Study**

Based on the theory of management, it is proposed that "continuously strengthen the psychological capital of employees, promote the positive and healthy growth of employees' body and mind, and then the management mode of sustainable development of enterprises". Improving the application research of EAP in enterprise management can make up for the lack of core deficiencies in human resource management theory (Chen, 2015), improve the theory of human resource management, and thus build the core competitiveness of enterprises. In today's society with the rapid development of the market economy, solving the problems of employees is the core of improving the development ability and competitiveness of enterprises. Using social work to provide corresponding services for employees can better solve the problems of employees, improve the satisfaction of employees with enterprises, and then benefit the development of enterprises (Huang, 2020). Corporate social work has important theoretical and practical significance for preventing and solving job burnout and maintaining good job performance. Corporate social work is the 1 possible intervention path to improve job performance (Wang & Xu, 2022). This study can also enrich the academic research literature on EAP to a great extent, and provide corresponding theoretical guidance and a theoretical basis for enterprises to carry out EAP services.

Future competition is the competition of talents between enterprises. The core of giving full play to the advantages of talents lies in improving the psychological capital and happiness of employees. When employees of an enterprise can have a sense of happiness and find a balance between life and work, their output will be more and the quality will be higher, which is the secret of the enterprise being competitive enough. This study focuses on the impact of EAP service on employee satisfaction in Guanyu Glass Group Co., Ltd. based on social work mode, summarizes the deficiencies and problems of EAP service in Guanyu Glass Group Co., Ltd., and puts forward targeted opinions and suggestions, which can improve the quality of EAP service in Guanyu Glass Group Co., Ltd. Through the application of EAP in enterprises, employees' happiness and organizational support can be improved, and their satisfaction with the company can be significantly improved, bringing a harmonious atmosphere and organizational cohesion to the organization, improving corporate productivity, and even having a huge positive impact on the industry.

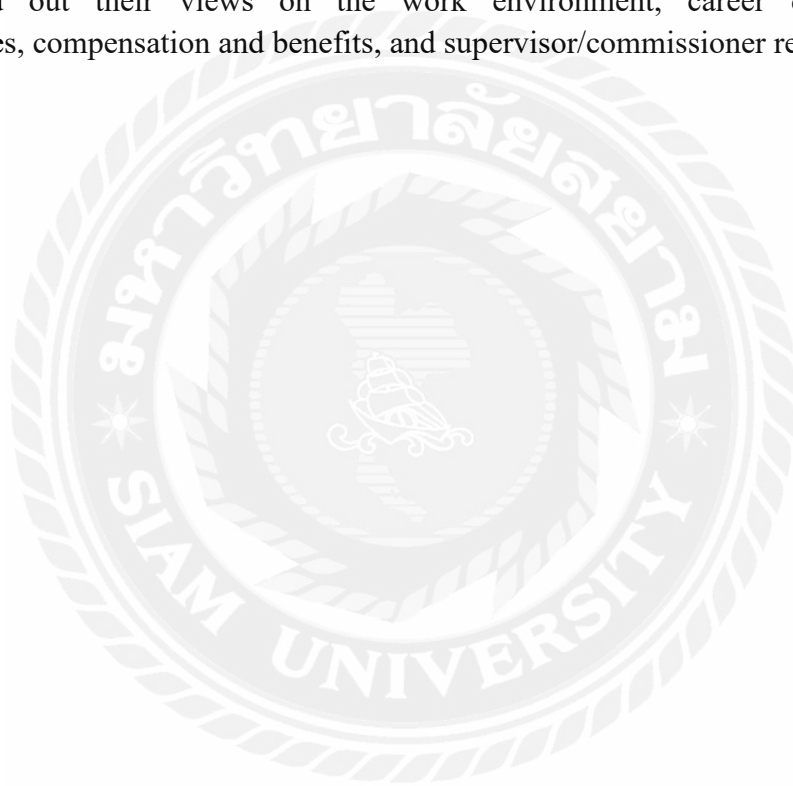
## **1.5 Limitations of Study**

Because the application of corporate social work in China is still relatively insufficient, resulting in the case of the choice of the enterprise is relatively insufficient, the information collected and information is relatively limited, the results have some shortcomings but also need to continue to expand my sample in future research.

At the same time, due to the relatively insufficient research literature on the impact of corporate social work on employee job satisfaction, the methods used in this study need to be further optimized, so the results of this study and the opinions and suggestions put forward in this paper need to be further verified.

### **1.6 Scope of study**

In this research, the main research theories include Maslow's Needs Theory and Two-Factor Theory. This research will focus on the frontline working employees of Guanyu Glass Group Co. The company is a manufacturing industry that faces the problems of high employee turnover, low satisfaction, and distrust of the organization. Questionnaires and data analysis were used to gain insights into how these phenomena manifest themselves in the organization and the factors that influence them. Find out their views on the work environment, career development opportunities, compensation and benefits, and supervisor/commissioner relationships.



## **Chapter 2 Literature Reviews**

### **2.1 Introduction**

Research on employee satisfaction is a key issue in academic research. Academia has conducted a lot of research on employee satisfaction and has also achieved rich research results. Although there has been a lot of research on enterprise EAP and social work in academia, there is a lack of research literature on the impact of enterprise social work on employee satisfaction. In this paper, the research literature on employee satisfaction and corporate social work is analyzed, which provides the corresponding reference and reference for the research of this paper.

### **2.2 Literature Reviews**

#### **2.2.1 Employee Satisfaction**

To the relevance of the expressed views, this paper combs the research on the definition of employee satisfaction by representative experts and scholars in China and Foreign Countries as follows:

Employee satisfaction is the degree of satisfaction of employees with their work and working environment from physical and psychological aspects(Yan & Ma, 2018). At the same time, employee satisfaction is an indicator of employee turnover intention and performance inside and outside the role.

Satisfaction is a subjective emotional response, which comes from satisfaction in line with personal work values (Kim & Min, 2014). It is believed that job satisfaction is the result of a person's judgment and evaluation of their work, and such judgment result belongs to an emotional experience. Satisfaction is based on the utility that people get, and satisfaction varies with the value of utility that people get (Chesbrough & Rosenbloom, 2002).

Opinions vary on the definition of employee satisfaction. According to the understanding of the definition of employee satisfaction by experts and scholars, employee satisfaction is a subjective judgment formed by employees of their company or organization in actual work. However, this kind of subjective judgment is usually based on a certain standard or reason, a subjective perception or attitude formed according to the needs of employees themselves(Rice et al. 1991).

Employee job satisfaction is affected by many factors. Academia has conducted a lot of analysis and research on the impact of employee satisfaction. In many cases, the job satisfaction of employees will be affected by the working environment. In addition, the heads and leaders of enterprises should pay attention to the corresponding material rewards for employees (Asiedu-Darko & Amanor, 2016). Many factors affect employee satisfaction. The first aspect is work characteristics,



covering environmental safety, wages, organizational management, etc.; the second aspect is personal characteristics, covering intelligence, Age, etc. (Zikopoulos & Eaton, 2011). Emotional intelligence has a great influence on employee satisfaction (Miao, Humphrey, & Qian, 2017). There is a close relationship between job satisfaction, job engagement, and organizational commitment. Job engagement exists between the other two and plays a moderating role (Culibrk et al. 2018).

Employee job satisfaction is affected by 4 important factors, 1 is salary and compensation, 2 is job challenge, 3 is the relationship between colleagues, and 4 is the comfort of working conditions (Mauno et al. 2013).

### **2.2.2 Social work**

Social work is the work of helping others. The main focus of social work is the interaction between humans and the environment. Through professional case work, group work, and community work, three professional work methods to assist individuals, families, Groups, and communities can adapt to the social environment, increase or restore their social functions through professional work methods, and achieve the purpose of helping others to help themselves (Wang, 1998).

Since social work was introduced in China, it has developed rapidly. Taking Shenzhen, China as an example, on January 9, 2008, the signing ceremony for the large-scale purchase of social work services in non-governmental social work organizations led by the Office of the Shenzhen Municipal Leading Group for Strengthening the Construction of Social Work Talents and Promoting Social Work Development was officially held. The holding of this ceremony marks a new opportunity for the development of private operations of social work in Shenzhen; the model of large-scale private operations of social workers in Shenzhen is a pattern of the transformation of the Shenzhen government from an economic government to a service-oriented government, marking The determination of the government to decentralize power; it marks the direction of the transformation of Shenzhen's social development. The establishment of Shen Special Economic Zone is the first special economic zone established after the establishment of China's economic development development-centered strategy. It has accumulated a lot of material wealth in the process of economic-can economic-centered, and its economic aggregate ranks among the top in the country (Zhang, 2011).

The economic situation is relatively active compared to other regions in the country. The market economy requires a service-oriented government and a "night watchman"-style government. China's market economy has developed for more than 20 years, but the construction of China's service-oriented government and the development of the market economy are seriously incongruous. The continuous issuance of documents on the construction of "social engineers" by various ministries and commissions of the State Council also shows the government's development ideas for improving social services (Lu & Wang, 2020).

Social work is a new and important field and initially presents the situation of parallel work practice and theoretical research. The current research on social work mainly focuses on the meaning and value concept of social work, social work practice, and social work development. On the one hand, future social work research can pay attention to the popularization and efficiency improvement of social work in the central and eastern regions; On the other hand, it is necessary to follow up and pay attention to the development of social work in the region (Yan & Zhou, 2018).

If the local voice of social work starts in 2008, which is called the first year of public welfare or charity, so far, the development of social work in China has been nearly 15 years. If we start from the pilot project of Shanghai's three major associations of drug control, correction, and community youth in 2003, the development time of social work in China will be nearly 20 years. If we start from the revival of social work education at Peking University in the 1980s, the development of social work in China has a history of more than 30 years. If it is further traced back to the 2030s, the history of the development of social work is even longer (Wang, 2022).

