A Study of the Relationship Among Leadership Style, Team Trust, and Team Performance-The Case of Extended Educational I

邱俊諭、陳美玲

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

ABSTRACT

The study mainly discusses the difference between leadership style, team trust and team performance in Taiwan and the area of overseas Chinese in USA as the case of extended education industry. In the study that used linear structure model for examination. The results show that leadership would have positive influence to the team trust and team performance. However, the team trust would also have positive influence to the team performance. By this way, we could conclude that team trust would be influence by leadership style and also would influence the team performance. It also to say, team trust was a moderate variable between leadership style and team performance. Besides, our research used MANOVA analysis to examine the difference between Taiwan and U.S.A on leadership style, team trust and team performance. It found that in leadership style, concerned leadership style and control leadership style would not have significantly different. It means there would not have significantly difference on this variable. However, in instructed leadership style, the U.S.A results were highly than Taiwan. However, on the sentimental trust examination testing, Taiwan would highly than U.S.A. That also means Taiwanese would more easily to form the trust through human interaction. As for the institute trust testing, U.S.A would highly than Taiwan, means American would more easily to get trust through work. Finally, as for the team performance side, Taiwan would highly than U.S.A. on task performance and cooperation satisfaction.

Keywords: leadership style; team trust; team performance

Table of Contents

授權書 iii 中文摘要 iv 英文摘要 v 誌謝 vi 目錄 vii 圖目錄 x 表目錄 xi 第一章 緒論 1 第一節 研究背景與動機 1 第二節 研究目的 3 第三節 研究流程 4 第四節 研究範圍與限制 5 第二章 文獻探討 6 第一節 領導風格之文獻探討 6 一、領導之定義 6 二、領導之相關研究 8 三、領導風格文獻探討之小結 15 第二節 團隊信任之文獻探討 16 一、團隊信任之定義 17 二、團隊信任之相關研究 18 三、團隊任信文獻探討之小結 22 第三節 團隊績效之文獻探討 23 一、團隊績效之定義 24 二、團隊績效的相關研究 27 三、團隊績效文獻探討之小結 29 第三章 研究設計 31 第一節 研究架構與操作性定義 31 第二節 研究假設 33 第三節 抽樣對象 35 第四節 研究方法 36 第四章 結果分析 40 第一節 背景變項 40 第二節 項目分析 41 第三節 因素分析 44 第四節 信度分析 49 第五節 結構方程模式分析 50 第六節 台、美比較分析 55 第七節 研究假設結果彙總 57 第五章 結論與建議 59 第一節 研究結論 59 第二節 後續研究建議 63 參考文獻 65 一、中文文獻 65 二、英文文獻 69 附錄一 中文問卷 80 附錄二英文問卷 85

