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**The attitude comparison of nursing staff and care staff at day service center for the elderly  
: Job involvement and organizational commitment and connection with service quality**

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(job involvement), (organizational commitment), (service  
quality), (day service center for the elderly), (comparative research)

e.g., Blau 1985, 1987; Knoop, 1995

, 1980

Breckler, 1984

, 2000

2005, 2009

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2

2

(1)

, 1996 p. 109

Brown, 1996

Blau 1987

N 90

3

1

(2)

, 1999, p. 23

2

N 240 N 455

2004

A

M

3.41, SD .68 M 2.66, SD .76 B

M 3.24, SD .75 M 2.84, SD .75

N 148

2001

r .43

Myer, Stanley, Herscovitch and Topolnytsky 2002

13

.51

2

(3)

N 171

Knoop, 1995

r .32

Bau 1987

N 90

3

3

3

(4)

.088 N 238  
Brown, 1996  
25  
Cohen 1999

4

1979 N 321

5

(5)

.114 N 341  
Brown, 1996  
16  
3  
, 2009  
N 1,313  
, 2005

6

(1)

	2010	2	3	A	B		54
					454	385	84.8
N 47			N 295				
						2	

1						7
				4		20
			48.6		31.9	

1

	49.02	42.10
	4.17	4.45
	100.0	80.6
	31.9	48.6
N	47	295

(2)

	3			7
9				
	9	, 2007	Ornbach	.842
	3	.808	2	.829
.716				4
	8			
			1997	8
		.908		4
.888				.901
				4

12  
 22 Parasuraman, Zei thanh and Berry, 1991 12  
 1) . 903

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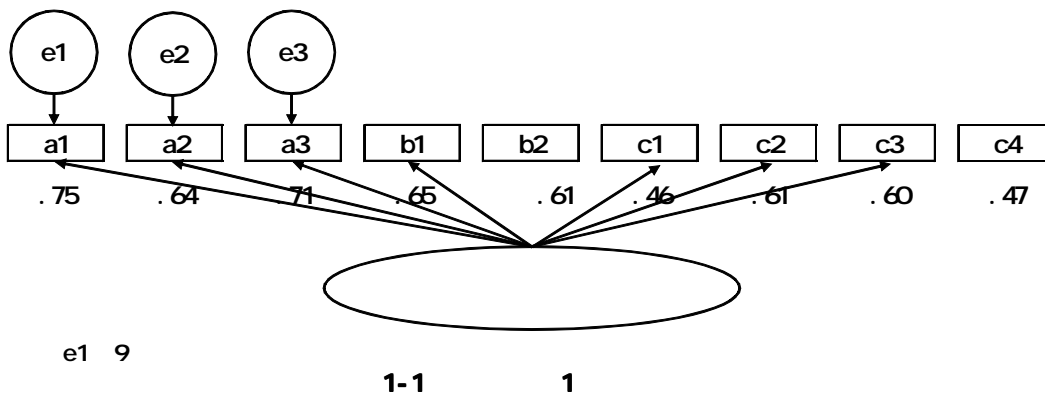
2 GFI AGFI 2 GFI  
 .973 AGFI .950 0.9 CFI 2  
 CFI .990 RMSEA 2 0.05  
 AIC 2

(3)

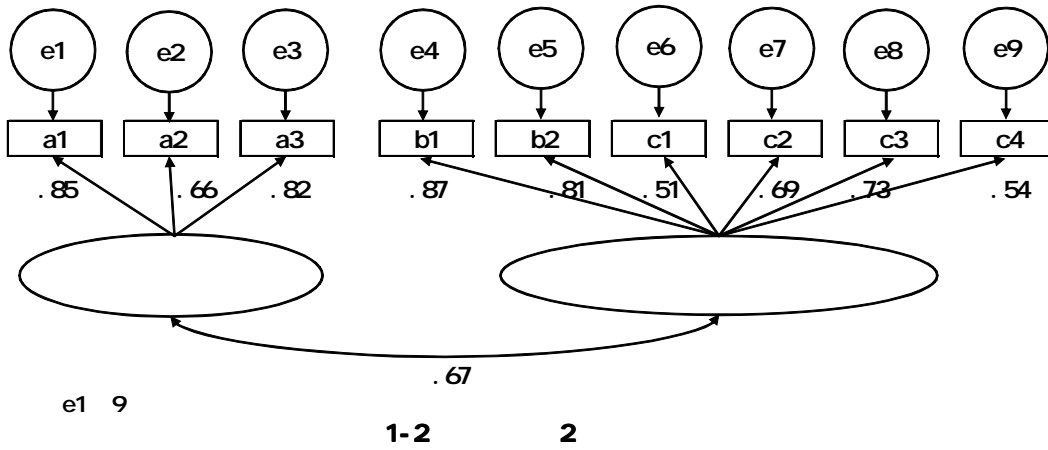
1  
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 p .001 2  
 GFI AGFI CFI .908 .867 .920 GFI  
 RMSEA .088  
 CFI 0.9  
 0.05  
 2