Social work is part of the EAP and is designed to provide employees with support and assistance with a variety of personal and work-related problems. These problems may include emotional distress, family issues, work stress, career development, and more. Social work helps employees solve their problems and improve their quality of life and job satisfaction by providing professional social work services (Zhang, 2011).

Case work is a method of social work that provides intervention and support for individual personal problems. In case work, social workers have one-on-one communication with individuals to understand their problems, needs, and backgrounds in detail, and then formulate personalized help plans. This approach emphasizes an in-depth understanding of the individual and targeted support to achieve the goal of solving problems and improving the individual's well-being (Attridge, 2019).

Group work is another approach to social work that involves working together to solve problems, share experiences, and provide support by organizing a group of people to participate in discussions and exchanges together. In group work, a social worker may facilitate group meetings so that members can share their problems and insight, gaining empathy, support, and advice from them. This approach emphasizes collective strength and promotes problem-solving and individual growth through interaction among members (Sun, 2011).

Community work is an approach to social work that focuses on the community as a whole, aiming to improve the quality of life and well-being of its residents. Social

workers work with community residents to understand the needs and problems of the community and then assist in developing and implementing solutions. This approach emphasizes participation and cooperation at the community level for the development and improvement of the community as a whole (Li, 2017).

The help content consists of four main parts which are Interpersonal relationships, Psychological help, Life help, and Work help (Luo et al. 2021).

Interpersonal relationships refer to the interactions and connections between individuals and other people. In the help content, Interpersonal relationships help involves resolving conflicts and communication problems between employees and coworkers, family members, etc., and providing skills and strategies to improve interpersonal relationships and reduce interpersonal stress.

Psychological help involves providing emotional support, emotion management skills, and strategies to cope with stress. In social work, psychological help aims to help individuals overcome psychological problems such as emotional distress, anxiety, depression, etc., and to enhance emotional health and psychological resilience.

Life help focuses on various problems that individuals may encounter in their daily lives, such as family problems, children's education, financial distress, and so on (Culibrk et al. 2018). Social workers provide problem-solving methods and suggestions to improve individuals' quality of life and sense of well-being.

Work help involves solving work-related problems, such as work pressure, career development, and career planning. Social workers can provide career counseling, job adaptation skills, etc. to enhance individuals' satisfaction, effectiveness, and career development in the workplace.

### **2.2.3 EAP services**

At the beginning of the last century, the American business community gradually began to implement the EAP program. The implementation of this program in the United States has achieved certain results, and then it has been widely promoted and applied in various Western countries (Cunningham, 1994).

Judging from the origin and development of EAP, EAP services have gone through four stages of development in developed countries. Through the development of these four stages, developed countries have formed a relatively stable employee assistance plan service model (Li, 2017).

#### **Phase I. Occupational Alcoholism Scheme**

In the middle of the nineteenth century, the phenomenon of corporate employees drinking was very prominent in Western society. Corporate employees not only drank

a lot of alcohol in the living area, but this phenomenon also occurred frequently at work. At the same time, most employers also acquiesced in the behavior of employees drinking in the workplace (Attridge, 2019).

However, in the 20th century, employees' drinking behavior has become more prominent, which has greatly affected the normal development of enterprises. As a result, some employers have gradually begun to realize the negative impact of this problem. Therefore, some employers have taken corresponding measures and activities to help employees change this situation in response to the problem of employee alcoholism. Therefore, some business owners have hired relevant experts to discuss and solve the problem of employee alcohol abstinence, and professional alcohol abstinence plans have gradually formed (Katz, 1987). The employee-counseling system established by Macy's in New York in 1917 is regarded as the original form of the professional alcohol rehabilitation program. By the middle of the 20th century, since the introduction of the occupational abstinence program, through its application in the United States, it has alleviated the problem of employee alcoholism to a large extent. Through a series of help programs, employees have been improved in many aspects, which has also had a certain positive impact on the development of the enterprise.

#### Phase II. Employee Help Program

At the end of the 20th century, due to the influence of the capitalist economic cycle, there were great problems in the economic development of the United States, which led to greater pressure on the employees of American enterprises in their lives and work. Affected by this pressure, employees of American companies have various problems in their lives, such as alcohol and drug abuse. At the same time, work-related injuries, diseases, divorce, legal disputes, and other issues have largely affected the personal emotions of employees. Has a great negative impact on corporate performance. The emergence of these problems has further promoted the expansion of the service scope of occupational alcohol rehabilitation programs. Since the 1960s, EAP has been used in most enterprises. At the same time, in the process of development, EAP has gradually begun to pay attention to the improvement of employees' abilities (Seligman & Csikszentmihalyi, 2000).

#### Phase III. Occupational Health Promotion Scheme

The employee assistance program has been continuously improved in the process of development, and its service content has been continuously enriched, bringing great help to employees and enterprises. However, the previous employee help program lacked corresponding attention to changes in employees' psychological behaviors. Therefore, to better help employees and improve enterprise performance, occupational health promotion plans have gradually emerged. Specifically, organizations or enterprises use a series of measures to explore various factors and problems that affect

the health of employees, and then formulate targeted solutions and plans to gradually help employees form good interpersonal relationships and health psychology, and improve employee happiness. At the same time, it promotes the improvement of organizational performance (Sun, 2011).

#### Phase IV. Employee Promotion Plan

Since the 1980s, the problem of alcoholism among employees in American enterprises has significantly improved, but new problems and crises have emerged at the same time. Therefore, to deal with these new problems, the employee promotion plan is gradually implemented within American enterprises. The focus of the employee promotion plan is to solve the psychological problems of employees and relieve the pressure of employees. Specifically, the employee promotion plan mainly provides corresponding services to employees from several aspects such as stress relief, and psychological counseling career intervention. The main feature of the employee promotion plan is that it is systematic, comprehensive, and dynamic. Therefore, the implementation of the employee promotion plan in the enterprise is more effective, and it also has a certain degree of sustainable development (Graessle et al. 2018).

EAP has experienced many stages of development abroad and has become one of the most important management tools in human resource management of Western social enterprises. With the help of the EAP program, employees and their families can get all kinds of support and become one of the most important management methods in enterprises in all walks of life. The EAP service program originated in the early 20th century and was originally developed to solve the problem of alcohol abuse among corporate employees. Through the development of nearly a century, the EAP service project has improved in all aspects of service content and service methods, from the initial solution of alcoholism to employee stress relief, mental health counseling, crisis management, job burnout, etc. Aspect. The employee assistance program has been widely recognized and applied in Western countries. Through a large number of practices, EAP has a strong guiding effect on the development of employees and organizations in many aspects and has become one of the most important theories in modern enterprise human resource management (Benson & Dundis, 2003).

In the increasingly fierce market competition, private enterprises are facing severe tests, and the pressure on employees is increasing. There have been long-standing differences in the positions of employees, managers, and owners in private enterprises, and the industry has been working hard to explore solutions, hoping to have a management method and wisdom to reconcile the gaps and differences caused by working relationships, working environments, and different positions. Employee Assistance Program (EAP) is a long-term benefit program provided by the organization for employees. EAP can effectively relieve the pressure on employees,

coordinate the gaps and differences between different positions in the work, and effectively carry out risk management. EAP can reduce management costs and communication costs, thus helping enterprises increase profits and performance and promoting the formation of a healthy ecological culture (Luo et al. 2021). In the period of enterprise reform and transformation, employees' ideological concepts and value orientations are showing a diversified trend, and traditional ideological education methods and methods can no longer be fully effective. Created and implemented ed EAP service for debugging body and mind, improving the cohesion, execution, and combat effectiveness of employees, and has achieved good results (Du, 2017).

EAP is the English abbreviation of Employee Assistance Programs, which originated in the United States in 3s. Solving the problem of alcoholism has been extended to many aspects such as psychology, health, and society. Judging from the current research situation of China and Foreign Countries, scholars China and Foreign Countries have not yet formed a unified definition of EAP. With the continuous development of EAP, the definition of EAP by scholars is also deepening. The representative research definitions include the following aspects:

EAP is a series of assistance measures and assistance plans implemented by enterprises for employees. Through a series of measures and plans, it directly or indirectly affects employees' personal emotional and psychological problems, then provides employees with corresponding consultation and service support, and indirectly promotes and promotes a series of plans to improve enterprise performance (Keller, 1984). EAP is a related service provided by enterprises to employees and their families according to a series of processes such as psychological evaluation, counseling, and treatment services for employees and their families (Arthur, 2000).

Provide a series of helpful services for employees through problem diagnosis, counseling, and consultation, and to solve various problems faced by employees in their work and life through a series of measures and services, and to improve their work efficiency and quality of life (Bohlander, 1992).

EAP is a help program for employees of enterprises, which aims to help organizations improve production efficiency and other related problems and help employees solve personal and work problems. Specifically, the employee problems targeted by EAP include not only alcoholism, health, family, legal, financial, stress, and other related issues, but also other issues that may affect the personal performance of employees. Although EAP has developed rapidly abroad, there are still some differences in the definition of EAP by foreign scholars, that is to say, the definition of EAP is not uniform. However, from the research of foreign scholars, scholars recognize the role of EAP in enterprise management and believe that it is a free service provided by the organization for employees and employees' families. Through EAP service, it can not only solve the problems of employees' personal and family psychology and other aspects but also promote and promote the improvement of

organizational performance to a large extent.

