

The Influence of Employee Readiness on Service Satisfaction and Performance: The Mediation Effect of Self-Efficacy and..

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ABSTRACT

The validity for employee readiness, adaptability, and self-efficacy within the elementary school administrators was addressed, the present study examined whether administrators' readiness, adaptability, and self-efficacy correlated positively with task performance and service satisfaction. Drawing on a sample of 104 dyads was from the elementary school teachers in Taichung City. In this study, constructs with different sources (e.g., administrators rated their employee readiness, adaptability, and self-efficacy, and supervisor rated administrators' task performance, while teachers rated their service satisfaction). The mediation effects of self-efficacy and adaptability, respectively, on employee readiness and task performance, and on employee readiness and service satisfaction were examined. Results indicated that both main effect of employee readiness on task performance, and on service satisfaction positively exists. Employee readiness correlated positively with self-efficacy and adaptability respectively. Secondly, adaptability has two mediation effects on employee readiness and task performance, and on employee readiness and service satisfaction. Third, self-efficacy has mediation effects on employee readiness and service satisfaction. Only the the mediation effect of self-efficacy on employee readiness and task performance hasn't been proved in this search.

Keywords : employee readiness、 adaptability、 self-efficacy、 task performance、 service satisfaction

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