

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

98年民眾對政府服務品質滿意度的看法：第二次調查

Study Documentation

February 13, 2018

Metadata Production

| | |
|-----------------------------|---|
| Metadata Producer(s) | 學術調查研究資料庫(Survey Research Data Archive) (SRDA) , 中央研究院人社中心調查研究專題中心, DDI文件製作 |
| Production Date | February 13, 2018 |
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| Identification | AE140014 |

Table of Contents

| | |
|---|----|
| Overview | 4 |
| Scope & Coverage | 4 |
| Producers & Sponsors | 4 |
| Data Collection | 4 |
| Data Processing & Appraisal | 4 |
| Accessibility | 5 |
| Files Description | 6 |
| data98s2 | 6 |
| Variables Group(s) | 7 |
| 對公務人員服務品質滿意度 | 7 |
| 基本資料 | 9 |
| 新增變項 | 10 |
| 權數 | 11 |
| Variables Description | 12 |
| data98s2 | 13 |

98年民眾對政府服務品質滿意度的看法：第二次調查

Overview

| | |
|-------------------------|--|
| Type | 民眾對政府服務品質滿意度的看法 |
| Identification | AE140014 |
| Version | Production Date: 2018-02-26 |
| Abstract | <p>行政院研究發展考核委員會自民國87年度起停止辦理全國性大型民意調查，改採重點主題電話調查方式，調查主題之一為「民眾對公務人員服務品質滿意度」，並於民國90年開始定期公布調查結果。</p> <p>98年第二次調查於民國98年10月27日至29日進行，訪問對象為台灣地區二十歲以上民眾，以台灣地區住宅電話號碼簿(尾數2位隨機)為抽樣架構，採分層隨機抽樣，共成功訪問1085個樣本，在95%信心水準下，抽樣誤差為正負2.98%。</p> |
| Kind of Data | 抽查 |
| Unit of Analysis | 個人 |

Scope & Coverage

| | |
|----------------------------|------------------|
| Time Period(s) | 2009 |
| Countries | 台灣 (Taiwan, ROC) |
| Geographic Coverage | 台灣地區 |
| Universe | 台灣地區二十歲以上民眾 |

Producers & Sponsors

| | |
|--------------------------------|--------------|
| Primary Investigator(s) | 行政院研究發展考核委員會 |
| Other Producer(s) | 行政院研究發展考核委員會 |
| Funding Agency/ies | 行政院研究發展考核委員會 |

Data Collection

| | |
|------------------------------|------------------------------------|
| Data Collection Dates | start 2009-10-27 end 2009-10-29 |
| Data Collection Mode | 電訪 (電話訪問 ; CATI) |

Data Processing & Appraisal

| | |
|---------------------|--|
| Data Editing | 中央研究院人文社會科學研究中心調查研究專題中心所進行的資料整理方式，為不合理值檢核。 |
|---------------------|--|

| Accessibility | |
|---|---|
| Contact(s) | 學術調查研究資料庫(Survey Research Data Archive) (中央研究院人社中心調查研究專題中心), https://srda.sinica.edu.tw , srda@gate.sinica.edu.tw |
| Distributor(s) | 學術調查研究資料庫(Survey Research Data Archive) |
| Depositor(s) | 行政院研究發展考核委員會 |
| <u>Access Conditions</u> 標準版(一般會員、院內會員申請下載) | |

Files Description

Dataset contains 1 file(s)

| data98s2 | |
|----------------------|------|
| # Cases | 1085 |
| # Variable(s) | 88 |

Variables Group(s)