EAP is a systematic help service plan formulated by enterprises for employees according to the actual situation, solves the problems of employees and families in work and life through the implementation of services, and helps and promotes the personal growth of employees through the help plan, Improve organizational performance(Gu, 2011). There's a saying in Taoism that "Delegate to fish, as a delegate to fish" – to give the method for "earning money" is better than giving money. The way for middle and small-sized enterprises to adapt to needs for survival and development nowadays is to start with self-examination, independent physical fitness, and spontaneous reform among middle and small-sized enterprises, to achieve continuous self-perfection. EAP technology is an organizational auxiliary method to help the organization improve itself and grow constantly(Luo, 2015).

Although there is no unified definition of EAP in academia at present, from the definition of EAP by the above scholars, EAP mainly includes the following characteristics:

First of all, EAP is a consulting service provided by enterprises for employees. EAP provides a wide range of services, involving all aspects of employees' life and work. At the same time, EAP provides relevant services for employees and their families (Zhang, 2014);

Secondly, the main purpose of EAP implementation is to solve the problems of employees, and the personal problems of employees are not only related to the quality of life of employees but also have many impacts on the development of the organization;

Thirdly, the provider of EAP service is the organization or enterprise, that is to say, EAP is not provided by the employees of the enterprise. From the perspective of employees, EAP is the welfare provided by the organization (Xiao et al. 2013).

Finally, EAP is a series of service programs provided by the organization for employees and their families, including service consultation, diagnosis, and problem-solving. Simply put, EAP is a systematic project.

After nearly a century of development, EAP has been recognized and promoted worldwide. Its service content has expanded from the original professional alcohol withdrawal to all aspects of employees. At present, EAP service targets include not only individuals but also employees' families. From the perspective of service content, EAP service currently involves various physical and psychological problems and factors (Li & Han, 2021);

EAP services include psychological counseling, employment training, career

planning, crisis intervention, and other services, which involve the life and work of employees and their families (Kalleberg, 1977). EAP services include four aspects: psychological problems, health problems, economic problems, and social problems. EAP provided by organizations for employees is included in these four issues(Bohlander, 1992).

#### **2.2.4 The relationship between social work and EAP**

Judging from the development process of EAP service, social workers are one of the main providers of EAP service. Judging from the current development of social work in China and Hong Kong, China, the role of social workers in EAP services is more prominent. In recent years, social workers have been introduced in various regions of China.

The development of social workers in Guangdong, Shanghai, Beijing, and other regions has been scaled, and the role of social workers in corporate employee assistance programs has become more and more obvious. The field of corporate social work services has also become an important part of China's social work services. In essence, the introduction of social work services in the development of enterprises is to provide a series of help and services for employees, so corporate social work and EAP There is a close connection between services.

The main purpose of corporate social work is to provide various assistance to corporate employees, covering various fields such as psychology, family, life, and work. Both corporate social work and EAP attach great importance to human factors and are committed to helping employees develop their potential, thus promoting the improvement of corporate employees' personal and organizational performance.

In enterprise human resource management, social work provides material and spiritual assistance to employees through professional skills and methods to reduce the pressure on employees. The concept of social work and the specific services provided are consistent with EAP services. Social work is the main form of enterprise EAP services (Ren,2019).

The working method and essence of social work largely determine the relationship between corporate social work and EAP and is one of the main service providers of EAP. The concept of corporate social work is similar to that of EAP. Although there are certain differences in content, from the current actual situation in China, the provision of EAP services by corporate social workers is one of the important paths for the localization of EAP services and has gradually become the main provider of EAP services in China.

Although China's EAP is imported from abroad like social work, as far as the current development situation is concerned, social work services are strongly supported by government departments due to the wide coverage of people, and their



development speed and perfection in China are significantly higher than EAP. The methods and concepts in social work have provided great enlightenment to the development of EAP in China. Social work itself has its unique philosophical concept of human value. To learn from social work methods as EAP's working methods, it should adopt its humanistic philosophy at the same time, but not its methods.

### **2.2.5 The Relationship between EAP and Employee Satisfaction**

EAP service is the main way and path to solve employee problems and improve employee satisfaction. Academic research has concluded that EAP service can help employees solve different levels of problems and can effectively improve employee satisfaction. The formulation and implementation of the hotel EAP service system can help hotel employees from the aspects of the working environment, working pressure, psychological anxiety, etc. Through this help and services, you can provide hotel employees with a satisfactory working environment and improve hotel employees' sense of belonging to the hotel(Zhao, 2014). Employee stress and mental problems would bring negative effects on enterprise benefits and development. In Chinese enterprises, psychological problems of the staff were mainly caused by competition pressure, interpersonal relationship tension, and mental crises, And then through EAP service can improve employee satisfaction(Li & Bi, 2014). Using the Copenhagen Psychosocial Questionnaire (COPSOQ) research tool, it is concluded that psychological and behavioral management is an effective way to improve enterprise performance, Therefore, enterprises need to provide psychological support and help services for employees through various services(Jing & Chu, 2014).

Through an empirical study on the staff of The Sixth People's Hospital Affiliated to Shanghai Jiaotong University, it is found that the hospital may alleviate and reduce the psychological pressure of medical staff through EAP, and can actively take intervention and guidance measures, which can reduce the abnormal psychological symptoms of medical staff(Xu, et al., 2021). EAP is a potentially good partner in the efforts to prevent Job stress organization level, The provision of EAP services can reduce the work pressure of employees, provide a good working environment for employees, and improve employee satisfaction(Halepota & Shah, 2011).

In the contemporary work environment, there is great interest in EAPs as a way of addressing substance use problems, which can be costly and detrimental to both individuals and their employers. EAPs are uniquely positioned to provide relatively barrier-free preventive services and screening, early identification, short-term counseling, referral to specialty treatment, and other behavioral health interventions for the privately insured population. As EAPs continue to evolve, a well-defined research agenda is crucial to understanding and capitalizing on EAPs' potential for addressing substance use problems through workplace programs(Merrick et al. 2007).

Through evaluating the effectiveness of EAPs, we observed expected improvements in employee psychological health and well-being. Importantly, PSC

was found to moderate the efficacy of EAPs; the most beneficial effects in reducing psychological distress were found when employees were in high PSC contexts. EAP satisfaction was not found to moderate the effect of EAPs on psychological distress. If EAPs focused on improving PSC then we should begin to see clear benefits of EAPs for employee psychological health and well-being via both individual and organizational pathways, and improve employee satisfaction (Shi, 2022).

## 2.3 Theory of Reviews

The relevant classical theories of satisfaction mainly include Maslow-hierarchy of needs theory, Herzberg-two factors theory of action, the Tolman-expectation theory, and the Horsman-equity theory, all of which are satisfied. The degree and the factors affecting satisfaction have been analyzed and explained, and this paper focuses on the analysis and explanation of the slow-need level. Theory and Herzberg-two-factor theory, and based on this theory to carry out employee satisfaction surveys.

### 2.3.1 Maslow's hierarchy of needs

Maslow's hierarchy of needs holds that human needs have 5 levels, of which physiological needs are the lowest level and self-realization needs are at the highest level. Only when the needs of the lower level are met, the needs of the higher level will gradually occupy the dominant position of the original needs of the lower level, 5 levels will gradually rise from low to high.

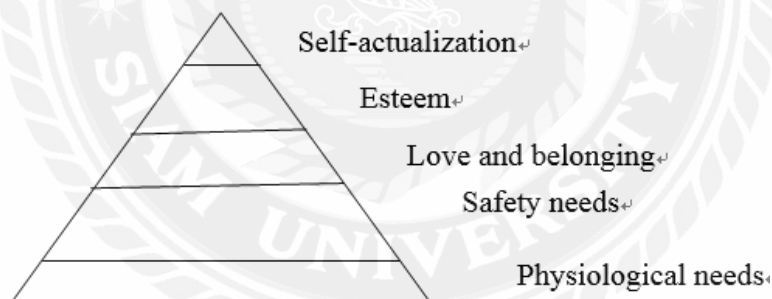


Figure 2.1 Maslow's Hierarchy of Needs

In the latest theoretical research, the level of self-realization is subdivided into the needs of knowledge and aesthetics. Among them, the needs of physiology, safety, social interaction, and respect are called missing needs, and the needs of knowledge, aesthetics, and self-realization are collectively referred to as growth needs. Lack of sexual needs can be met, but growth needs can never be fully met, which is the goal of life-long pursuit.

Maslow's model is a constructive tool for understanding individual human behavior; its use in the business/organizational setting provides a means to understand and affect employee motivation. In the work setting Maslow's model has the same five levels, but the definitions were modified in the following manner by Maslow himself and authors of numerous management books and texts. At the base, the first

basic level that must be satisfied is that of wages. Maslow posited that if individuals are, in their minds, paid, they will not spend an inordinate amount of time thinking about their salaries (Maslow, 2000). Conversely, if an individual does not believe that he/she is being paid a fair wage, too much time will be spent contemplating this perceived inequity and other work concerns will not be given the attention that might be required. There is a correlation between the traditional model and that found in the work environment. Basic survival needs must be met with wages which in turn provide shelter, food, water, heat, clothing, etc. With adequate wages, the individual seeks safety on the job. This includes not only physical but mental safety. A secure working environment can also mean decreased anxiety produced by adequate benefits, union contracts, etc. Training occupies an important position at this level because the worker consciously and subconsciously relates training to safety. For instance, a person trained on a piece of machinery is a safer worker than one that has not had the training and has been required to learn by trial and error. However, the worker also associates the willingness of the company to spend resources, time, and money, on his/her training as an assurance that he/she is of value to the company. Maslow also suggests that... 'it is a rare individual who is completely secure in his work environment' but training helps Maslow, 2000).