REFERENCES

一、中文文獻 1. 王瑞(2000),「職場中工作團隊建構的必要性」,就業與訓練,18(3),pp.63-68. 2. 田靜婷(2003),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 3. 李弘暉(1997),「團隊原理」,中國行政評論,6(2),pp.73-86 4. 李弘暉、鍾麗英(1999),「團隊運作過程對團隊績效影響之研究」,人力資源學報,11,pp.1-30 5. 李聲吼(1996),「建立有效率的工作團隊」,人力發展月刊,34,pp.61-65 6. 沈介文(2004),虛擬社群關鍵成功因素之探討---360度績效評估觀點,2003電子商務研究專輯,207-210頁,逢甲大學出版,台中。 7. 沈介文、周毓敏(2005),團隊運作模式探討之研究~以建構虛擬團隊任務為例,2005年21世紀管理理論與實務研討會,大葉大學企管系。 8. 周毓敏(2004),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。 9. 林清山(1991)。心理與教育統計學。臺北:東華書局。 10. 吳萬益(1995),中美日在台企業經營環境、組織結構及策略運作互動關係之研究,管理科學報,第十三卷第一期。 11. 洪茂森(2003),領導行為、學習型組織、知識管理、企業文化對組織績效之實證研究,國立成功大學企業管理研究所碩士論文。 12. 洪胜發(2004),台灣中部地區基層衛生醫療機構領導型態影響員工滿意度之研究,大葉大學事業經營研究所未出版碩士論文 13. 胡薇麗(2000),「高績效團隊的特色」,游於藝,21,p.3 14. 唐莉佩(1999),壽險業適用於勞動基準法對壽險業務員工作滿足與工作績效之影響,逢甲大學保險學研究所碩士論文。 15. 張存金、盧淵源(2001),「研發團隊結構特性及整合機制與研發績效關係之研究—因徑分析模式」,企業管理學報,49,pp.97-134 16. 張肅婷(2002),員工工作態度與組織文化、領導行為、工作滿足及組織承諾之關係研究,弘光學報,第40期:頁35-42。 17. 張菽萱(1998),我國專科學校領導行為量表之建立及其應用之研究,國立彰化師範大學工業教育研究所博士論文 18. 戚樹誠、羅新興、黃敏萍(1998),「組織成員的人際信任與言論禁忌之

```
關聯性—以國軍軍官為研究樣本 」,台大管理論叢,9(1),pp.177-200 19. 陳木金(1996),國民小學教師領導技巧、班級經營策略與教學
效能,國立政治大學教育研究所博士論文。20.陳孟修、盧淵源(2000),「團隊特性與工作價值觀對員工的組織承諾及工作投入影響之
研究」,商學學報,8,pp.201-241 21. 陳惠民等(1998),高效率團隊:實務操演手冊,台北新店:科技圖書 22. 黃怡姿(1999),員工之組織信
任的形成與影響,國立台灣大學心理研究所碩士論文 23. 黃俊英、林震岩,SAS精析與實例,台北:華泰書局,1994。 24. 黃英忠(1989),
現代人力資源管理,台北:華泰書局。 25. 黃家齊、蔡達人(2003),「團隊多元化與知識分享、知識創造及創新績效」,台大管理論叢
,13(2),pp.233-280 26. 黃敏萍(2000),跨功能任務團隊之結構與效能—任務特性與社會系絡之影響,國立台灣大學商學研究所博士論文
27. 黃敏萍、戚樹誠(2002), 「跨功能任務團隊之結構與效能:一項結構權變之觀點」, 管理學報, 19(6), pp.979-1007 28. 黃敏萍、鄭伯壎
、王建忠(2003) , 「轉型領導、團隊內互動、及國隊與成員效能:IPO模式之驗證 」 , 管理學報 , 20(3) , pp.397-427 29. 黃杉錦(2004) , 企
業文化、領導型態與組織創新之關係研究,國立中正大學企業管理研究所未出版碩士論文 30. 楊宜音、張志學、彭泗清 等譯校(1997)
,Robinson, Shaver & Wrightsman主編,性格與社會心理測量總覽,台北:遠流 31. 賈春琦(1998),團隊型組織在國民中學學校行政應用之
研究,師範大學教育研究所碩士論文 32. 劉麟書(2001),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 33. 鄭仁偉,廖文
志,石佩珊(2002),「組織信任模型實證分析—以我國會計師事務所與其客戶為例」,商學學報,10,pp.189-212 34.鄭仁偉、廖華
立(2001),「團隊能力、工作滿足、組織承諾與團隊績效的關係」,人力資源管理學報,1(3),pp.59-83 二、英文文獻 1. Abraham,
Zaleznik(2004), Diffrent in Manager and Leader, Havard Business Review, p73~81, 2, Amason, A. C. & Mooney, A. C. (1999), "The effect of
past performance on top management team conflict in strategic decision making", The International Journal of Conflict Management, 10 (4),
pp.340-359. 3. Ancona, D. G., & Caldwell, D. F. (1997), "Bridging the boundary: External activity and performance in organizational teams",
Administrative Science Quarterly, 37, pp.634~995. 4. Barrick, M. R., Stewart, G. L., Neuber, M. J. & Mount, M. K.(1998), "Relating member
ability and personality to work-team processes and team effectiveness ", Journal of Applied Psychology, 83 (3), pp.377-391. 5. Bass, B. M., &
Avolio, B.J. (1997), Full Range Leadership Development: Manual for the Multifactor Leadership Questionnaire. Rewood City, CA: Mind Garden,
Inc. 6. 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. 7. Burns, J. M. (1978), Leadership, NY: Harper & Row. 8. Cook, T. D., Campbell, D. T. (1979). Quasi-experimentation: Design
and analysis issues for field setting. Boston: Houghton Mifflin. 9. Costley, D. L., Melgoza, C. S. & Todd, R. (1993), Human Relations in
Organization. New York: West Publishing (5th ed). 10. Coutu, D. D. (1998), "Organization: Trust in virtual teams", Harvard Business
Review,76 (3), pp.20-21. 11. Cummings, T. G. (2001), "Self-regulating work groups: A socio-technical synthesis", Academy of Management
Review, 3(5), 625-634. 12. Daivs, S. M. (1988), 2001 Management, Simon & Schuster. 13. Das, T. K. & Teng, B. (1998), "Between Trust and
