

跨層次工作角色績效模式：變革開放度與角色拓展自我效能之重要性

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摘要

本研究目的為檢視員工與主管針對員工不同的工作角色之關係以及檢視角色確認、變革開放度、角色拓展自我效能與部門支持對於員工不同的工作角色之影響。本研究透過問卷調查法，樣本選自中華電信與政府機關。總共發出問卷 360 份，最後回收總共 231 份問卷，扣除填答不完全的 38 份無效問卷後，有效問卷為 193 份，有效回收率為 53.6%。結果發現：(1)主管評量與員工自評工作績效呈現正相關；(2)角色確認對個人任務熟練性有正向影響；(3)變革開放度對個人任務適應性以及部門成員適應性有正向影響；(4)角色拓展自我效能對個人任務前瞻性以及部門成員前瞻性有正向影響；(5)部門支持對部門成員熟練性、部門成員適應性以及部門成員前瞻性有正向影響。

關鍵詞：工作角色績效、角色確認、變革開放性、角色拓展自我效能、部門支持

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