

題目	組織整合、服務品質與績效管理間之關係-以保全與公寓大廈管理維護業為例
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摘要	本研究旨在探討保全業與公寓大廈管理維護業若整合為物業管理維護業，其績效管理是否優於未整合前，同時藉由產業比較模型選出最適合之經營型態。研究以該二類公司員工為對象，使用問卷調查方式發放問卷 303 份，回收並扣除無效問卷後，有效問卷計 285 份有效比率 94%。為驗證其相互間之關聯性，以組織整合、服務品質與績效管理為變數，針對整合前、後分別進行各變數間之統計分析。實證的結果：CFA 整體模式的適配度均良好，SEM 整體模式適配度均在可接受合理範圍內。另由驗證結果顯示，整合後各路徑係數，均優於整合前之保全業與公寓大廈管理維護業，又經比較模型驗證，整合後之物業管理維護業為最適產業型態。本研究之結果期能有益於主管機關及實務界處理類似事件之參考。
關鍵字	組織整合、服務品質、績效管理、結構方程模式
Title	The Relationships among Organizational Integration, Service Quality and Performance Management- A Case of Security Industry and Condominiums Administration Industry
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Abstract	The purpose of this study is to explore whether the security industry and condominiums administration industry are integrated into the property management, whether its performance management is better than before the integration, and the most suitable type is selected by the industry comparison model. The study used the questionnaires to distribute 303 questionnaires to the employees of the second-class companies. After recovering and deducting the invalid questionnaires, the effective questionnaires accounted for 285 effective ratios of 94%. In order to verify their interrelationships, organizational integration, service quality and performance management are used as variables, and statistical analysis between variables is carried out before and after integration. The empirical results: the overall fit of the CFA model is good, and the SEM overall model fit is within acceptable limits. At the same time, the verification results show that the path coefficients after integration are better than the pre-integration, security industry and condominiums administration industry, and the property management after the integration model verification is the most suitable industrial type. The results of this study can be useful for the reference of similar events in the competent authorities and practitioners
Keywords	Organizational Integration; Service Quality; Performance Management; Structural Equation Modeling