How does one motivate employees in the face of increased demands, particularly when they are being asked to meet these demands with fewer resources? The answer is, in large part, to make the employee feel secure, needed, and appreciated. This is not at all easy, but if leaders take into consideration the needs of the individual, the new technology that provides challenges and opportunities for meeting those needs, and provides the training to meet both sets of needs, enhanced employee motivation and commitment is possible (Bouzikos et al. 2022).

### 2.3.2 Theory of the role of two-factor theory

The two-factor theory is also known as the incentive-health theory. According to the theory, the factors that motivate people to work can be divided into two types: 1 is the factor that makes people feel satisfied at work, that is, the incentive factor; the other is the factor that causes people to be dissatisfied at work, that is, the health factor.

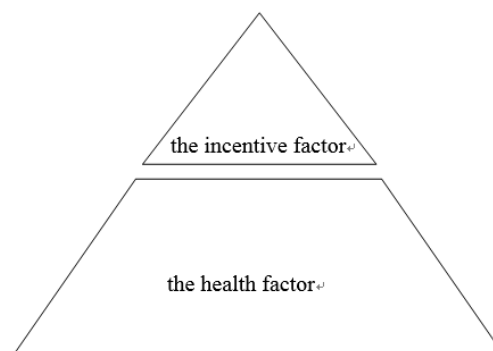


Figure 2.2 Herzberg's two-factor theory

The two-factor theory holds that self-motivation is the biggest source of motivation for employees, so organizations need to actively create conditions for motivation. Only by satisfying the health care factors of employees can the organization prevent employees from experiencing dissatisfaction and negative emotions. The treatment of incentive factors can give full play to the incentive effect and improve the enthusiasm and initiative of employees (Herzberg, 1959).

(1) Healthcare factors are mainly related to the enterprise environment or working relationship in which employees are located, including company management methods, interpersonal relationships between employees, working conditions, etc. Healthcare factors cannot be used directly to motivate employees, but they can be eliminated by improving healthcare factors. Healthcare factors combined with incentives to improve employee satisfaction will work better.

(2) Incentive factors refer to factors that can give employees a positive psychological feeling and improve employee satisfaction. Motivation factors are mostly related to work content, such as the sense of accomplishment at work, the degree of leadership attention, the possibility of personal development, etc. The increase in incentive factors can greatly improve the work efficiency of employees. However, in the absence of incentives, employees will not be dissatisfied. Incentive factors have an incentive function, and employee satisfaction can be improved by satisfying employees' incentive factors. Motivation factors are generally related to the job itself, which mainly include factors such as the challenge of the job, a promotion at work, personal interest, and the sense of identity obtained by work. The organization should give full play to the role and function of incentive factors in employee motivation to mobilize the enthusiasm and initiative of employees (Liu, 2021).

The two-factor theory gives satisfaction 1 new meaning. According to the definition of "satisfaction" and "dissatisfaction" in the two-factor theory, compared with the traditional view in the past, it is a lack of science to simply put the two on the opposite. The opposite of "satisfaction" should be "no satisfaction"; the opposite of "dissatisfaction" is "no dissatisfaction". The specific explanation is that employees will feel satisfied under the influence of incentive factors, even if there is no incentive factor, there will be no dissatisfaction. If only health care factors are provided, employees will not be dissatisfied, but they will not feel satisfied. However, if there is a lack of healthcare factors, employees will feel dissatisfied.

In the two-factor theory, the personal development of employees is closely related to the culture established by the enterprise. The inspiration for the two-factor theory for employee motivation mainly includes the following aspects:

First of all, in employee motivation, healthcare factors and incentive factors influence and depend on each other. Among them, healthcare factors are the

foundation, and based on healthcare factors, they play an incentive role by exerting incentive factors, so incentive factors are the purpose of healthcare factors(Zhao, 2020).

Secondly, healthcare factors and incentive factors are not fixed, that is, in certain conditions and environments, the transformation between healthcare factors and incentive factors can be achieved (Zhao, 2020).

Finally, the two-factor theory provides an operable path for enterprise incentives, and its division of factors affecting employees can provide an effective basis for enterprise managers to motivate. In reality, most of the factors can be used as both healthcare factors and incentive factors. Enterprises need to take targeted measures to encourage them in combination with the actual situation (Lei, 2020).

## **2.4 Research Relevant**

Takes 711 new generation employees from 9 enterprises in Guangdong, Hunan, and Hubei as the object, and uses relevant analysis and linear regression methods to investigate and analyze the current situation of democratic participation in enterprises and its influence mechanism on employee satisfaction(Xie et al. 2016). The employee satisfaction level of plastic enterprises by analyzing the development status and development environment of plastic enterprises and taking Maslow's hierarchy of needs theory as the theoretical basis. According to the degree of influence of this level on employees, a path to improve employee satisfaction in plastic enterprises is set up (Luo & Ma, 2021). Cunningham, in the process of analysis and research, mainly took the District of Columbia, Philadelphia, and Baltimore in the United States as the research objects, analyzed the effectiveness of the implementation of EAP services, and provided a model for the implementation of EAP through the collection of a large number of data and empirical research. (Cunningham, 1994) Through empirical research, it was concluded that the application of EAP can greatly ease the relationship between employees and enterprises, and further promote the improvement of employees' work efficiency.

The study used quantitative methods. This paper analyzes the cases of EAP work carried out by some enterprises in China and Foreign Countries and obtains the problems existing in the application of EAP in enterprise management. In the analysis and research, this paper mainly takes the social work introduced by Guanyu Glass Group Co., Ltd. as an example, and makes a comprehensive analysis and research on the EAP service provided by the company's social workers. Through consulting the theory of EAP and using relevant management knowledge, this paper provides a theoretical basis for the research of this paper. In the literature collection, through the school library and Internet channels to collect a large number of EAP services and social work development-related information, the analysis and research of this paper

provide a certain research direction.

By collecting the relevant data of EAP of Guanyu Glass Group Co., Ltd., the current situation of the company is quantitatively analyzed. At the same time, the satisfaction degree of the EAP service of the company is studied by qualitative method. Through the analysis results, the shortcomings and problems are found, and then the corresponding countermeasures are put forward. Through the research of the above method, a set of relatively quantitative solutions can be provided. Through quantitative data support, it provides a theoretical basis for enterprises to carry out EAP selection, provides a set of feasible solutions for enterprises to carry out EAP-related work, and further promotes the sustainable development of Chinese enterprises.

## 2.5 Conceptual Framework

In EAP services, social work methods are used to provide services to employees, while social work methods mainly include case work, group work, and community work. Providing EAP services to employees using these three working methods can have an impact on employee satisfaction. In EAP services, employees are provided with services from help content, which mainly includes interpersonal relationships, psychological aspects, life aspects, and work aspects. Study the relationship between employee satisfaction and employee satisfaction from four aspects. To study the mediating effects of employee, trust and perceived service value on employee satisfaction, help content perspective, and social work methods. The concepts involved in this study and their relationships are as follows:

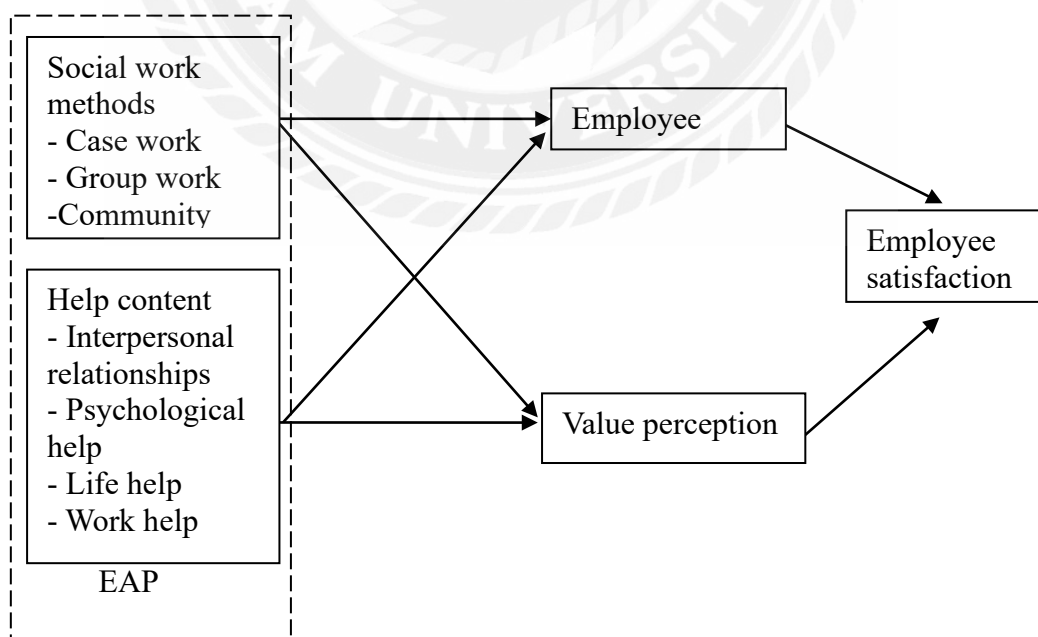


Figure 2.3 Conceptual Framework

## **2.6 Terms and Definitions Used in This Study**

The main concepts involved in this study include employee satisfaction, social work, and EAP services, in which employee satisfaction is relative to user satisfaction. Employee satisfaction refers to the feeling state formed by an employee comparing the perceived effect of the enterprise with his expectation and is the feeling that the employee's needs have been met. Employee satisfaction is a subjective value judgment of employees, a psychological perception activity of employees, and the result of comparing employee expectations with employees' actual perception. Social work is a professional activity that upholds altruistic values, is based on scientific knowledge, and uses scientific professional methods to help needy groups, solve their life difficulties, and assist individuals and their social environment to better adapt to each other. EAP service is a systematic, long-term welfare and support program set up by enterprises for employees (Khatri et al. 2001). Through professional diagnosis and advice of the organization and professional guidance, training, and consultation for employees and their immediate family members, it aims to help solve various psychological and behavioral problems of employees and their family members and improve employees' work performance in the enterprise.

