

育達商業技術學院教師全面品質管理理念 對教學效能之研究

Assessing the Use of Total Quality Management into the Process of Teaching Management for Yuda Institute of Business Technology

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【摘要】

本研究旨在探討育達商業技術學院教師全面品質管理理念對教學效能之研究，並以教師教學效能作為指標；同時亦分析目前技術學院教師全面品質管理理念與教學效能的現況，做為未來努力的參考。本研究以問卷調查為主，研究工具為「技術學院與科技大學教師全面品質管理理念量表」以及「教師教學效能量表」。研究之重要結論包括：育達商業技術學院教師的教學效能尚能符合全面品質管理理念但仍有改善空間；教師的性別、學歷與教學年資等背景變項不會影響教師的全面品質管理理念；教師的學歷背景變項會影響教師的教學效能；全面品質管理理念與教學效能有顯著正相關，教師的全面品質管理理念愈高，其教學效能愈佳；在全面品質管理理念中，以「班級顧客的期望」最能解釋並預測教學效能。

關鍵詞：全面品質管理、教學管理、教學效能

【Abstract】

The main purpose of this study was to investigate the use of Total Quality Management (TQM) into the process of teaching management for Yuda Institute of Business Technology. Researcher selected teaching efficiency for the index of feasibility and also analyzed the situation of TQM concept and teaching efficiency in the classroom for teachers. The empirical results include: (1) Teachers' teaching management mostly suits to TQM and teaching efficiency is above average level; (2) There are significant differences between Yuda Institute of Business Technology teachers' TQM concepts and their sex, academic degrees and teaching seniority; (3) There are significant differences between the Yuda Institute of Business Technology teachers' teaching efficiency in the classroom and teaching seniority; (4) There is significant positive relationship between TQM concepts applied in the classroom and teaching efficiency; (5) The customer's expectation can significantly explain the teaching efficiency.

Key words : Total Quality Management, Teaching Management, Teaching Efficiency