Dataset contains 4 group(s)

| Group 對公務人員服務品質滿意度 | | | | | | | |
|--------------------|------|---|----------|-------------|-------|---------|----------|
| # | Name | Label | Type | Format | Valid | Invalid | Question |
| 1 | v1 | 01.就您的整體印象來說,您對於政府整體服務品質的表現,請問您滿不滿意? | discrete | numeric-2.0 | 1085 | 0 | - |
| 2 | v2 | 感到不滿意的主要原因 | discrete | numeric-2.0 | 1085 | 0 | - |
| 3 | v3_1 | 03.在過去一年內,請問您有沒有去考過汽機車的駕照,或是去換過行照及駕照? | discrete | numeric-2.0 | 1085 | 0 | - |
| 4 | v3_2 | 03-1.請問您對「汽機車考照、行駕照換發」的服務滿不滿意?(表第3-6題) | discrete | numeric-2.0 | 585 | 500 | - |
| 5 | v4_1 | 04.在過去一年內,請問您有沒有去辦理繳稅或其他稅務業務,例如:所得稅、房屋稅等? | discrete | numeric-2.0 | 1085 | 0 | - |
| 6 | v4_2 | 04-1.請問您對「繳稅或其他稅務業務」的服務滿不滿意?(表第3-3題) | discrete | numeric-2.0 | 790 | 295 | - |
| 7 | v5_1 | 05.在過去一年內,請問您有沒有到公立醫院或衛生所看診就醫過? | discrete | numeric-2.0 | 1085 | 0 | - |
| 8 | v5_2 | 05-1.請問您對「到公立醫療院所就醫或門診」的服務滿不滿意?(表第3-10題) | discrete | numeric-2.0 | 501 | 584 | - |
| 9 | v6_1 | 06.在過去一年內,請問您有沒有找過警察來替您服務或處理事情? | discrete | numeric-2.0 | 1085 | 0 | - |
| 10 | v6_2 | 06-1.請問您對「尋求警察服務」的服務滿不滿意?(表第3-13題) | discrete | numeric-2.0 | 201 | 884 | - |
| 11 | v7_1 | 07.在過去一年內,請問您有沒有接受或申請就業服務,例如:辦理失業保險給付或參加職業訓練? | discrete | numeric-2.0 | 1085 | 0 | - |
| 12 | v7_2 | 07-1.請問您對「就業服務」的服務滿不滿意?(表第3-17題) | discrete | numeric-2.0 | 89 | 996 | - |
| 13 | v8_1 | 08.在過去一年內,請問您有沒有辦理護照申請、換護照、簽證、居留證、工作證或國籍歸化等業務? | discrete | numeric-2.0 | 1085 | 0 | - |
| 14 | v8_2 | 08-1.請問您對「辦理護照、簽證、居留證、工作證或國籍歸化等業務」的服務滿不滿意?(表第3-15題) | discrete | numeric-2.0 | 220 | 865 | - |
| 15 | v9_1 | 09.在過去一年內,請問您有沒有到郵局去辦過事情? | discrete | numeric-2.0 | 1085 | 0 | - |
| 16 | v9_2 | 09-1.請問您對「郵局」的服務滿不滿意?(表第3-1題) | discrete | numeric-2.0 | 902 | 183 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|-------|---|----------|-------------|-------|---------|----------|
| 17 | v10_1 | 10.在過去一年內,請問您有沒有申請過土地登記的相關服務,例如:土地或房屋的所有權登記、申請土地或建物謄本等? | discrete | numeric-2.0 | 1085 | 0 | - |
| 18 | v10_2 | 10-1.請問您對「土地登記業務」的服務滿不滿意?(表第3-14題) | discrete | numeric-2.0 | 227 | 858 | - |
| 19 | v11_1 | 11.在過去一年內,請問您有沒有接受過政府清運垃圾及資源回收的服務? | discrete | numeric-2.0 | 1085 | 0 | - |
| 20 | v11_2 | 11-1.請問您對「垃圾處理及資源回收」的服務滿不滿意?(表第3-2題) | discrete | numeric-2.0 | 846 | 239 | - |
| 21 | v12_1 | 12.在過去一年內,請問您有沒有搭乘過台鐵? | discrete | numeric-2.0 | 1085 | 0 | - |
| 22 | v12_2 | 12-1.請問您對「搭乘台鐵」的服務滿不滿意?(表第3-9題) | discrete | numeric-2.0 | 526 | 559 | - |
