

學校行政人員準備度對教師服務滿意與績效 - 自我效能與適應性之中介效果

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摘要

本研究檢視國民小學的兼任行政教師準備度與其適應性和自我效能之間的關係，以及檢視兼任行政教師適應性與自我效能是否會影響任務績效和教師服務滿意之間的關係。研究資料收集來自臺中市國民小學正式教師，共104組配對樣本，採用多重資料來源，（兼任行政教師評量自己的準備度、適應性、自我效能，主任評量任務績效，而教師評量服務滿意），來檢驗兼任行政教師適應性與自我效能分別對其準備度、任務績效與教師服務滿意關係的中介效果。研究結果發現，準備度分別影響任務績效與服務滿意的主效果正向的顯現出來；準備度分別正向影響適應性與自我效能；準備度會透過適應性的中介效果正向顯著影響任務績效與服務滿意；準備度會透過自我效能的中介效果正向顯著影響服務滿意；唯準備度透過自我效能的中介效果對任務績效未獲得驗證支持。

關鍵詞：員工準備度、適應性、自我效能、任務績效、服務滿意

目錄

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