In this study, based on demand theory and two-factor theory, in the process of developing employee EAP services based on social work services, it is necessary to carry out different levels of services for employees at different levels of needs based on employee needs analysis. Only the services provided by EAP services meet the needs of employees and can effectively improve employee satisfaction with services. In terms of the needs of Guanyu Glass employees, their needs are mainly concentrated on stress relief, life assistance, career planning, and other aspects.

From the perspective of the two-factor theory, in the process of EAP service, we should not only pay attention to healthcare factors but also fully consider incentive factors. To improve the job satisfaction of employees, we need to give help from the interpersonal relationship, psychological level, and work aspect, and play a certain incentive role through EAP service, thus improving the satisfaction of employees. Therefore, from the point of view of the hierarchy of needs theory and the two-factor theory, this paper determines the content of EAP service as interpersonal assistance, psychological assistance, life assistance, and work assistance, and analyzes the impact of the above four aspects on employee satisfaction.

## **Chapter 3 Research Methodology**

### **3.1 Introduction**

The method used in this paper is a quantitative research method. This study is based on the Guanyu glass company as a case, the analysis of the problem of the case, to draw a conclusion, and then support the academic research results. Through the analysis of the current situation of academic research, the hypothesis of the impact of EAP service based on social work on employee satisfaction is put forward, and the impact model of EAP service based on social work on employee satisfaction is established. This chapter compiles the EAP employee satisfaction questionnaire of Guanyu Glass Company and obtains the relevant data on employee satisfaction of Guanyu Glass Company through the questionnaire survey method for analysis. The specific steps include: firstly, the design and distribution of the questionnaire according to the set variables, the analysis of the questionnaire data, the reliability test, and validity test; secondly, the use of correlation analysis and regression analysis methods and regression analysis methods to test the assumptions in the model, according to the verification results of Guanyu Glass EAP service quantitative analysis, the EAP service on employee satisfaction results (Zhao, 2014).

In the study, according to the satisfaction theory, the hierarchy of needs theory, and the two-factor theory, the research hypothesis is put forward, and then the relationship between EAP service and employee satisfaction is quantitatively analyzed through the design and distribution of the questionnaire to collect data, and the hypothesis proposed in this paper is verified through quantitative analysis (Huang, 2015).

In this paper, through the construction of a research model, the questionnaire survey, and the use of software to analyze the relationship between the variables, to verify the research hypothesis. In the model constructed in this paper, the variables mainly include social work methods, help content, employee trust, value perception, and employee satisfaction, in which the dependent variable is employee, satisfaction, the independent variable is social work method and helps content, employee trust and value perception as intermediary variables. The quantitative analysis provides support for the research in this paper.

### **3.2 Research Design**

EAP service satisfaction provided by enterprise social work service centers for employees is affected by many factors. The main influencing factors affecting the satisfaction of EAP services provided by social workers are finally collected in two aspects: employees' trust in social work and their perception of the value of the services provided. These two aspects will be affected by other factors at the same time. In the



research process of EAP service satisfaction in Guanyu Glass Group Co., Ltd., this paper takes social work methods and the perspective of helping employees as primary influencing factors and takes social employee trust and service value perception as intermediate variables to study employee satisfaction.

Table 3.1 Variable settings

Variable type	variable name
Independent variable	Social work methods
	Help content
Dependent variable	Employee satisfaction
	Employee trust
	Value perception

The influencing factors of employee satisfaction with EAP service include many aspects. Different influencing factors have different effects on employee satisfaction, and there is a certain gap. Therefore, it is necessary to screen relevant questions and indicators in the process of questionnaire design. In this paper, according to the actual situation, the satisfaction questionnaire is designed, and the specific measurement indicators and questionnaires are shown in Table 3.1. The answer to the question is mainly based on the Likert 5 subscale, 5 is the most realistic description, 1 is completely out of reality, and from 1 to 5 the higher the score, the more consistent the described question.

### 3.2.1 Independent variable

Social work encompasses a variety of approaches in the EAP, including case work, group work, and community work. The goal of each of these approaches is to provide diverse support and assistance to meet the needs of employees in different dimensions and areas to promote the overall well-being of the individual and society. Questions were designed for each dimension in the study, with a total of nine question items, as shown in Table 3.2.

Table 3.2 Working methods

Working methods	question describes
Case work	I am very satisfied with the case work method in EAP services.
	When I receive EAP services, I am happy to accept individual cases or individual help.
	When using case work method to provide EAP service for me, I can fully solve my problems.
Group work	I am very much in recognition of the use of group work in EAP services.

	I am happy and often participate in group work services in EAP services.
	I think that by participating in group work, we can solve the problem in an all-round way and help grow up.
Community work	I am very much in recognition of the use of community work in EAP services.
	I am happy and often participate in community work services in EAP services.
	I think that participating in the community work method can play a huge role in family relations, enriching cultural and recreational activities, etc.

The help component forms a core part of the EAP and is designed to provide comprehensive support and assistance to employees. By addressing relationship issues, providing psychological help, life help, and solving work challenges, the EAP helps to enhance employees' well-being, emotional health, job satisfaction, and overall quality of life. Questions were designed for each dimension in the study, with a total of nine question items, as shown in Table 3.3.

Table 3.3 Help content

Help content	question describes
Interpersonal relationships	By participating in various services of EAP, you can make many friends and it is very important to maintain the relationship between friends.
	By participating in EAP services, I have established a good network of relationships.
psychological help	When I had psychological stress or other problems, I immediately thought of seeking help from social workers.
	I think EAP services provided by social workers are very important to mental health.
Life help	EAP services provided by social workers enrich my cultural and recreational life
	Whenever I encounter difficulties in my life, I think of finding help from social workers.
	I think EAP services provided by social workers have played a great role in improving the quality of personal life.
work help	EAP services provided by social workers have a great effect on personal career planning.
	EAP services provided by social workers can solve various problems encountered at work.

### 3.2.2 Dependent variable

According to Maslow's needs theory and two-factor theory, two variables Employee trust, Value perception were determined for the relationship between social work and job satisfaction, and survey questions were set based on related literature. Among them, Employee trust set 2 questions, and Value perception set 2 questions. employee satisfaction set 3 questions, as shown in Table3.4,3.5,3.6.

Table 3.4 Employee trust

Variable	question describes
Employee trust	Social workers and I are very good friends.
	I can find social workers to help me when I encounter difficulties in all aspects.

Table 3.5 Value Perception

Variable	question describes
Value perception	I feel that the EAP service provided by social workers is of great help to me and my friends around me.
	I think the EAP services provided by social workers are in place in all aspects.

Table 3.6 Employee satisfaction

Variable	question describes
Employee satisfaction	I think social workers have a good attitude in the process of providing EAP services.
	I think social workers can use very professional working methods in the process of providing EAP services.
	I think social workers are very effective in providing EAP services.

### 3.3 Hypothesis

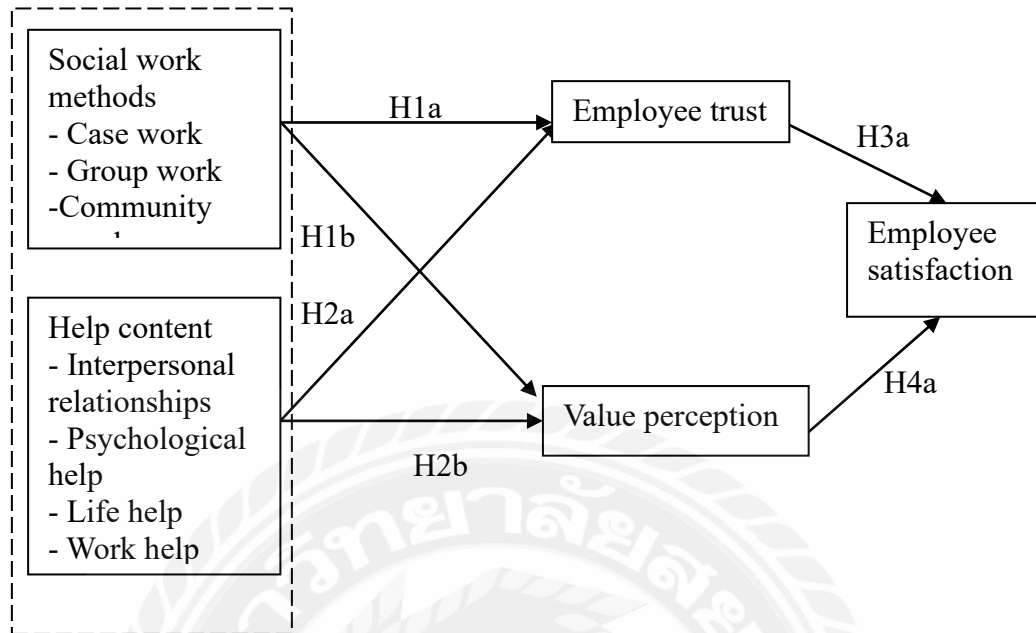


Figure 3.1 Hypothesis

#### 3.3.1 Social work service methods

Guanyu Glass Company when providing EAP services to employees, the enterprise social work service center mainly adopts three working methods: case work method, group work method, and community work method. The working methods provided by social workers have a direct impact on satisfaction with EAP services. In this paper, the following assumptions are put forward in the analysis:

H1a: There is a positive correlation between social work methods and employee trust in EAP services based on social work.

H1b: There is a positive relationship between social work methods and service value perception in EAP services based on social work.

