

領導授權對服務滿意與任務績效影響 學校行政人員準備度之調節效果與自我效能之中介效果

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摘要

本研究探討授權領導對服務滿意與任務績效的影響，以及驗證自我效能在授權領導與服務滿意及授權領導與任務績效間具有中介角色，而準備度在授權領導與自我效能間扮演之調節角色。研究資料取自臺中市公立國民小學，共對104位學校行政人員及教師發出配對問卷。研究結果發現，自我效能對授權領導與服務滿意具中介效果，自我效能對授權領導與任務績效之中介效果未獲得支持。準備度調節授權領導與自我效能之間的關係，在高準備度時表現較強烈。

關鍵詞：授權領導、自我效能、準備度、任務績效、服務滿意

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