

謝誌

黎明初起，陽光綻放，回想起二年的過往時光，不論是在工作上或是家庭上，自己一時之間思潮波濤洶湧，竟不知如何感覺這一切……。當然我與其他畢業學長姊們一樣，有著共同的歡笑、體會與過程，更有相同艱辛的努力與奮發。然而伴隨著論文的完成，我想教授已開啟我對知識研究的一扇窗，希望未來能夠落實求知的能力，以為我在職業生涯中，紮下渾厚的基礎。

個人論文撰擬的完成是有眾多朋友及師長的幫助，當然回首來時路，要感謝的人實在太多，第一個在學業上：恩師成之約教授不厭其煩的指導，每當論文研究陷入渾沌不明之際，教授總能適時及正確的指引方向，細心斧正及審閱，並以精闢的觀點與見解，提供專業的意見，讓我有種"柳岸花明又一村"的感覺，最後順利完成本論文。在這撰寫過程中，我的好友炳深、建儒是我論文諮詢的對象，他們以個人研究德菲法的實務經驗，提供研究心得並協助校閱論文，使我受益良多，在此致上最大謝意，此外尚包括有立法委員：林德福、湯火聖、趙良燕、謝欣霓、參謀長韋大雄中將、主任蔣金城中將、教授黃東益、主秘吳政逢、簡秘張璠、主任劉省作、處長蕭金益、助理薛永華、涂炳深、簡子濤、范麗媛、記者高凌雲、李光達、連絡人張成瀚、胡炳仁、黃安源、連雅梅、李怡芬等，長官與兄弟們的幫助，一併致上個人真誠的敬意。

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摘要

國民政府播遷來台後歷經各時期的演進，逐步建立了民主政治制度，在現行體制之下，行政機關必須向立法機關負責。行政機關依此架構成立國會連絡機構，目的是與國會建立良好互動關係，使行政機關施政政策及預算能夠獲得國會支持，順利推展。

事實上，國會連絡機構在民主國家中扮演著極為重要性的角色，由於其積極的介入國會事務，並參與實際的議事運作，成功地化解了許多行政及立法機關間對立與衝突，雖然行政與立法部門各有其憲法規定的權力，但是行政機關重視溝通及協調策略的運用，應是成敗的主要關鍵。

國會連絡工作繁瑣複雜，尤其是國會連絡人員素質的良窳，更關係到行政與立法的互動品質，為探就行政機關國會連絡人員在行政與立法部門之間，如何擔任一位稱職的國會連絡人員，以及從是國會連絡工作需要瞭解行政及立法部門的哪些事項？另外如何與立、監院互動（包括與立、監委員、助理、黨團及各委員會等互動、說明、溝通及談判）？以期建構出擔任國會連絡人員工作績效指標，提供行政機關評估國會連絡人工作績效指標的參考。

國會連絡人是行政機關推動法案、執行預算、協調政策、處理選民案件的重要窗口。由於國內並無相關績效評估研究可資參考，因此筆者採用專門處理不確定性、複雜性及爭議性較高的德菲法（Delphi）途徑，透過專家群意見形成共識，建構出國會連絡人工作績效指標，以提供行政機關評估從事國會連絡人員工作績效指標建構的一個重要參考依據。本研究試圖以初探性研究方式提供後續研究者進行量化或質化研究的基礎，以強化國會連絡人工作績效相關指標的信度與效度，對於行政機關與國會的正面互動將有極重要的助益。

Abstract

Afterward of central government of Republic of China moved to Taiwan, a democracy mechanism gradually established in terms of innovation of different time period. Progressively, under the current system, the administrative department must be responsible for the legislature. Therefore, administrative department set up a congress contact office (CCO) accordingly for bridging both parties in creation good relationship scenario enable to smoothly promote the budgetary and policy as well as important affairs of the state.

In fact, the CCO performs an extremely important role as normal in democracy nations worldwide. For eliminating conflicts between administration and legislature, who are on behalf of power of constitution stipulates, CCO bring its aggressive activities to involve in the congress affairs and fully attend to real agenda operation. The main key to success and failure is administrative department always emphasizes in act of communication and coordination with legislature department.

CCO taskforce is very minutes and complicated. Especially, the quality of CCO staffs. It is very important to interaction in between two parties. In order to become a well position in CCO for in between administration and legislature, the congress contact staffs shall recognize what activities are real necessary to understand in between administration and legislature department? Besides, how to interaction with Legislative Yuan and Justify Yuan includes how to interaction, explanation, communication and negotiation with members of Legislative Yuan, Justify Yuan, assistant, political parties and other committees are also in critical. After all it is a reference index for how to evaluate the staff performance and offer administrative department how access congress contact staffs' performance.

Congress contact staff is that the important window of administrative department for promoting the bill, utilize budget, coordinate the policy, and deal with voter's case. Because there are no reference to assess and study cases locally, so the author applies the Delphi method which always deal specially with the uncertainty, complexity and dispute higher morality issues. Form a common understanding by groups of suggestion of experts; and it can create a congress contact staff work performance indication, and also to offer the administrative department to assess the Congress contact staff's performance and constructed an important reference accordingly. This research attempt to apply a pre-investigation way to offer the follower going for quantize or quality foundation study. In order to strengthen Congress contact staff work performance in liability and efficient of indication, it will have extremely important benefiting to Congress and administrative department with positive interaction.