Control: Developing Confidence in Partner Cooperation in Alliances ", Academy of Management Review, 23 (3), pp.491-512. 14. Deutsch, M.
(1958), "Trust and suspicion", Journal of Conflict Resolution, 2, pp.265-279, 15, Dodgson, M.(1993), "Learning, trust, and technological
collaboration", Human Relations,46, pp.77-95. 16. Doney, P. M., Cannon, J. P. & Mullen, M. R. (1998), "Understanding the Influence of
National Culture on the development of Trust ", Academy of Management Review, 23 (3), pp.601-620. 17. Drath, W. H., & Palus, C.J. (1994),
Making Common Sense: Leadership as Meaning-Making in a Community of Practice, Greensboro. NC: Center for Creative Leadership. 18.
Drucker, P. F. 1998. Managing in a Time of Great Change. Penguin books. 19. Dubrin, R. (1998), "Central Life Interests and Organizational
Commitment of Workers", Adminis trative Science Quarterly, 20, pp.411-421, 20, Edmondson, A. (1999), "Psychological safety and learning
behavior in work teams", Administrative Science Quarterly, 44 (2), pp.350-383, 21, Eric, S., Kenneth, P. D., & David, F. (1990), "Work
Teams ", American Psychologist, 125. 22. Fiedler, F. E. (1967), A Theory of Leadership Effectiveness. New York: McGraw-Hill. 23. Gladstein, D.
L. (1984),. "Groups in Context: A model of Task Group Effectiveness", Administrative Science Quarterly, 29, pp.499-517. 24. Hackman, J. R.
(1983), A Normative Model of Work Team Effectiveness (Tech. Rep. No.2), New Haven, CT: Yale University 25. Halpin, A.W., & Winer, B.J.
(1957), "A Factorial Study of the Leader Behavior Descriptions", In R.M. Stogdill, & A.E. Coons (Eds.), Leader Behavior: Its Description and
measurement, Columbus: Bureau of Business Research, Ohio State University, pp.39-51. 26. Hemphill, J.K., & Coons, A. E. (1957),
" Development of the Leader Behavior Description Questionnaire", In R. M. Stogdill & A. E. Coons (Eds.), Leader Behavior: Its Description and
Measurement, Columbus: Bureau of Business Research, Ohio State University, pp.6-38. 27. Hersey & Blanchard (1977), Management of
Organization Behavior, Englewood Cliffs, NJ: Prentice-Hall. 28. Herzberg, F., Mausner B., & Snyderman, B.(1959), The Motivation to Work,
N.Y.: John Wiley Co.. 29. Herzog, V. L.(2001), "Trust building on corporate collaborative project teams", Project Management Journal, 32 (1
), pp.28-37, 30. Hosmer, L. T. (1995), "Trust: The connecting link between organizational theory and philosophical ethics", Academy of
Management Review, 20 (2), pp.379-403. 31. House, R.J., & Mitchell, T.R. (1972), "Path-Goal Theory of Leadership", Journal of
Contemporary Business, Autumn, pp.81-97. 32. House, R.J., Hanges, P.J., Ruiz-Quintanilla, S.A., Dorfman, P.W., Javidan, M., Dickson, M., &
Associates (1999), "Cultural Influences on Leadership and Organization: Project GLOBE", In W.H. Mobley, M.J. Gessner, & V. Arnold (Eds.),
Advances in Global Leadership, Stamford, CT:JAI Press, pp.171-233. 33. Hurley, R. F., & Hult, G. T. M. (2000), "Innovation, market
orientation, and organizational learning: an integration and empirical examination ", Journal of Marketing, 62(July), 42-54. 34. Jacobs, T.O., &
Jaques, E. (1990), "Military Executive Leadership", In K.E. Clark, & M.B. Clark (Eds.), Measures of Leadership, (pp.281-295), West Orange,
NJ: Leadership Library of America. 35. Jehn, K. A. & Shah, P. P.(1997), "Interpersonal relationships and task performance: An examination of
mediating processes in friendship and acquaintance groups", Journal of Personality and Social Psychology, 72 (4), pp.775-790 36. Jones, G. R.