#### 3.3.2 Employee's Help Angle

Guanyu Glass Company when providing EAP services to employees, the enterprise social work service center mainly provides relevant help from psychological counseling, interpersonal relationship, life, and work. By providing EAP assistance services for employees, the Social Work Service Center can have an impact on employees' trust and sense of value. Based on this study, combined with the actual situation, the following assumptions are mainly put forward in the analysis and research process:

H2a: There is a positive correlation between help content and employee trust in EAP services based on social work.

H2b: There is a positive correlation between help content and value perception in EAP services based on social work.

### **3.3.3 Trust of Employees**

The degree of employee trust in EAP services directly determines the degree of employee satisfaction with EAP services. As an intermediate variable, employee trust is affected by social work methods and help levels, and it directly affects employee satisfaction. Therefore, this paper proposes the following assumptions:

H3: There is a positive correlation between employee trust and employee satisfaction.

### **3.3.4 Employee's Service Perception**

The value perception of EAP services provided by social workers is one of the important factors affecting employee satisfaction. In this paper, the following assumptions are put forward in the analysis and research:

H4: There is a positive relationship between value perception and employee satisfaction.

## **3.4 Population and Sampling**

This article takes the employees of Guanyu Glass Group Co., Ltd. as the survey object. At present, the total number of employees of Guanyu Glass Group Co., Ltd. exceeds 2000, and the number of employees who have received social work services exceeds 1000. In this survey, the survey object is mainly selected from the employees who have received social work services, and a total of 300 people are selected for the survey.

In the sampling method, this paper uses a random sampling method to randomly select 300 people from the roster of social work service objects of Guanyu Glass Group Co., Ltd. as the survey objects to issue the questionnaire.

A total of 300 questionnaires were distributed in this paper. After all the questionnaires were distributed, 10 days were reserved for the respondents to fill in the questionnaires, and then the questionnaires were collected in 3 days. A total of 278 questionnaires were collected this time. The recovery rate reached 92.7%. After the

questionnaire is collected, incomplete questionnaires need to be screened, that is to say, questionnaires that cannot be summarized and analyzed are removed. A total of 256 valid questionnaires are obtained, and the recovery rate of valid questionnaires reaches 85.3%.

### **3.5 Data Collection**

A questionnaire survey is 1 kind of interventional research method. Questionnaire survey data is the result of the joint construction of researchers, questionnaires, interviewers, interviewees, and interview situations, rather than "objective facts" about the research object ". The questionnaire survey method is the most important method of data collection (Wang & Bai, 2013).

In this paper, the questionnaire is distributed by random sampling. The sampling groups mainly come from people who have received social work services. In the data collection, the social workers of Guanyu Glass Group Co., Ltd. assist to distribute the questionnaire, distribute the questionnaire through on-site investigation, and collect the questionnaire on the spot. The correctness of the data can be ensured through on-site investigation and on-site recovery of the questionnaire.

### **3.6 Data Analysis**

In this paper, in the data analysis, To analyze the obtained data, the basic statistical description, and related analysis methods are used to analyze the data, and the hypotheses put forward in this paper are tested. First, To carry out statistical analysis on the number of surveys. Through the statistical analysis, the basic situation of this survey can be grasped and understood, and the basic characteristics of the survey objects can be obtained. At the same time, the overall situation of employee satisfaction of Guanyu Glass Company can be obtained by using statistical analysis methods. On this basis, the relationship between the factors is obtained through correlation analysis, and the hypothesis proposed in this paper is tested by a significance test.

### **3.7 Reliability and validity analysis of the scale**

#### **3.7.1 Reliability analysis**

Reliability mainly refers to the reliability and consistency of the questionnaire, which can reflect the authenticity of the questionnaire to the measured problem. In this paper, Cronbach's  $\alpha$  coefficient is mainly used in the measurement of questionnaire reliability. Generally speaking, if the value of this indicator is above 0.8, then the reliability of the questionnaire is good; if it is between 0.7 and 0.8, then the reliability of the questionnaire is avoided within an acceptable range; if the indicator is between 0.60 and 0.70, then the reliability of the questionnaire is reluctantly acceptable. In this paper, To analyze the calculation of the questionnaire reliability index, the results are shown in

Table 3.7.

Table 3.7 Reliability Analysis

variables	number of observed variables	Cronbach's $\alpha$
Working methods	9	0.821
Help content	9	0.781
Trust	2	0.810
Service perception	2	0.802
Satisfaction	3	0.783

It can be seen from the calculation results of the above standard that the Cronbach's  $\alpha$  values of this scale are all greater than 0.7, so this shows that the reliability of this questionnaire is good and the satisfaction of employees with EAP services can be obtained.

### 3.7.2 Validity analysis

The validity of the questionnaire is mainly used to reflect whether the designed questionnaire can effectively evaluate the problems that need to be evaluated. The validity of the questionnaire includes structure validity and content validity. The former mainly refers to whether the design of the questionnaire is structurally reasonable, while the latter mainly refers to whether it is effective in the design of various indicators and questions of the questionnaire. In this paper, in the test of the validity of the questionnaire, the KMO test and the Bartlett ball test calculation results are used to measure, the KMO value is greater than 0.708, and the P value of the Bartlett ball test is 0.000, so the validity of the questionnaire is better.

Table 3.8 Validity testing

KMO & Bartlett's test		
KMO		0.708
Bartlett's test	Approximate Chi-square	1345.621
	Df.	368
	Sig	.000

Using KMO and Bartlett tests for validity verification, it can be seen from the above table that the KMO value is 0.708, ranging from 0.7 to 0.8, indicating that the research data is suitable for extracting information (indicating good validity from the side).

## Chapter 4 Results of the Study

### 4.1 Introduction

This paper analyzes the data and information obtained from the survey. Through the analysis of the data and the analysis of the actual situation of EAP, which is mainly based on social work in Guanyu Glass Group Co., Ltd., the three major working methods of EAP service for social work are analyzed, namely, case work, group work, community work methods and the impact of EAP service for social work on employee satisfaction from four aspects of interpersonal relationship, psychology, life, and work, in the analysis of this paper, employee trust, and value are taken as intermediary variables, the impact of the implementation and development of social work EAP services on employee satisfaction is analyzed, and the path of the impact of EAP services based on social work methods on employee satisfaction in Guanyu Glass Group Co., Ltd. is analyzed.

### 4.2 Description of statistical variables

#### 4.2.1 Analysis of basic data of survey Subjects

After completing the distribution and collection of the questionnaire, the data obtained from the questionnaire were statistically summarized. Through the statistical summary of the questionnaire, the basic information of the survey objects is shown in Table 4.1.

Table 4.1 Sample basic information

project	Gender	
	Male	Female
Number of samples	89	167
sample scale	34.8%	65.2%

project	Age			
	20 and Under	21—30	31—40	41 and above
Number of samples	51	108	56	41
sample scale	19.8%	42.2%	21.9%	16.1%

project	Educational level			
	Junior high school and below	Senior high school	College degree	Bachelor or above
Number of samples	18	82	103	53
sample scale	7.1%	32%	40.3%	20.6%



According to the basic statistics in the above table, the proportion of female employees in Guanyu Glass Group Co., Ltd. is larger than that of male employees, with female employees accounting for 65.2%. Judging from the age distribution, the age of employees in Guanyu Glass Group Co., Ltd. is mainly between 21 and 30 years old, with a proportion of 42.2%. Judging from the cultural level of employees, most of the employees of Guanyu Glass Group Co., Ltd. are a college degree, and the proportion has reached 40.3%. The distribution of sample characteristics is consistent with the actual situation of employees in Guanyu Glass Group Co., Ltd., so this survey can represent the actual situation of employee satisfaction in Guanyu Glass Group Co., Ltd., and the impact of EAP service on employee satisfaction in Guanyu Glass Group Co., Ltd. can be obtained through this survey analysis.

#### 4.2.2 Indicator statistics

In this paper, the mean, standard deviation, and variance of the survey data are counted for each indicator and problem, as shown in the following table 4.2.

Table 4.2 Basic data analysis of variable indicators

Variable	measurement problem number	N	Mean	Standard deviation	Variance
Case work	Title1	256	3.79	.727	.553
	Title2	256	4.12	.715	.511
	Title3	256	3.83	.766	.587
Group work	Title4	256	4.13	.720	.518
	Title5	256	4.11	.723	.523
	Title6	256	3.89	.737	.543
Community work	Title7	256	4.00	.752	.566
	Title8	256	3.85	.723	.523
	Title9	256	3.88	.742	.551
Interpersonal relationships	Title10	256	4.12	.715	.511
	Title11	256	3.83	.723	.523
psychological help	Title12	256	3.83	.766	.587
	Title13	256	3.83	.737	.543
Life help	Title14	256	4.24	.666	.444
	Title15	256	3.72	.719	.516
	Title16	256	4.21	.686	.470
work help	Title17	256	3.72	.696	.484

Variable	measurement problem number	N	Mean	Standard deviation	Variance
	Title18	256	3.59	.766	.587
Employee trust	Title19	256	4.41	.651	.424
	Title20	256	4.50	.619	.383
Value perception	Title21	256	3.74	.726	.527
	Title22	256	3.72	.817	.668
satisfaction	Title23	256	4.47	.642	.412
	Title24	256	4.10	.743	.551
	Title25	256	4.09	.753	.568
Effective number		256	-	-	-

#### 4.2.3 Analysis of the impact of working methods on employee satisfaction.

In the process of providing EAP services, the working methods adopted by social workers have a great impact on employee satisfaction. This paper mainly analyzes the impact of casework, group work, and community work on employee satisfaction. Specifically, the impact of social work methods on employee satisfaction is shown in the following table:

Table 4.3 Analysis of the impact of working methods on satisfaction

		Employee trust	Value perception
case work	Pearson	.134**	.027
	Sig.(2-tailed)	.049	.705
Group work	Pearson	-0.45**	.156
	Sig.(2-tailed)	.007	.068
Community work	Pearson	-0.49	.754**
	Sig.(2-tailed)	.557	.049

Note: \*\*Significantly correlated at 0.05 levels

From the results in the above table, it can be concluded that the sig. of the social work case work method and group work method on employee trust is less than 0.05, which indicates that the application of the casework method and group work method has a significant impact on employee trust. However, the sig. of the community work method on value perception is less than 0.05, indicating that the application of the community work method in social work has a significant impact on employee value perception.

