

A Study of Team Trust, Work Pressure, and Work Adjustment of Urgent Rescuer

蔡松輝、陳美玲

E-mail: 9403209@mail.dyu.edu.tw

ABSTRACT

Pressure is quite often to be a hot issue for the fist-line rescuers. It also has key influence for the adjustment on work. Besides, rescuers' organizations use team to be the unit. In this way, team trust factor is a quite important variable between team members. In our research, we plus the viewpoint of team trust into discussion. We aim to discuss the relationship between team trust, work pressure, and work adjustment on urgent rescuers (including firemen, volunteer firemen, and disaster corps). The total valid questionnaires are 840, and the return rate is 84%. After receiving, we use item analysis, factor analysis and reliability to discuss. As shows, all results reach well degree and the total explained variance is 69%. After factor analysis, we draw emotional trust, institutionalize trust, and cognitive trust from team trust construct. In work pressure construct, we draw out role overload, human relation, work essence, and outside organization factors. Finally, at the work adjustment construct, we draw work perform, work satisfaction, work essence, and work adoption. On the other way, as results show, team trust would promote the work adjustment, presents as negative relations to the work pressure. It means team trust would help to reduce work pressure. Finally, work pressure and work adjustment present negative relation.

Keywords : team trust、work pressure、work adjustment、urgent rescuer

Table of Contents

內頁 授權書 iii 中文摘要 iv 英文摘要 v 誌謝 vi 目錄 vii 圖目錄 ix 表目錄 x 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 研究流程 2 第二章 文獻探討 3 第一節 工作壓力 3 第二節 團隊信任 9 第三節 工作調適 19 第四節 團隊信任、工作壓力與工作調適之關係 25 第三章 研究方法 29 第一節 研究架構 29 第二節 操作性定義 29 第三節 研究假說 32 第四節 研究對象 33 第五節 資料分析方法 35 第四章 資料分析與討論 46 第一節 初步模型分析 46 第二節 修正模型分析 48 第五章 結論與建議 53 第一節 研究結論 53 第二節 研究意涵 55 第三節 研究限制與後續研究建議 56 參考文獻 57 附錄一 問卷 67