& George, J. M.(1998), "The Experience and Evolution of Trust: Implications for Cooperation and Teamwork", Academy of Management
Review, 23 (3), pp.531-546 37. Kahai, S. S., Sosil, J. J. & Avolio, B. J.(1997), "Effects of leadership style and problem structure on work group
```

```
process and outcomes in an electronic meeting system environment", Personnel Psychology, 50, pp.121-146. 38. Katz, D., & Kahn, R.L. (1978),
The Social Psychology of Organizations, NY: John Wiley. 39. Katzenbach, J. & Smith, D. (1995), "The Discipline of teams", Harvard Business
Review, 71(2), pp.111-120. 40. Kiefer, C. F.(1998). "Team learning," Executive Excellence, 15(9), p.18 41. Korgzynski, M.(2000). "The Political
Economy of Trust, "Journal of Management Studies, 37(1), pp.1-21 42. Kotter, J. P. (1990), A Force for Change: How leadership differs from
management, New York: Free Press. 43. Larson, C. E. & Frank, L.(1989). Teamwork: What Must Go Right/What Can Go Wrong. Newbury Park
Cal: Brooks / Cole Publishing Co. 44. LePine, J. A., Hanson, M. A., Borman, W. C. & Motowidol, S.J.(2000). "Contextual performance and
teamwork: Inplications for staffing, "Research in Personnel and Human Resources Management,19,pp.53-90 45. Lewicki, R. J. & Bunker, B.
B.(1996), "Developing and maintaining trust in work relationships", Trust in organizations: Frontiers of theory and research, Thousand Oaks,
CA: Sage, pp.114-139. 46. Lewis, J. D. & Weigert, A. 1985. "Trust as a Social Reality." Social Force. 63(4): 967-985. 47. Lewis, J. D. & Weigert,
A.(1985), "Trust as a Social Reality", Social Force, 63(4), pp.967~985. 48. Lewis, J. P.(1993), How to Build and Manage a Winning Project
Team.New York, NY: American Management Association. 49. Lewis, R.(1995), Team-Building Skills-Participants 'Guide. Logan Page Ltd 50.
Mayer, R. C., Davis, J. H. & Schoorman, F. D. (1995), "An integrative model of organizational trust", Academy of Management Review, 20(3),
pp.709~734. 51. 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. 52. McGregor, D.(1960), The human side of Enterprise. New York, NY: McGraw-Hill 53.
McKnight, D. H., Cummings L. L. & Chervany, N. L.(1998), "Initial Trust Formation in New Organizational Relationships", Academy of
Management Review, 23(3), pp.473-490 54. Michell, P., Reast, J. & Lynch, J.(1998), "Exploring the foundations of trust", Journal of Marketing
Management,14, pp.59-172 55. 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 56. Morgan, M. R.
& Hunt, D. S.(1994). "The commitment-trust theory of relationship marketing," Journal of Marketing, 58,pp.20-38 57. Nieva, V. F., Fleishman,
E. A. & Reick, A.(1978). Team dimensions: Their identity, their measurement and their relationships. Washington, DC: Advanced Research
Resources Organization 58. Nonaka, I., & Takeuchi, H.(1995), The knowledge creating company. New York: Oxford University Press. 59. Pelled,
L. H.(1995). "Demographic Diversity, Conflict, and Work Group Outcomes An Intervening Process Theory," Organization
Science, 6(1), pp.615-631 60. Quick, T. L. (1992). Successful Team Building. New York, American Management Association 61. Rauch, C.F., &
Behling, O. (1984), "Functionalism: Basis for an Alternate Approach to the Study of Leadership", In J. G. Hunt, D. M. Hosking, C. A.
Schriesheim, & Stewart (Eds.), Leaders and Managers: International Perspectives on Managerial Behavior and Leadership, (pp.45-62), Elmsford,
NY: ergamon Press. 62. Remple, J.K., Holmes, J.G. and Zanna, M.P., "Trust in Close Relationships," Journal of Personality and Social