	N	2	GFI	AGFI	CFI	RMSEA	AIC
1	342	27	329.603***	.818	.697	.738	365.603
2	342	26	200.830***	.874	.781	.849	238.830
3	342	24	93.441***	.941	.890	.940	135.441

\*\*\* p .001  
 GFI Goodness of Fit Index  
 AGFI Adjusted Goodness of Fit Index  
 CFI Comparative Fit Index  
 RMSEA Root Mean Square Error of Approximation  
 AIC Akaike Information Criterion





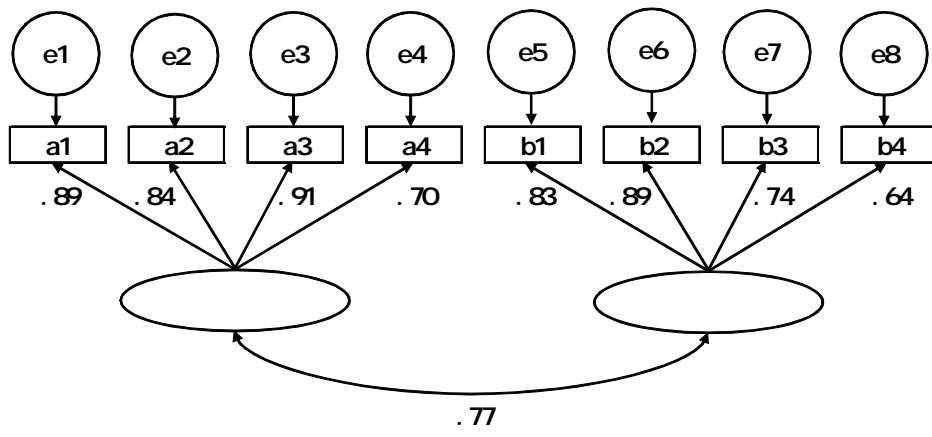


a1	a2	a3	b1	b2	c1	c2	c3	c4
.85	.66	.82	.87	.81	.51	.69	.73	.54

.54 .64

1-3 3

1-3 3



e1 8

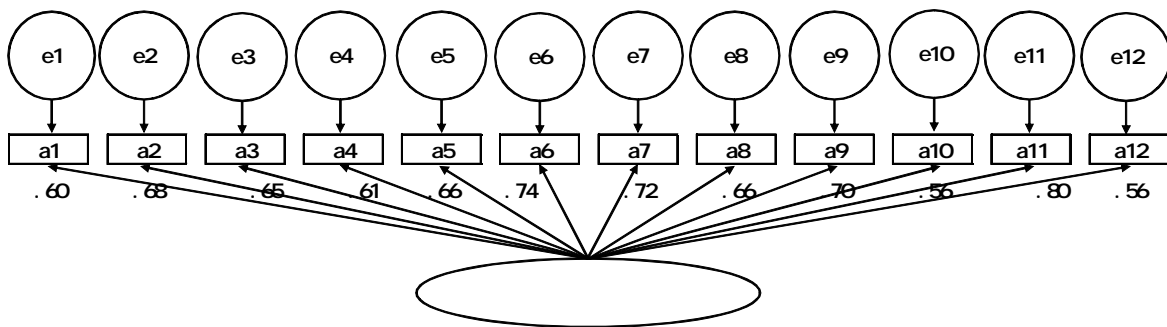
2-2

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4

	N	2	GFI	AGFI	CFI	RMSEA	AIC	
1	342	54	195.060***	.908	.867	.920	.088	243.060

\*\*\* p .001



e1 12

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(4)

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4.84

4.80

4.33

4.79

3

5.41

5.45

1

5

		N 47		N 295		t
	9	4 84	. 86	4 80	. 79	. 329
a	3	5 41	1. 03	5 45	. 98	-. 249
b	2	4 13	1. 21	4 04	1. 08	. 524
c	4	4 77	. 93	4 69	. 92	. 533
a1		5 60	. 97	5 64	1. 02	-. 281
a2		5 23	1. 25	5 26	1. 28	-. 122
a3		5 40	1. 23	5 45	1. 16	-. 252
b1		4 40	1. 25	4 23	1. 13	. 949
b2		3 85	1. 32	3 84	1. 22	. 054
c1		5 02	1. 31	5 13	1. 14	-. 590
c2		4 79	1. 08	4 33	1. 27	2. 340*
c3		4 49	1. 41	4 43	1. 33	. 263
c4		4 77	1. 25	4 86	1. 23	-. 508

\* p .05

(5)