REFERENCES

- 一、中文文獻 1.王尚剛(民83)，壓力源、壓力知覺與工作壓力關係之研究，國立中山大學企業管理研究所碩士論文。 2.王怡芸（民87），影響台商公司的海外派遣人員適應因素之探討，國立中山大學人力資源管理研究所碩士論文。 3.田靜婷（民92），影響高科技產業研發團隊學習績效相關因素之研究，彰化師範大學工業教育學系博士論文。 4.朱敬先（民84），健康心理學，台北:五南圖書出版有限公司。 5.吳芝儀譯，（民85），生涯發展的理論與實務，揚智文化事業，台北。 6.吳劍雄(民88)，工作壓力的形成與因應之道之探討?個人、組織及社會環境的三管齊下，中國勞工，996期，16-19頁。 7.吳學燕(民84)警察的壓力與管理。警學叢刊，25(4)，3-21頁。 8.李弘暉（民86），團隊原理，中國行政評論，第六卷，第二期，73-86頁。 9.李文銓（民79），人格特質、工作特性、工作壓力與工作滿足及生理、心理健康狀況之關係探討，國立政治大學心理學研究所碩士論文。 10.李培齊、徐宜輝（民87），職業軍官個人屬性、工作壓力與工作滿足之關聯性研究，人力資源學報，第9期，頁88-103。 11.金培芳（民85），銀行行員工作壓力、工作滿足與工作意願之關聯性研究--以台灣銀行為例，國立中興大學企業管理研究所碩士論文。 12.周毓敏（民93），團隊信任與其績效之關聯性研究 - 以建立虛擬社群為例，大葉大學工業關係學系碩士論文。 13.林昭男(民89)，國小初任主任工作壓力與因應策略之研究，國立高雄師範大學工業科技教育研究所碩士論文 14.林寶貴、李靜芬（民77），智能不足者職業適應決定因素之研究。台北:教育部社會教育司。 15.邱永祥（民89），影響高職特教班畢業生工作適應相關因素之研究，彰化師範大學工業教育研究所碩士論文。 16.馮君宜（民87），組織學習與領導型態對高科技產業員工工作壓力與滿足之影響研究，國立成功大學企業管理學系碩士論文。 17.施詠齡（民89），報社編輯工作壓力來源之研究，銘傳大學傳播研究所碩士論文。 18.孫本初（民84），學習性組織的內涵與運用，空大行政學報，3，pp.4-5 19.曹爾忠（民72），台灣地區基層警（隊）員工作壓力之調查研究，國立中央警察大學行政警察研究所碩士論文，未出版，桃園。 20.陳文俊（民90），國民小學實習教師工作壓力與因應方式之研究，國立高雄師範大學工業科技教育學系碩士論文，未出版，高雄市。 21.陳惠民（民87），高效率團隊:實務操演手冊，台北新店:科技圖書 22.陳靜江（民86），轉銜方案在啟智學校高職部之發展與成效研究，行政院國家科學委員會專題研究計畫成果報告。 23.曾介宏（民88），組織設計的新型態?團隊式組織?打破金字塔組織型態，締造績效目標導向，考銓季刊，20，pp.139-160 24.黃國隆、蔡啟通、黃敏萍、陳惠芳（民87），台灣派駐大陸之企業管理人員之生活適應，台灣與大陸的企業文化及人力資源管理研討會論文集（下），1995年12月。 25.黃淑純(民79)，臺灣北區青年勞工作特性知覺工作需求與工作適應生活適應關係之研究，私立東吳大學社會學研究所社會工作組碩士論文。 26.黃智（民89），工作經驗、資訊尋找行為與工作滿足之關係 以

管理碩士為例，國立中山大學人力資源管理研究所碩士論文。27.楊宜音、張志學、彭泗清等譯校（民86），Robinson, Shaver & Wrightsman主編，性格與社會心理測量總覽，台北：遠流。28.廖翌妙（民91），國小教師壓力事件、因應方式與情緒經驗之研究，屏東師範學院教育心理與輔導研究所碩士論文。29.劉泳倫（民92），基層消防人員休閒參與、工作壓力與工作滿意之相關研究，國立雲林科技大學休閒運動研究所碩士論文。30.劉麟書（民90），人際信任整合模型之研究，銘傳大學管理科學研究所碩士論文。31.鄭世仁，1984。國民中學教師角色衝突調查研究。國立師範大學教育研究所碩士論文。32.賴政忠（民90），調查局外勤調查員工作績效制度與工作壓力之研究，東海大學公共事務碩士學程在職進修專班碩士論文。33.藍采風（民74），生活的壓力與調適，台北：幼獅。

二、英文文獻

1. Albrecht, K. (1979), Stress and the management. NJ: Pren Tice-Hall, Inc., pp.139-144.

2. Ardenne, P. & Mahtain, A. (1989), Transcultural Counselling in Action. London:Sage.

3. Arkoff, A. (1968), Adjustment and mental health , N.Y.:McGrow-Hill.

4. Beehr, T. A. & Newman, J.E. (1978), " Job stress, employee health, and organizational effectiveness: a facet analysis, model and literature review ", Personnel Psychology, 31(4), pp.665-699.

5. Beehr, T. A., & Newman, J. E. (1978), " Job Stress, Employee Health, and Organizational Effectiveness: A Facet Analysis, Model and Literature Review ", Personal Psychology, 31, 665-699.

6. Benner, P. E. (1984), Stress and satisfaction on the job, New York: Praeger.

7. Bradach, J. L. & Eccles, R. G. (1989), " Price, Authority and Trust: From Ideal Types to Plural Forms, " Annual Review of Sociology, 15, pp.97-118.

