

## 摘要

跨機關服務協力合作網絡的有效形成，在官僚體制漸漸無法發揮績效的情況下，更顯得重要。為了探討在機關間協力合作的種種問題，本研究以公共網絡管理文獻建構跨機關間協力合作的模型。公共網絡管理的文獻，主要在探索公共管理者的行為與角色，以及機關間的協力合作行為，如何貢獻於服務傳遞協力合作網絡績效，而這兩個研究問題，也存在於本論文的觀察單位-臺北市政府戶政業務之中。資料來源主要是以問卷方式調查臺北市政府負責戶政業務戶政人員的主觀認知性資料。研究方法則是透過描述性統計、相關係數、信度考驗、確認性因素分析(Confirmatory Factor Analysis, CFA)、迴歸分析、迴歸診斷與結構方程式 (Structural Equation Model, SEM)。

本研究的問卷抽樣數共 524 份，有效問卷為 338 份，回收率為 64.5%。在統計分析上，無論在因素負荷量、信度考驗、迴歸模型解釋比率，以及結構方程式的模型適配度皆符合或接近標準。而多元迴歸分析 (OLS) 與結構方程式 (SEM) 亦顯示機關之間的資源分享與協助並無助於戶政服務傳遞協力協力合作網絡間的績效，這也解釋部分理論文獻對協力協力合作網絡過於樂觀的質疑。本研究亦發現網絡管理文獻所建構的特定因素如核心機關 (民政局) 的協調，以及策略與結構的協調與整合是有助於戶政服務傳遞協力協力合作網絡績效。在研究貢獻上，期許檢驗研究問題與研究假設，以及這些規範性理論應用至政府實務的深度。

## Abstract

The efficient formation for interagency service delivery network is comparatively important when the bureaucracy fails to make it well in public affairs. This research employs the literatures of public network management to construct the model of interagency collaborations. Two research are discussed in public network management and our research with the observed unit of the household registration of Taipei City Government: how the behaviors and roles of public network managers and collaborative behaviors among public agencies contribute to the network performance of interagency service delivery network. The data sources are drawn from subjective perceptive data of public managers and public administrators who respond for household registration services in Taipei City Government. The research method employs descriptive statistics, correlations, reliability, confirmatory factor analysis, regression analysis, regression diagnosis and structural equation model.

The response rates in this research are 64.5%(338/524). In statistics, the factor loadings, reliability,  $R^2$  for the regression model, and the goodness of the fit for structural equation model(SEM) also show that the resources-sharing among the agencies does not benefit the network performance in household service-delivery network, which doubts the celebratory viewpoints from some public network management literatures. This research also finds some factors such as the coordination of network core administrative agency (the Bureau of Civil Affairs), the integration and coordination of strategies and structures, are helpful for network performance in collaborative network of household service-delivery network. For the contributions of research, this research expects to examine our research questions and research hypotheses and then applies these normative theories to the depths of government practices.