#### 4.2.4 Analysis of the impact of the help angle on employee satisfaction.

Table 4.4 Analysis of the Impact of the help angle on Employee satisfaction

		Employee trust	Value perception
Psychological help	Pearson	-145**	.790**
	Sig.(2-tailed)	.036	.000
Life help	Pearson	.099	.664**
	Sig.(2-tailed)	.164	.000
Work help	Pearson	-0.97	.007
	Sig.(2-tailed)	.173	.918
Interpersonal relationships	Pearson	.111	1.43**
	Sig.(2-tailed)	.117	0.045

Note: \*\*Significantly correlated at 0.05 levels

From the above perspective of EAP assistance and the examination of employees' trust and value perception of EAP services, there is a restrictive correlation between providing psychological help to employees and employees' trust and value perception. There is a significant correlation between value perception and life help (Sig.,0.05).

#### 4.2.5 the influence of employee trust and service perception on employee satisfaction

Table 4.5 Analysis of the impact of employee trust and service perception on employee satisfaction

		Impact on employee satisfaction
Employee trust	Pearson	-.170**
	Sig.(2-tailed)	.017
Value perception	Pearson	.143**
	Sig.(2-tailed)	.045

Note: \*\*Significantly correlated at 0.05 levels

There is a significant correlation between employee trust and satisfaction, which indicates that employee trust in social workers will greatly improve employee satisfaction with EAP services. At the same time, the degree of trust is also a prerequisite for the development and implementation of employee EAP help services. The sig. between trust level and employee satisfaction is 0.017; The sig. between service perception and satisfaction is 0.045, and there is also a significant correlation between the two.

### 4.3 Results of the Study

In this paper, in the analysis and research, through data statistics, the hypothesis proposed in this paper is verified, specifically through the study of this paper, the

hypothesis verification situation shown in Table 4.6.

Table 4.6 Variable validation results

hypothesis	result
H1a: There is a positive correlation between social work methods and employee trust in EAP services based on social work.	Partial accepted
H1b: There is a positive relationship between social work methods and service value perception in EAP services based on social work.	Partial accepted
H2a: There is a positive correlation between help content and employee trust in EAP services based on social work.	Partial accepted
H2b: There is a positive correlation between help content and service value perception in EAP services based on social work.	Partial accepted
H3: There is a positive correlation between employee trust and employee satisfaction in EAP services based on social work.	accepted
H4: There is a positive relationship between service value perception and employee satisfaction in EAP services based on social work.	accepted

H1a: There is a positive correlation between social work methods and employee trust in EAP services based on social work (Partially accepted).

This hypothesis shows that the impact of different social work methods on employee trust is quite different. Case work method used in EAP service can enhance the trust of employees because casework in social work is a 1-to-1 service, workers strictly abide by the basic principle of confidentiality in the service, so they can get the trust of employees. And group work can also enhance the trust of employees. In group work, employees participating in the group generally have the same characteristics. Group work is generally a closed group, so they can also gain the trust of group members. Community work is an open and collective activity. Employees lack a certain sense of security in the process of participating in community activities, which may lead to their inability to enhance the trust of employees.

H1b: There is a positive relationship between social work methods and service value perception in EAP services based on social work (Partially accepted).

This hypothesis shows that the impact of different social work help content on service value perception is quite different. The relationship between the service value of casework and group work is not significant, which indicates to a certain extent that social workers are not professional enough to provide high-quality assistance services for

employees. However, community work methods can significantly affect employees' value perception. The main reason is that community work can enrich employees' lives and make employees feel the service value of community work.

H2a: There is a positive correlation between help content and employee trust in EAP services based on social work (Partially accepted).

This hypothesis suggests that different approaches to social work in EAP services have different effects on employee trust. There is a significant positive correlation between psychological counseling services and employee trust, which is mainly determined by the characteristics of psychological counseling services.

H2b: There is a positive correlation between help content and service value perception in EAP services based on social work (Partially accepted).

This hypothesis shows that different contents of assistance in EAP service have different effects on the value perception of employees. There is a significant positive correlation between interpersonal relationship assistance and service value perception, which indicates that employees attach great importance to interpersonal relationships, and EAP assistance service can significantly improve the interpersonal relationship between employees. There is also a positive correlation between psychological counseling assistance and employees' sense of value, indicating that psychological counseling can solve various problems encountered in employees' life and work. There is a positive correlation between life assistance and employee service value perception, indicating that life assistance has a greater impact on employees and can bring substantial help to employees.

H3: There is a positive correlation between employee trust and employee satisfaction in EAP services based on social work (accepted).

This hypothesis suggests that employee trust in social work services directly affects employee satisfaction. There is a positive correlation between employee trust and employee satisfaction. The higher the employee trust, the higher the employee's recognition of work and the enterprise, so the higher the employee's satisfaction.

H4: There is a positive relationship between service value perception and employee satisfaction in EAP services based on social work. (accepted)

This hypothesis suggests that employee value perception of social work services directly affects employee satisfaction. There is also a positive correlation between service value perception and employee satisfaction. After employees feel the service value, it

shows that EAP service can help solve various problems of employees and further improve their satisfaction.



## **Chapter 5 Conclusion and Recommendation**

### **5.1 Introduction**

Through investigation and analysis, it can be concluded that EAP assistance programs based on social work services have a certain impact on employee satisfaction. From this study, we can also summarize the problems and deficiencies in EAP services based on social work in Guanyu Glass Group Co., Ltd. Social work is the main form of EAP services and the main way, through social work services can solve the problems of employees in all aspects of work and life, and some of the assumptions are not valid, the possible reason is that on the one hand, the data obtained by the questionnaire may have certain deviations, on the other hand, it may be because of the quality of A company's social work clothes still have certain problems and deficiencies.

### **5.2 Conclusion**

Guanyu Glass Group Co., Ltd. provides EAP services to employees through the introduction of social work services is one of the main innovations to realize localization development. Providing EAP to employees through the introduction of social workers can promote company performance from many aspects. However, it is undeniable that there are still great difficulties and deficiencies in the application of EAP services in Chinese enterprises under the social work mode. Therefore, the research started with two aspects of social work methods and help content, to study the factors influencing the satisfaction of employees under the EAP mode.

#### **5.2.1 Social work positively associated with employee trust and perceived value**

The results are there is a positive correlation between social work methods and employee trust, and value perception in EAP services based on social work. This means that when social work methods are employed within an Employee Assistance Program (EAP), employees tend to experience increased trust in the program and perceive greater value in the services provided. Social work methods encompass various approaches and techniques used by social workers to support individuals, families, and groups in overcoming challenges and enhancing their well-being. These methods could include individual counseling, group therapy, community engagement, and more. When these social work methods are integrated into an EAP, they may contribute to establishing a more supportive and empathetic environment for employees.

#### **5.2.2 Help content positively correlates with employee trust and perceived value**

There is a positive correlation between help content and employee trust, and value perception in EAP services based on social work. The results of the study show that the hypotheses are partially accepted. When the quality or availability of help content provided to employees increases, their level of trust and their perception of the value of

EAP services also tends to increase. When an organization provides helpful and relevant content through its Employee Assistance Program, employees are likely to have higher levels of trust in the organization, and they will perceive greater value in the services offered. This is based on the principles of social work, which emphasize the positive impact of providing meaningful support to individuals.

### **5.2.3 Employee trust positively correlated with employee satisfaction**

There is a positive correlation between employee trust and employee satisfaction. Employee trust refers to the confidence and belief employees have in their organization, its leadership, and its overall practices. It includes trust in communication, decision-making, fairness, and transparency. Employee satisfaction is the contentment or happiness employees feel regarding their work, workplace, and their overall experience within the organization. It's influenced by factors such as job role, work environment, compensation, and more. Trust empowers employees to take ownership of their work and contribute positively. This empowerment and autonomy can lead to increased job satisfaction. When employees have trust in their organization, they tend to feel more satisfied with their jobs and their workplace. Trust creates a positive environment where employees are more likely to be engaged, motivated, and content.

### **5.2.4 Value perception Positively correlated with employee satisfaction**

There is a positive relationship between value perception and employee satisfaction. Value perception refers to how employees perceive the value or worth of the benefits, programs, and initiatives offered by their organization. In the context of an EAP, this could include services like counseling, mental health support, work-life balance programs, and other resources aimed at assisting employees in various aspects of their personal and professional lives.

In EAP, the research results also show that social work methods (case work, group work, and help content (psychology help) are positively correlated with employee trust. Social work methods (community work) and help content (interpersonal relationships, psychology help, life help) are positively correlated with value perception. From the research of this paper, it can be concluded that the social work EAP service represented by Guanyu Glass Group Co., Ltd. has a certain impact on employee satisfaction, but in the Chinese enterprise social work EAP service, affected by various factors, the effect of social work EAP service needs to be continuously optimized and improved. According to the actual situation of EAP service in Guanyu Glass Group Co., Ltd., it is necessary to improve the quality of EAP service for employees in Guanyu Glass Group Co., Ltd. through various ways and means in the process of social worker service.



