

領導風格、團隊信任與團隊績效關聯性之研究-以台灣、美國華人區域補教業為例

邱俊諭、陳美玲

E-mail: 9418206@mail.dyu.edu.tw

摘要

本研究之主要研究旨趣，在於探討台灣地區與美國華人區域之領導風格、團隊信任與團隊績效間的關係與差異，並以補教業為例。本研究以結構方程模式進行假設驗證，結果發現研究範圍中，補教業之領導風格對團隊信任與團隊績效具有正向影響作用，而團隊信任亦對團隊績效具有正向影響作用。由此可見，補教業之團隊信任除受到領導風格影響外，亦影響到團隊績效。換言之，團隊信任亦為領導風格與團隊績效間的中介變項。此外，本研究以MANOVA分析檢測台、美兩國補教業之領導風格、團隊信任與團隊績效各項是否具有顯著差異時，發現在補教業之領導風格方面，關懷型領導風格與控制型領導風格並無顯著差異，即其在兩國之間無法比較出不同之處，但教導型領導風格上，則美國華人區域之補教業優於台灣地區之補教業。而情感性信任之檢測上，台灣地區之補教業優於美國華人區域之補教業，即表示台灣補教業對於人際互動上比美國華人區域之補教業易產生信任。但在制度性信任之檢測上，則是美國華人區域之補教業優於台灣之補教業，即表示美國華人區域之補教業對於由工作上取得的信任高於台灣之補教業。最後，在團隊績效方面，任務績效與合作滿意度上則都出現台灣補教業優於美國華人區域之補教業的情況。

關鍵詞：領導風格；團隊信任；團隊績效

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