

科層制度如何影響團隊成員之創新性？

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摘要

公共服務中，移民署服務站團隊成員是否能在執行各項移民業務時展現出創新性行為，影響民眾感受甚鉅。本研究旨在檢視服務站團隊成員的目標導向與創新性行為的關係，同時檢視團隊層次集權化及正規化能否對目標導向與創新性行為產生調節效果。本研究之資料收集自中部縣市之入出國及移民署各服務站(包括台中市第一服務站、台中市第二服務站、彰化縣服務站、南投縣服務站、雲林縣服務站、嘉義縣市服務)執行移民業務之135位成員隸屬於55組工作團隊。迴歸分析結果顯示，團隊成員的學習目標導向與證明目標導向分別會正向的影響創新性行為；又階層線性模式分析結果顯示，集權化對目標導向與創新性行為的關係具有調節效果，也就是說，當集權化低時，學習目標導向與績效證明導向分別強化創新性行為；而在高集權化時，績效趨避導向則強化對創新性行為的負向影響。

關鍵詞：目標導向、正規化、集權化、創新性

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