

# 居民成為社區型環境學習中心解說志工所需的參與行為模式及影響解說滿意度因素之探討

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## 摘要

本研究旨在探討居民成為社區型環境學習中心解說志工所需的參與行為模式及影響解說滿意度因素為何，以及各行為變項間相互影響之關係。本研究之「解說志工社區意識、社區參與及解說滿意度模式」，整體適配良好( $GFI=0.90$ ,  $SRMR=0.046$ ,  $RMSEA=0.076$ ,  $CFI=0.90$ )。由模式得知，解說志工的參與動機受社區意識影響最大；解說志工的參與動機對其社區參與的影響最大。解說志工的社區意識(效果值 0.45)、社區參與(效果值 0.21)及解說志工能力(效果值 0.69)對其解說滿意度有正向及顯著的影響，其中以解說志工能力影響最大；而解說志工的能力中，以解說志工的個人特質此項能力對解說滿意度影響最大。再者志工解說滿意度，又可視為社區型環境教育學習中心環境教育推動成效的一部份，因此若欲促成社區型環境教育學習中心的环境教育推動成效，可以從加強解說志工的能力(尤其個人特質)著手，其次是加強解說志工的社區意識。

**關鍵字：**社區參與、社區意識、解說志工、解說志工能力、解說滿意度

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# **A Study on Participation Behavioral Model of Residents to Become Volunteer Interpreters of the Community-Based Learning Centers and Influential Factors of Their Interpretation Satisfaction**

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## **Abstract**

The aim of the study is to explore the participation behavioral model needed by residents who want to become volunteer interpreters in community-based learning centers and the factors that would influence their interpretation satisfaction as well as the relationship between behavioral variables.

In the research, the volunteer interpreters' community awareness, community participation and interpretation satisfaction models showed great overall goodness of fitness indices (GFI = 0.90, SRMR = 0.046, RMSEA = 0.076, CFI = 0.90). From the models, it was found that the participation motivation of the volunteer interpreters was strongly influenced by their community awareness; the community participation of the volunteer interpreters was strongly influenced by their participation motivation. The volunteer interpreters' community awareness, community participation and interpretation capability influenced their interpretation satisfaction positively and significantly. In particular, the influence of interpretation capability was the highest, meaning that the interpretation satisfaction was deeply influenced by the volunteer interpreters' interpretation capability.

**Key words:** volunteer interpreter, community awareness, community participation, interpretation capability, interpretation satisfaction