

團隊信任與其績效之關聯性研究 - 以建立虛擬社群為例

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摘要

近年來，以團隊為基礎的組織已越來越常見，在團隊工作受到重視的今日，團隊績效亦理所當然地成為研究焦點，為了提升團隊績效，研究者也紛紛由不同的角度來進行探討，但意料外的是，在眾多研究團隊績效的模型中，竟都忽略了團隊信任這項重要的因素，此外，針對團隊成員組成方式及規範擬定，是否會影響團隊信任與績效之研究更是難得一見。有鑑於此，本研究決定採用實驗法，分別將團隊組成方式與團隊規範指引作為實驗操弄之設計，以達到操作信任類型的效果，最後再依此實驗分組來比較不同信任類型的績效表現及運作模式。本研究以8組團隊為實驗對象，將其信任類型分為高認同高制度、高認同低制度、低認同高制度以及低認同低制度；透過實驗執行結果、問卷發放與焦點座談等方式，進行資料蒐集，並依據不同資料屬性，分別使用適當的統計方法與質性研究，做為資料分析之工具，結果發現：一、不同的信任類型對於團隊績效具有不同的影響效果（1）在合作滿意度方面：高認同高制度 高認同低制度 > 低認同高制度 低認同低制度（2）在任務績效方面：高認同低制度 低認同高制度 > 高認同高制度 低認同低制度；二、不同信任類型的團隊，其運作模式具有差異性；三、除信任外，尚有其他因素（如：互動過程）可能對團隊績效造成影響。最後本研究依照上述發現，進行深入討論，以提出研究建議及後續研究方向。

關鍵詞：團隊信任；團隊績效；實驗法

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