| 23 | v13_1 | 13.在過去一年內,請問您有沒有搭乘過高鐵? | discrete | numeric-2.0 | 1085 | 0 | - |
| 24 | v13_2 | 13-1.請問您對「搭乘高鐵」的服務滿不滿意?(表第3-11題) | discrete | numeric-2.0 | 477 | 608 | - |
| 25 | v14_1 | 14.在過去一年內,請問您有沒有搭乘過捷運? | discrete | numeric-2.0 | 1085 | 0 | - |
| 26 | v14_2 | 14-1.請問您對「搭乘捷運」的服務滿不滿意?(表第3-4題) | discrete | numeric-2.0 | 712 | 373 | - |
| 27 | v15_1 | 15.在過去一年內,請問您有沒有申請戶籍謄本、辦理戶口登記、結婚登記或換發身分證? | discrete | numeric-2.0 | 1085 | 0 | - |
| 28 | v15_2 | 15-1.請問您對「戶籍謄本申請、戶口及結婚登記或換發身分證」的服務滿不滿意?(表第3-7題) | discrete | numeric-2.0 | 575 | 510 | - |
| 29 | v16_1 | 16.在過去一年內,請問您有沒有找消防人員來替您服務或打過119? | discrete | numeric-2.0 | 1085 | 0 | - |
| 30 | v16_2 | 16-1.請問您對「尋求消防服務」的服務滿不滿意?(表第3-18題) | discrete | numeric-2.0 | 107 | 978 | - |
| 31 | v17_1 | 17.在過去一年內,請問您有沒有申請或接受社會福利服務,例如:老人年金、老農津貼、殘障手冊申請? | discrete | numeric-2.0 | 1085 | 0 | - |
| 32 | v17_2 | 17-1.請問您對「申請或接受社會福利服務」的服務滿不滿意?(表第3-16題) | discrete | numeric-2.0 | 191 | 894 | - |
| 33 | v18_1 | 18.在過去一年內,請問您有沒有辦理健保卡、重大傷病卡換發? | discrete | numeric-2.0 | 1085 | 0 | - |
| 34 | v18_2 | 18-1.請問您對「辦理健保卡、重大傷病卡換發」的 | discrete | numeric-2.0 | 275 | 810 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|-------|--|----------|-------------|-------|---------|----------|
| | | 服務滿不滿意?(表第3-12題) | | | | | |
| 35 | v19_1 | 19.在過去一年內,請問您有沒有去過公立的藝文場所,例如:博物館、美術館、圖書館、文化中心? | discrete | numeric-2.0 | 1085 | 0 | - |
| 36 | v19_2 | 19-1.請問您對「使用公立藝文機構」的服務滿不滿意?(表第3-8題) | discrete | numeric-2.0 | 604 | 481 | - |
| 37 | v20_1 | 20.在過去一年內,請問您有沒有去過公立的遊樂場所,例如:國家公園、公立風景區、動物園? | discrete | numeric-2.0 | 1085 | 0 | - |
| 38 | v20_2 | 20-1.請問您對「使用公立遊憩設施」的服務滿不滿意?(表第3-5題) | discrete | numeric-2.0 | 638 | 447 | - |
| 39 | v21_1 | 有無接受或申請過公司登記、工廠登記、商業登記、或辦理進出口貨物通關的服務 | discrete | numeric-2.0 | 1085 | 0 | - |
| 40 | v21_2 | 對公司登記、工廠登記、商業登記、或辦理進出口貨物通關服務的滿意情形 | discrete | numeric-2.0 | 54 | 1031 | - |
| 41 | v22 | 22.對於承辦服務人員的專業知識,請問您滿不滿意?(表第4題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 42 | v23 | 23.對於承辦服務人員的服務態度,請問您滿不滿意?(表第5題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 43 | v24 | 24.對於政府單位所提供的服務效率,請問您滿不滿意?(表第6題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 44 | v25 | 25.在您接受或申請政府單位的服務過程中,請問您覺得有沒有獲得公平的對待?(表第7題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 45 | v26 | 26.整體而言,對於您所接受政府單位的服務,請問您感到滿不滿意?(表第8題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 46 | v27 | 27.整體而言,對於您所接受政府單位的服務,請問有沒有符合您的期待?(表第9題) | discrete | numeric-2.0 | 1085 | 0 | - |

