

領導授權對服務滿意與任務績效影響 - 自我效能與適應性之中介效果

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摘要

本研究檢視國小主任的領導授權能否正向地影響行政組長自我效能及適應性，以及影響自我效能及適應性後能否提升任務績效與服務滿意。研究資料收集來自臺中市立國民小學，共108組樣本，採用多源評量之配對資料，同時蒐集各校主任、組長與教師之間卷作配對。由組長評量主任領導授權，組長自評自我效能及適應性，主任評量組長任務績效，教師評量組長服務滿意。結果發現，組長知覺到領導授權後會影響其自我效能與適應性之展現，當組長越重視自我效能時，領導授權與任務績效之間的關係也越強。而當組長越重視適應性時，領導授權對任務績效與服務滿意之間關係也隨之增強。

關鍵詞：領導授權、自我效能、適應性、任務績效、服務滿意

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