6		4 79	4 68
	2		
	4 96	5 09	
	2		
	6		

		N 47		N 295		t
	8	4 68	. 99	4 79	. 95	-. 797
a	4	4 96	1. 15	5 09	1. 10	-. 788
b	4	4 39	1. 03	4 49	. 98	-. 655
a1		4 81	1. 35	5 06	1. 19	-1. 323
a2		4 64	1. 41	4 59	1. 36	. 241
a3		4 96	1. 28	5 06	1. 22	-. 522
a4		5 43	1. 14	5 67	1. 25	-1. 276
b1	R	4 47	1. 36	4 55	1. 20	-. 431
b2		4 30	1. 16	4 40	1. 18	-. 540
b3		4 72	1. 19	4 84	1. 10	-. 670
b4		4 09	1. 19	4 19	1. 19	-. 565

R

(6)

7

5 01

12

2

4 87

3

8

	.827**	.761**	.654**	.661**
N 47	.654**	.733**	.424**	.475**
	.86E**	.64E**	.787**	.74E**
	.748**	.698**	.509**	.597**
N 295	.632**	.659**	.395**	.470**
	.73E**	.609**	.54C**	.62E**

\*\* p .01

(8)

9

r .427

r .470

3

3

r .407

r

.483

2

9

N 47	.427**	.485**	.115	.409*	.407**	.418**	.318*
N 295	.470**	.396**	.291**	.427**	.483**	.398**	.486**

\* p .05, \*\* p .01

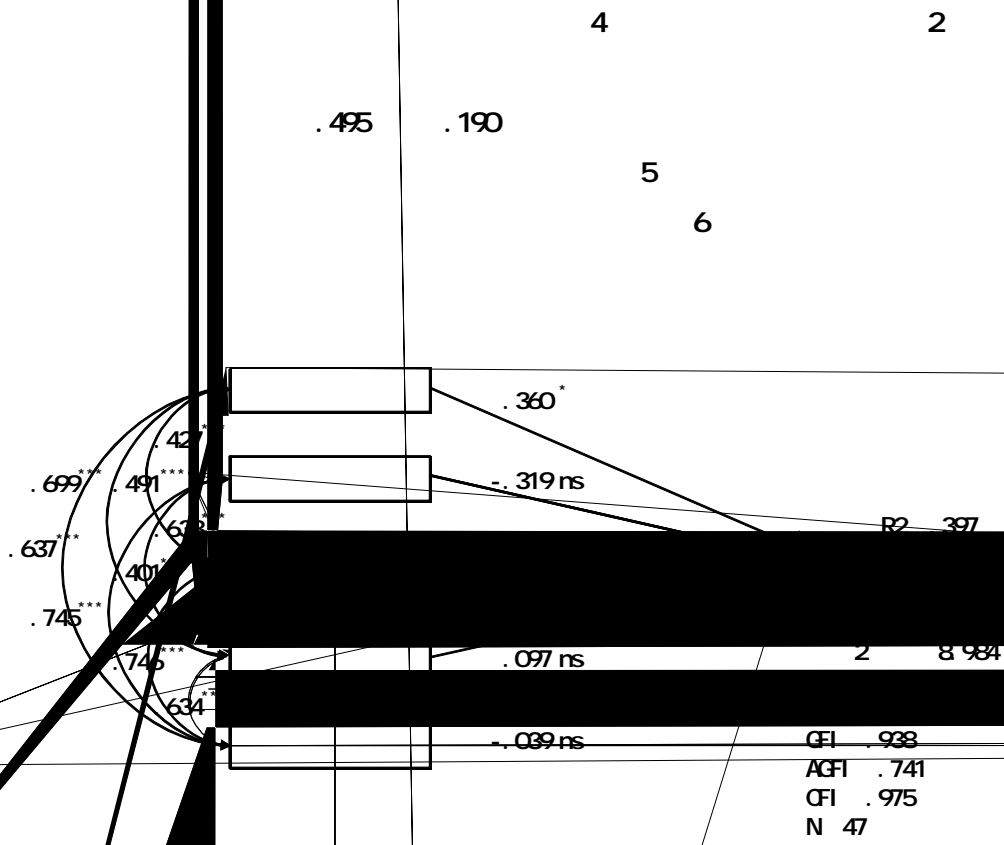
(9)

41

42

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2



, \* p .05, \*\* p .01, \*\*\* p .001

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**3**

**3**

**3**

**2**

(4)



4 85 4 82

4 57 4 50

2

(7)

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Brow 1996

2

JDS Job Diagnostic Survey

Hackman and Wageman 1975 1976

3

Murray 1983

Cohen, 1999, 2000

1)

SERVQUAL

Service Quality

1988

Parasuraman,

Zeithaml and Berry

1991

Parasuraman,

Berry and Zeithaml

SERVQUAL

5				
12				
	4			
		3		
	Parasuraman et al.	1988, 1991	SERVQUAL	22
				12

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- (1979)  
31, pp. 19-35
- (1980) 17, pp. 289-296
- (2005)  
25(4), pp. 30-38
- (1996) 26, pp. 109-117.
- (1999)  
29, pp. 23-33
- (2007)