### **5.3 Discussion**

At present, in the EAP service of Chinese enterprises, employees have insufficient awareness of the psychological counseling provided by social workers through case service. Judging from the performance of enterprise employees, employees seldom take the initiative to seek help from social workers when they are psychologically troubled. They believe that although they are troubled by various problems, they do not belong to the scope of psychological counseling. At the same time, a large number of employees are worried about their privacy or being leaked by social workers, so they distract us from social workers, resulting in employees rarely seeking help from social workers. The development of casework has largely solved some of the staff's problems. But for most employees, the awareness of personal privacy protection is too strong, making it difficult for them to communicate frankly with social workers. Even if you take the initiative to seek the help of social workers, you will have reservations because of personal factors, which greatly affect the effectiveness of EAP.

Social workers still have certain deficiencies and problems in their professionalism in the process of developing services.

Firstly, Casework skills need to be improved. At present, the case service provided by the enterprise social work service center for employees is very limited. Although employees' cognition of case service work is the main reason for this phenomenon, the lack of professional skills of social workers is the root cause.

Secondly, social workers have insufficient ability to integrate resources. In EAP services provided by social workers, the ability to integrate resources greatly affects the quality of services. At present, corporate social work service centers use internal resources to provide services for employees, and there are great deficiencies in the integration and utilization of external resources.

Finally, in the process of social work service, we often face the conflict between the interests of employees and the interests of the company, as well as the conflict between the personal interests of employees and social morality. When solving these problems, it is difficult for social workers to find a balance between professional principles and social ethics.

### **5.4 Recommendation**

Firstly, Cultivate the awareness of employees to actively need help. Social workers must publicize EAP service through various channels and channels according to this situation in the process of work so that employees can correctly recognize EAP service, and then play the function of EAP service to a greater extent. social workers should sign

confidentiality agreements with employees in the process of providing EAP services to dispel the concerns of personal privacy leakage of employees, thus improving the efficiency of the whole EAP service.

Secondly, Improve the professional quality of social workers through various ways and methods. For any service or production, the professionalism of talents plays a decisive role in it. Given the actual situation of Guanyu Glass Group Co., Ltd., in terms of improving the quality of social work service personnel, the company needs to cooperate with the professional social work institutions that purchase services to improve the quality of social workers. Specifically, the organization needs to carry out a series of training services in the organization according to the professional requirements of social workers, and targeted training to improve the service level of social workers according to the needs of EAP services of enterprises. For Guanyu Glass Group Co., Ltd., it is necessary to vigorously cultivate the ability of social workers to deal with problems through practice, actively encourage employees to participate in it, apply the theoretical knowledge of social workers to actual services, and improve service effectiveness.

Finally, Establish a systematic performance evaluation system. Guanyu Glass Group Co., Ltd. needs to establish a performance evaluation index system from the perspectives of employees and the enterprise for the employee assistance plan. For employees, it is necessary to establish a relevant evaluation index system focusing on the professional responsibility of employees and their sense of belonging to the enterprise. For enterprises, comprehensive evaluation indicators should be established mainly from the aspects of employee turnover rate, the probability of conflicts between employees and managers, and employee performance. In the evaluation process, it is necessary to choose a combination of qualitative analysis methods and quantitative methods, through the combination of two methods to try the evaluation of performance. Establishment feedback mechanism, the purpose of performance evaluation is to improve the service system and service effect, so after completing the performance evaluation of social work services, it is necessary to improve social work services according to the results of the evaluation and realize the continuous improvement of social work services through improvement.

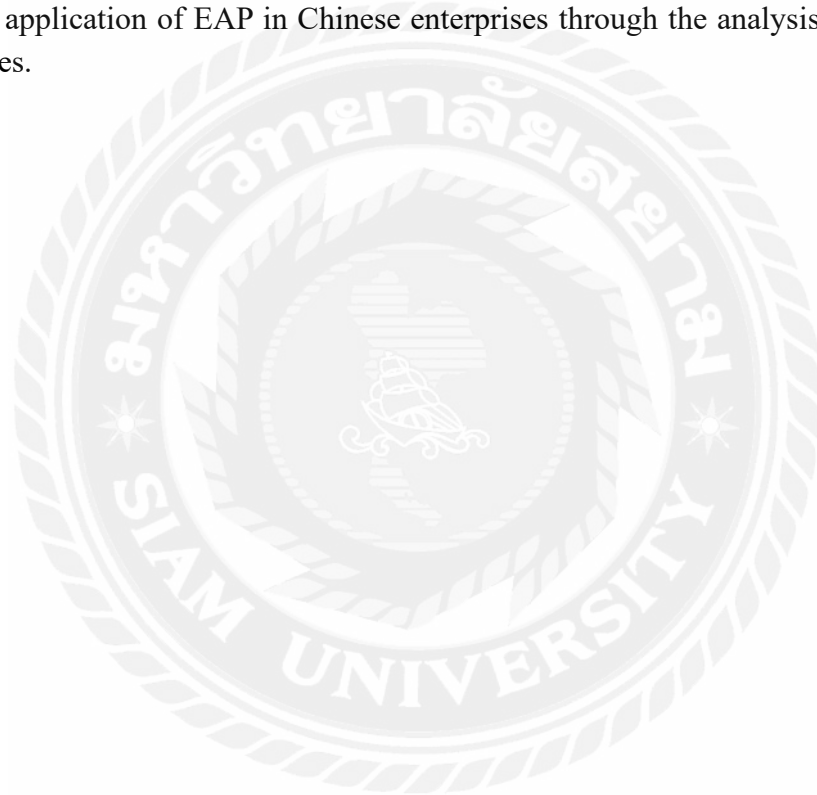
## **5.5 Further Study**

In the process of analysis and research, this paper mainly takes the employee help plan under the social work mode of Guanyu Glass Group Co., Ltd.s an example to carry out all-round analysis and research. Through the analysis and research of this paper, relevant conclusions are drawn. It provides certain reference significance for Chinese enterprises to carry out employee assistance programs. However, due to the limitation of the author's research ability and other factors, the research methods, research dimensions

and entry points selected in this study still have certain deficiencies. Therefore, the author needs further analysis and research on the development and implementation of employee assistance programs in Chinese enterprises in the future work process. Specifically, future research mainly includes:

First of all, the performance evaluation system of enterprise EAP service is analyzed and studied, and the value and function of EAP service to enterprise development are reflected through performance evaluation.

Secondly, it is necessary to carry out a more detailed analysis and research on the service system, service process, and service content in the EAP service process, and promote the application of EAP in Chinese enterprises through the analysis and research of these issues.



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# APPENDIX

## Employee Satisfaction Questionnaire

Dear workmates:

Hello! We are social workers of Guanyu Glass Group Co., Ltd.'s Social Work Service Center. To evaluate the effectiveness of EAP services provided in 2021, improve EAP services, and further improve the satisfaction of EAP services, this employee satisfaction questionnaire is specially carried out.

This questionnaire survey uses a random sample survey, and your answer represents the views of employees who have accepted EAP services. Please fill in this questionnaire carefully and "√" in the options you think are appropriate. This survey adopts anonymous methods and will not involve your privacy. Please feel free to fill in this questionnaire carefully.

corporate social work service center

### 1. basic information

(1) Your gender:

A. male

B. female

(2) Your age:

A.20 and Under

B.21—30

C.31—40

D.41 and above

(3) Your educational level:

A: Junior high school and below

B: Senior high school



C: College degree

D: Bachelor or above

**Working methods:**

Working methods	Number	question describes	your choice				
			1	2	3	4	5
Case work	1	I am very satisfied with the case work method in EAP services.					
	2	When I receive EAP services, I am happy to accept individual cases or individual help.					
	3	When using case work method to provide EAP service for me, I can fully solve my problems.					
Group work	4	I am very much in recognition of the use of group work in EAP services.					
	5	I am happy and often participate in group work services in EAP services.					
	6	I think that by participating in group work, we can solve the problem in an all-round way and help grow up.					
Community work	7	I am very much in recognition of the use of community work in EAP services.					
	8	I am happy and often participate in community work services in EAP services.					
	9	I think that participating in the community work method can play a huge role in family relations, enriching cultural and recreational activities, etc.					

**Help content:**

Help content	Number	question describes	your choice				
			1	2	3	4	5
Interpersonal relationships	10	By participating in various services of EAP, you can make many friends and it is very important to maintain the relationship between friends.					
	11	By participating in EAP services, I have established a good network of					

		relationships.					
psychological help	12	When I had psychological stress or other problems, I immediately thought of seeking help from social workers.					
	13	I think EAP services provided by social workers are very important to mental health.					
Life help	14	EAP services provided by social workers enrich my cultural and recreational life					
	15	Whenever I encounter difficulties in my life, I think of finding help from social workers.					
	16	I think EAP services provided by social workers have played a great role in improving the quality of personal life.					
work help	17	EAP services provided by social workers have a great effect on personal career planning.					
	18	EAP services provided by social workers can solve various problems encountered at work.					

**Employee trust:**

Number	question describes	your choice				
		1	2	3	4	5
19	Social workers and I are very good friends.					
20	I can find social workers to help me when I encounter difficulties in all aspects.					

**Value perception :**

Number	question describes	your choice				
		1	2	3	4	5
21	I feel that the EAP service provided by social workers is of great help to me and my friends around me.					
22	I think the EAP services provided by social workers are in place in all aspects.					

**Employee satisfaction:**

Number	question describes	your choice				
		1	2	3	4	5
23	I think social workers have a good attitude in the process of providing EAP services.					
24	I think social workers can use very professional working methods in the process of providing EAP services.					
25	I think social workers are very effective in providing EAP services.					