8. Caplan, R. D., Cobb, S., French, J. R. P. Jr., Harrison, R. V., & Pinneau, S. R. Jr. (1975), Job demands and worker health. MI: Institute for Social Research.

9. Cooper, C. L. (1981), The stress check. Englewood Cliffs, N. J.: Prentice-Hall, inc.

10. Cooper, C. L., & Cartwright, S. (1994), " Healthy mind; Healthy organization? A proactive approach to occupational stress ", Human Relations, 47, pp.455-471.

11. Drucker P. F. (1995), Managing In A Time of Great Change. Penguin Group.

12. Eric, S., Kenneth, P. D., & David, F. (1990), " Work Teams, " American Psychologist, 125.

13. French, J. R. Jr. (1974), " adjustment as Person- Environment Fit ", In Coelho, G. V., Hamburg D. A., & Adans, J. E. (Eds), Coping and Adaptation, NY: Basica Books.

14. French, P., Roger, W., & Cobb, S. (1974), Adjustment as person-environment fit. Coping and Adaptation. NY: Basic Books.

15. Greenberg, J. S. (1996), Comprehensive stress management, Dubuque: Wm.C. Brown & Benchmark.

16. Gupta, N., & Beehr, T. A. (1979). " Job stress & employee behaviors ", Organizational Behavior and Human Performance, 23, pp.373-387.

17. Hamilton, V. (1979), " Personality and stress ", In Hamilton V. & Warburton, D.M. (Eds.), Human stress and cognition: An information processing approach, NY:John Wiley and sons.

18. Hershenson D.B. (1981). " Work adjustment, disability, and the three R's of vocational rehabilitation: a conceptual model ", Rehabilitation Counseling Bulletin, 25(2), 91-97.

19. Hershenson, D.B. (1996). " A systems reformulation of a developmental model of work adjustment ", Rehabilitation Counseling Bulletin, 40(1), 2-10.

20. Hershenson, D.B. (2001), " Promoting work adjustment in workforce investment act consumers: A role for employment counselors ", Journal of Employment Counseling, 38, 28-37.

21. Herzog, V. L. (2001), " Trust building on corporate collaborative project teams ", Project Management Journal, 32 (1), pp.28-37.

22. House, J. S. (1974), " Occupational stress and coronary heart disease: A review and theoretical integration ", Journal of Health and Social Behavior, 15(1), pp.12-27.

23. Ivancevich, J. M., & Matteson, M. T. (1980), Stress and work: A managerial perspective. NY: Scott Foresman.

24. Ivancevich, J. M. & Donnelly, J. H. (1975, 6), " Relation of organizational structure to job satisfaction, anxiety-stress, and performance ", Administrative Science Quarterly, pp. 272-280.

25. Jahoda, M. (1958), Current concepts of positive mental health, New York: Basic Books.

26. Jex, S. M. & Beehr, T. A. (1991), " Emerging theoretical and methodological issues in the study of work-related stress ", Research in Personnel and Human Resources Management, 9, pp.311-365.

27. Kahn, R. L., Wolfe, D. M., Quinn, R. P., Snoek, J. D., & Rosenthal, R.A. (1964) " Organizations stress ", Study in role conflict and ambiguity, New York: Wiley.

28. Katzenbach, J. & Smith, D. (1993), " The Discipline of teams, " Harvard Business Review, 71(2), pp.111-120.

29. Larson, C. E. & Frank, L. (1989), Teamwork: What Must Go Right/What Can Go Wrong. Newbury Park Cal: Brooks / Cole Publishing Co.

30. Lazarus, R. S. & Folkman, S. (1984) Stress, Appraisal and coping. NY:Springfield Publishing Company.

31. Lazarus, R.S., & Folkman, S. (1984). Stress, appraisal and coping, New York:Springer Publishing.

32. Lewis, J. D. & Weigert, A. (1985), " Trust as a Social Reality ", Social Force, 63 (4), pp.967~985.

33. Lewis, J. P. (1993), How to Build and Manage a Winning Project Team, NY: American Management Association.

34. Lin, N., & Ensel, W. M. (1989), " Life stress and health: Stressors and resources ", American Sociological Review, 54, pp.382-399.

