

學習滿意度與社會支持對電腦軟體訓練成效評估影響之研究

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摘 要

人才是組織的重要資產，也是組織維持競爭優勢的關鍵因素，若組織投入了許多的時間、心力及金錢於員工訓練及發展上，是否達成訓練的預期效益，並有效的將所學之知識及技術移轉至工作上，對於組織而言，正是訓練效果評估的主要目的。本研究主要檢驗一家大型醫院電腦軟體訓練的成效，以及檢驗社會支持與電腦軟體知識之交互作用對於受訓者訓練移轉之工作行為的影響。本研究運用前後測加控制組的實驗設計法，藉由 Kirkpatrick 訓練評估模式，進行資料蒐集與統計分析。研究結果發現，電腦軟體訓練有顯著的成效。受訓者電腦軟體知識與工作行為有顯著改善，組織、直屬主管、與同事的支持具有強化訓練移轉的效果。

關鍵詞：訓練成效評估、訓練移轉、社會支持

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The Study of the Effect of the Learning Satisfaction and Social Support on the Effectiveness of the Computer Software Training Evaluation

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Abstract

Human resource is the critical factor for organizations to maintain the competitive advantage. Many organizations improve employees' performance through training programs. If the organizations spend lots of time, money, and other resources on employees' training and development, trainees could not transfer what they had learned when they go back to their work. The training programs are useless. The purpose of this study was to examine the effectiveness of a computer software training program in a large hospital. This study utilized pretest-posttest control group design and the Kirkpatrick's Four-Level Evaluation Model was as a framework. The results indicated that the computer software training was effective. Trainees' computer software knowledge and working behavior were significantly different. The support from the organization, supervisors, and co-workers could enforce the effect of transfer of training.

Keywords: Evaluation of training effectiveness, Training transfer, Learning Satisfaction, Social Support

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