

國立高雄科技大學  
企業管理系碩士班  
碩士論文

利害關係人參與、資訊處理能耐、永續供應鏈實務與永  
續供應鏈績效之關聯研究：  
以台灣製造業為例

The relationship among stakeholder participation,  
information processing ability, practice of sustainable supply  
chain management, and performance of sustainable supply  
chain management: An empirical study on manufacturing  
industries in Taiwan.

研究生：陳詩婷  
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# 利害關係人參與、資訊處理能耐、永續供應鏈實務與永續供應鏈

## 績效之關聯研究：以台灣製造業為例

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### 摘要

自由貿易協定 (Free Trade Agreement, FTA) 在 2014 年發起環境績效倡議，旨在幫助製造業從事更有效率的生產、降低成本，減少其對環境的影響。永續性將是國家、企業及社會共同參與及推動，並與整個供應鏈緊密相連，不只侷限於企業的實務，而需要供應鏈上所有利害關係人合作參與才能達成。然而，台灣企業也應積極採取相關之永續實務策略因應，藉以強化組織經濟、環境及社會績效。本研究以利害關係人參與、資訊處理能耐為視角，探討永續供應鏈實務及績效之關聯性。

本研究以台灣製造業之公司為研究對象，以問卷發放 1000 份問卷，回收共 152 份有效問卷，經由統計軟體 Spss 24.0 進行資料分析、假設檢定及 Amos 22.0 進行路徑分析模型驗證本研究架構。研究結果發現，利害關係人參與對永續供應鏈實務具有顯著正向影響；資訊處理能耐對永續供應鏈實務具有顯著正向影響；永續供應鏈實務與永續供應鏈績效具有顯著正向影響。

關鍵詞：利害關係人參與，資訊處理能耐，永續供應鏈管理。

The relationship among stakeholder participation, information processing ability, practice of sustainable supply chain management, and performance of sustainable supply chain management: An empirical study on manufacturing industries in Taiwan.

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## ABSTRACT

Free Trade Agreement(FTA) initiated the environment performance in 2014 that helps manufacturing industries producing efficiently, reducing costs and decreasing the environmental impact. Sustainability will be the participation and promotion of the country, the enterprise and the society. It is not only limited to the practice of the enterprise, but also requires the stakeholders participation of all supply chain to achieve it. However, Taiwanese companies should also actively adopt relevant sustainable business strategies in order to increase economic, environmental and social performance of organization. This study explores the relationship among practice and performance of sustainable supply chain management (SSCM) from the perspective of stakeholder participation and information processing ability.

We took manufacturing industries as our sample in Taiwan. We used quantitative method and released 1,000 questionnaires. Finally, the 152 questionnaires valid were returned. This study used the Amos and Spss software and got some findings. Empirical results show that: (1) The stakeholder participation has a significant positive effect on the practice of SSCM. (2)The information processing ability has a significant positive effect on the practice of SSCM. (3)The practice of SSCM has a significant positive effect on the performance of SSCM.

**Keyword: stakeholder participation, information processing ability, sustainable supply chain management (SSCM)**