

A Study of the Relationships among Quality Management Practices, Organizational Innovation and Business Performance

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ABSTRACT

Nowadays, more and more enterprises invest in organizational innovation comprehensively in order to against the globalization competition environment. However, it is uncertain whether the large investment is effective to increase the business performance. Moreover, business process might be improved and business cost might be retrenched by implementing quality management practice and similarly enhance the business performance. There are only few researches about the relationship amid quality management practice, organizational innovation and business performance, and therefore this research is based on manufacturing industry to discuss the relationship of those three. The structure construction, hypothesis assumption and questionnaire design of this research are in accordance with the related literatures. This questionnaire survey aims at the top 1600 enterprises of manufacturing industry in Taiwan and there are 150 of questionnaire returned and valid. All the data are analyzed and verified by SPSS and the results are indicated as below: The organizational innovation could influence positively on business performance significantly ; Organizational innovation in partly positively significantly affected by quality management practices ; Business performance in partly positively significantly affected by quality management practices.

Keywords : Quality Management Practices、 Organizational Innovation、 Business Performance

Table of Contents

中文摘要	i	英文摘要	ii	誌謝辭	
.	iii	目錄	iv	表目錄	
.	vi	圖目錄	vii	第一章 緒論	
.	1	第一節 研究背景與動機	1	第二節 研究目的	2
第三節 研究範圍	2	第四節 研究流程	3	第二章 文獻探討	
.	6	第一節 品質管理實務	6	第二節 組織創新	
.	9	第三節 各構面間之相關研究	14	第三章 研究方法	
.	20	第一節 研究架構	20	第二節 研究假設	20
第三節 變數操作性定義與衡量	21	第四節 研究對象與資料收集	24	第五節 統計分析方法	24
.	24	第四章 研究結果與討論	29	第一節 敘述性統計分析	
.	29	第二節 因素與信度分析	32	第三節 相關性分析	
.	38	第四節 迴歸分析	40	第五節 討論	
.	44	第五章 結論與建議	46	第一節 研究結論	46
第二節 管理意涵	47	第三節 研究限制	48	第四節 後續研究建議	
.	48	參考文獻	50	附錄A	
.	61	表目錄 表 1-1 本研究之研究範圍	3	表 2-1 品質管理實務構面整理	
.	8	表 2-2 創新學者觀點	10	表 2-3 創新分類整理	
12 表 2-4 組織創新分類整理	13	表 3-1 品質管理實務衡量之問項	21	表 3-2 組織創新衡量之問項	23
.	23	表 3-3 經營績效之問項	24	表 4-1 問卷回收情形	
.	29	表 4-2 樣本結構分析	31	表 4-3 品質管理實務之因素分析與信度分析	34
.	34	表 4-4 組織創新之因素分析與信度分析	36	表 4-5 經營績效之因素分析與信度分析	38
表 4-6 皮爾森相關分析	39	表 4-7 品質管理實務對產品創新影響迴歸分析	41	表 4-8 品質管理實務對管理創新影響迴歸分析	42
.	42	表 4-9 品質管理實務對經營績效影響迴歸分析	43	表 4-10 組織創新對經營績效影響迴歸分析	44
.	44	表 4-11 本研究結果彙整	45	圖目錄 圖 1-1 研究流程	
.	5	圖 3-1 研究架構	20		

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