Group 基本資料

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|------|----------------------------|------------|-------------|-------|---------|----------|
| 1 | id | 樣本編號 | continuous | numeric-6.0 | 1085 | 0 | - |
| 2 | v28 | 28.請問您今年大約幾歲?(大約是在那一個年齡層)? | discrete | numeric-2.0 | 1085 | 0 | - |
| 3 | v29 | 29.請問您的教育程度是? | discrete | numeric-2.0 | 1085 | 0 | - |
| 4 | v30 | 30.請問您目前從事什麼工作? | discrete | numeric-2.0 | 1085 | 0 | - |
| 5 | v31 | 31.請問您目前住在哪一個縣市? | discrete | numeric-2.0 | 1085 | 0 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|------|--|----------|-------------|-------|---------|----------|
| 6 | v32 | 32.請問您每個月總收入大約是多少? | discrete | numeric-2.0 | 1085 | 0 | - |
| 7 | v33 | 33.國內有好幾個常聽到的政黨,國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張,跟您比較接近? | discrete | numeric-2.0 | 1085 | 0 | - |
| 8 | v34 | 34.受訪者性別 | discrete | numeric-1.0 | 1085 | 0 | - |

Group 新增變項

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|---------|---|----------|-------------|-------|---------|----------|
| 1 | age | 年齡 | discrete | numeric-2.0 | 1085 | 0 | - |
| 2 | edu | 教育程度 | discrete | numeric-2.0 | 1085 | 0 | - |
| 3 | career | 職業 | discrete | numeric-2.0 | 1085 | 0 | - |
| 4 | area | 居住縣市 | discrete | numeric-2.0 | 1085 | 0 | - |
| 5 | income | 個人月收入 | discrete | numeric-2.0 | 1085 | 0 | - |
| 6 | partyid | 政黨傾向 | discrete | numeric-2.0 | 1085 | 0 | - |
| 7 | sex | 性別 | discrete | numeric-1.0 | 1085 | 0 | - |
| 8 | n1 | 對政府整體服務品質表現的滿意度 | discrete | numeric-2.0 | 1085 | 0 | - |
| 9 | n3_2 | 對「汽機車考照、行駕照換發」的服務滿意度(表第3-6題) | discrete | numeric-2.0 | 585 | 500 | - |
| 10 | n4_2 | 對「繳稅或其他稅務業務」的服務滿意度(表第3-3題) | discrete | numeric-2.0 | 790 | 295 | - |
| 11 | n5_2 | 對「到公立醫療院所就醫或門診」的服務滿意度(表第3-10題) | discrete | numeric-2.0 | 501 | 584 | - |
| 12 | n6_2 | 對「尋求警察服務」的服務滿意度(表第3-13題) | discrete | numeric-2.0 | 201 | 884 | - |
| 13 | n7_2 | 對「就業服務」的服務滿意度(表第3-17題) | discrete | numeric-2.0 | 89 | 996 | - |
| 14 | n8_2 | 對「辦理護照、簽證、居留證、工作證或國籍歸化等業務」的服務滿意度(表第3-15題) | discrete | numeric-2.0 | 220 | 865 | - |
| 15 | n9_2 | 對「郵局」的服務滿意度(表第3-1題) | discrete | numeric-2.0 | 902 | 183 | - |
| 16 | n10_2 | 對「土地登記業務」的服務滿意度(表第3-14題) | discrete | numeric-2.0 | 227 | 858 | - |
| 17 | n11_2 | 對「垃圾處理及資源回收」的服務滿意度(表第3-2題) | discrete | numeric-2.0 | 846 | 239 | - |
| 18 | n12_2 | 對「搭乘台鐵」的服務滿意度(表第3-9題) | discrete | numeric-2.0 | 526 | 559 | - |
