

組織學習、知識分享及組織績效之關聯性研究

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摘要

處知識經濟的年代，知識被視為個人或組織權力、競爭優勢，或專家權的來源；因此，企業要提升組織的競爭力及績效自然不能忽視知識的管理，而知識管理亦囊括了組織學習、組織文化、組織心理、組織管理、資訊管理、知識分享等研究領域；本研究乃針對組織學習、知識分享及組織績效之關聯性加以探究，探討企業內部進行組織學習及知識分享對組織績效的影響，期望從中建構知識管理對組織績效的影響模式。本研究問卷針對壽險業者發放281份，回收之有效問卷為240份，有效回收率為85.41%。研究發現，組織學習能正向影響知識分享及組織績效，但是知識分享卻和組織績效並無正向的相關。由本研究得知，企業內部的組織學習措施，能確實轉化為企業績效的提升。

關鍵詞：組織學習；知識分享；組織績效

目錄

內容目錄 中文摘要	iii 英文摘要
iv 誌謝辭	v 內容目錄
vi 表目錄	viii 圖目錄
ix 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 研究問題
3 第二章 文獻探討	4 第一節 組織學習
4 第二節 知識分享	12 第三節 組織績效
16 第三章 研究方法	21 第一節 研究架構
21 第二節 變項操作性定義	22 第三節 研究假設
23 第四節 研究工具	26 第五節 研究對象與調查方法
30 第六節 資料分析方法	31 第四章 資料分析與研究結果
36 第一節 問卷量表信度檢測	36 第二節 問卷基本資料分析
37 第三節 信度與效度分析	41 第四節 整體結構模式分析
52 第五章 結論與建議	58 第一節 研究發現與結論
58 第二節 管理意涵	61 第三節 研究限制及後續研究建議
62 參考文獻	65 附錄A 正式問卷
74	

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