35. Lofquist, L.H. & Davis, R.V. (1984), A psychological theory of work adjustment, Minneapolis: Univ Minnesota.

36. Lumsden, G. & Lunsden, D. (1993), Communicating in groups and teams: Sharing leadership. Belmont, California: Wadsworth Pub.

37. McAllister, D. J. (1995), " Affect-and Cognition-based trust as foundations for interpersonal cooperation in organizations ", Academy of Management Journal, 38 (1), pp.24-59.

38. Michell, P., Reast, J. & Lynch, J. (1998), " Exploring the foundations of trust ", Journal of Marketing Management, 14, pp.59-172.

39. Mohrman, S. A., Cohen, S. G. & Mohrman, A. M. (1995), Designing team-based organization: New forms for knowledge work, San Francisco: Jossey-Bass Pub.

40. Moorman, C., Zaltman, G. & Deshpande, R. (1992), " Relationships Between Providers and Users of Market Research: The Dynamics of Trust Within and Between Organizations ", Journal of Marketing Research, 29 (August), pp.314-328.

41. Morgan, M. R. & Hunt, D. S. (1994), " The commitment-trust theory of relationship marketing, " Journal of Marketing, 58, pp.20-38.

42. Morgan, M. R. & Hunt, D. S. (1994), " The commitment-trust theory of relationship marketing ", Journal of Marketing, 58, pp.20-38.

43. Nicholson, L. G. (1990), " Stress management in nursing ", Journal of Nursing Management, 21(4), pp.53-55.

44. Pelletier, L. H. (1995), " Demographic Diversity, Conflict, and Work Group Outcomes An Intervening Process Theory, " Organization Science, 6 (1), pp.615-631.

45. Pettigrew, A. M. (1988) Competitiveness and the Management Process. Basil Blackwell.

46. Quick, T. L. (1992), Successful Team Building. New York, American Management Association.

47. Rousseau, S. B., Sitkin, S. B., Burt, R. S. & Camerer, C. (1998), " Not so different after all: A cross-discipline view of trust ", Academy of Management Review, 23(3), pp.393-404.

48. Salas, E., Rozell, D., Mullen, B., & Driskell, J. E. (1999), " The effect of team building on performance: An integration, " Small Group Research, 30, pp.309-329.

49.Schneiders, A. A. (1955) ,Personality Adjustmentand Mental Health, N. Y.:Rinehart. 50.Selmer,J.(2001), " Psychological barriers to adjustment andcoping strategies ' Int " , Journal of Human Resource Management , pp151-165. 51.Selmer, L. (2001) , " A quantitative needs assessment technique for cross-cultural work adjustment training " , Human Resource Development Quarterly, 11(3), pp.269-81. 52.Shonk, J. H. (1982) ,Working in Teams: A Practical Manual for Improving Work Groups,New York, AMACOM 53.Silver, P. F. (1983), Educational Administration: Theoretical Perspectives on Practice and Research, N Y : Harper & Row. 54.Sitkin, S. B. & Roth, N. L. (1993) , " Explaining the limited effectiveness of legalistic remedies for trust / distrust " , Organization Science, 4, pp.367-392. 55.Smith, P. C., Kendal, L. M. & Hulim, C. L. (1969) , The measurement of Satisfaction in work and Retirement, Chicago : Rand McNally. 56.Spector, P. E. (1986), " Perceived control by employees: A meta-analysis of studies concerning autonomy and participation at work " , Human Relations,11,pp. 1005-1016.

57.Williams, M. (2001) , " In whom we trust: Group membership as an affective context for trust development, " Academy of management Review, 26(3),pp.377-396. 58.Williamson, O. E. (1993), " Calculativeness, Trust and Economic Organization " , Journal of Law and Economics, 36, pp.453-486.