Psychology, Vol. 49, No. 1, pp. 95-112 (1985). 63. Richards, D., & Engle, S. (1986), "After the Vision: Suggestions to corporate Visionaries and
Vision Champions", In J. D. Adams (Ed.), Transforming Leadership, (pp.199-214), Alexandria, VA: Miles River Press. 64. Robbins, S.P. (2001),
Organizational Behavior, NJ:Prentice-Hall. 65. 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 66. Rubin, Irwin M. (2004). Organizational Behavior: An
Experiential Approach, (7th ed.), N. J., Prentice-Hall Inc. 67. Salas, E., Dickinson, T. L., Converse, S. A. & Tannenbaum, S. I.(1992). Toward an
Understanding of Team Performance and Training, Teams: Their Training and Performance, Norwood, NJ: Ablex Publishing Corporation, 68.
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 69. Schein, E. H. (1992), Organizational Culture and Leadership, San Francisco: Jossey-Bass. 70. Schermerhorn, Jr. J. R.,
Hunt, J. G., & Osborn, R. N. 2003. Organizational Behavior, (8th edition), John Wiley & Sons, Inc. 71. Shapiro, D., Sheppard, B. H., &
Cheraskin, L., (1992). "Business on a Handshake," Negotiation Journal, 8(4), pp. 365-377 72. Shonk, J. H. (1982). Working in Teams: A Practical
Manual for Improving Work Groups. New York, AMACOM 73. Smith, K. G., Carroll, S. J., & Aschford, S. J. (1995). "Intra- and
interorganizational cooperation: Toward a research agenda, " Academy of Management Journal, 38(1), pp.7-23 74. Stefaan, V. R. & Susan, H.
G.(2000). "Going international withour going international:multinational virtual teams," Journal of International Management, 6, pp. 49-60 75.
Stewart, G. L. & Barrick, M. R. (2000). "Team structure and performance: Assessing the mediating role of intrateam process and the moderating
role of task type, "Academy of Management Journal, 43(2), pp.135-148 76. Stogdill, R. M. (1948), "Personal Factors Associated with Leadership:
A Survey of the Literature ", Journal of Psychology, 25, pp.35-71. 77. Stogdill, R. M. (1963), Handbook of Leadership: A Survey of the Literature,
NY: Free Press. 78. Stogdill, R. M., & Coons (1975), "Leader Behavior: Its Description and Measurement", Ohio: Bureau of Business Research,
88, TheOhio State University. 79. Sundstrom, E. DeMeuse, K. P., & Futrull. D.(1990). "Work Team: Applications and Effectiveness," American
Psychology, 45(2), pp.120-133 80. Thamhain, H. J. & Nurick A. J., (1994). Project Team Development in Multinational Environments. Global
Project Management Handbook.D. I. Cleland and K. Gareis, Eds. New York: McGraw-Hill 81. Tjosvold, D.(1988). "Cooperative and competitive
dynamics within and between organization units. " Human Relations 41(6),pp.425~436 82. Warren Bennis, Burt Nanus (1985), Leaders-The
Strategies For Taking Charge, Commonwealth Publishing Co., Ltd. 83. Wicks, A. C., Berman, S. L. & Jones, T. M. (1999). "The Structure of
Optimal Trust: Moral and Strategic Implications, " Academy of Management Review, 24(1),pp.99-116 84. 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 85. Williamson, O.
E.,(1993). "Calculativeness, Trust and Economic Organization," Journal of Law and Economics, 36, pp.453~486 86. Yang, Heng-Li & Tang,
Jih-Hsin (2004). "Team structure and team performance in IS development: a social network perspective", Information and Management, 41(3).
87. Yukl, G. A. (2002), Leadership in Organizations, Englewood Cliffs, New Jersey: Prentic-Hall Inc. 88. Zand, D.E. (1997), The Leadership Triad:
```

Knowledge, Trust, and Power, (p.89), NY: Oxford Press.