

軍人撫卹制度的滿意度、信任與行為意圖探討之研究-以台灣、在台新加坡軍人為例

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摘要

建立軍人撫卹制度的精神內涵，即在於國軍官兵發生傷亡事故時，得依其對國家之貢獻，給與遺族適當的照護，以達安生慰死之目的。有鑑於此，如何使撫卹制度在軍人、軍人家屬心目中獲得認同、肯定與滿意，是為本制度推動與執行上重要趨勢。本研究藉由問卷調查與皮爾森相關係數分析，來探討軍人撫卹制度與滿意度、信任、行為意圖之間的相關性。經研究後歸納幾項結論：一、在信任方面：信任程度越高，撫卹制度的期望與認知程度也越高。二、在行為意圖方面：行為意圖的程度高低，對撫卹制度的期望與認知程度有顯著的影響程度。三、信任與行為意圖方面：兩者之間具有極大相關性，一方成效高同樣另一方成效也相對為高。四、滿意度、信任與行為意圖，三者之間成效高低互相影響，也同時對撫卹制度的成效高低具有直接的影響。

關鍵詞：軍人撫卹制度，滿意度，信任，行為意圖

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