| 19 | n13_2 | 對「搭乘高鐵」的服務滿意度(表第3-11題) | discrete | numeric-2.0 | 477 | 608 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|-------|---------------------------------------|----------|-------------|-------|---------|----------|
| 20 | n14_2 | 對「搭乘捷運」的服務滿意度(表第3-4題) | discrete | numeric-2.0 | 712 | 373 | - |
| 21 | n15_2 | 對「戶籍謄本申請、戶口及結婚登記或換發身分證」的服務滿意度(表第3-7題) | discrete | numeric-2.0 | 575 | 510 | - |
| 22 | n16_2 | 對「尋求消防服務」的服務滿意度(表第3-18題) | discrete | numeric-2.0 | 107 | 978 | - |
| 23 | n17_2 | 對「申請或接受社會福利服務」的服務滿意度(表第3-16題) | discrete | numeric-2.0 | 191 | 894 | - |
| 24 | n18_2 | 對「辦理健保卡、重大傷病卡換發」的服務滿意度(表第3-12題) | discrete | numeric-2.0 | 275 | 810 | - |
| 25 | n19_2 | 對「使用公立藝文機構」的服務滿意度(表第3-8題) | discrete | numeric-2.0 | 604 | 481 | - |
| 26 | n20_2 | 對「使用公立遊憩設施」的服務滿意度(表第3-5題) | discrete | numeric-2.0 | 638 | 447 | - |
| 27 | n21_2 | 對公司登記、工廠登記、商業登記、或辦理進出口貨物通關服務的滿意度 | discrete | numeric-2.0 | 54 | 1031 | - |
| 28 | n22 | 對承辦服務人員專業知識的滿意度(表第4題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 29 | n23 | 對承辦服務人員服務態度的滿意度(表第5題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 30 | n24 | 對政府所提供服務效率的滿意度(表第6題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 31 | n25 | 接受或申請政府服務過程所受對待的公平程度(表第7題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 32 | n26 | 對所接受政府服務的整體滿意度(表第8題) | discrete | numeric-2.0 | 1085 | 0 | - |
| 33 | n27 | 所接受政府服務及自己期待的符合程度(表第9題) | discrete | numeric-2.0 | 1085 | 0 | - |

Group 權數

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|------|-------|------------|-------------|-------|---------|----------|
| 1 | w16 | 加權權數 | continuous | numeric-8.6 | 1085 | 0 | - |

Variables Description

Dataset contains 88 variable(s)

File : data98s2

id: 樣本編號

Information [Type= continuous] [Format=numeric] [Range= 490023-900002] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-] [Mean=525102.396 /-] [StdDev=25321.115 /-]

v1: 01.就您的整體印象來說,您對於政府整體服務品質的表現,請問您滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|--------------|-------|------------|
| 1 | 非常滿意 | 30 | 2.8% |
| 2 | 還算滿意 | 581 | 53.5% |
| 3 | 不太滿意(續問第2題) | 294 | 27.1% |
| 4 | 非常不滿意(續問第2題) | 98 | 9.0% |
| 98 | 無明確反應 | 82 | 7.6% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v2: 感到不滿意的主要原因

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|---------------|-------|------------|
| 1 | 經濟及失業問題嚴重 | 78 | 7.2% |
| 2 | 公務人員服務態度差 | 52 | 4.8% |
| 3 | 公務人員行政效率不佳 | 81 | 7.5% |
| 4 | 公務人員素質及專業知識不足 | 10 | 0.9% |
| 5 | 申請服務及業務的過程不便民 | 17 | 1.6% |
| 6 | 有違反廉政及政風情事存在 | 7 | 0.6% |
| 7 | 工務方面的品質及執行成效差 | 3 | 0.3% |
| 8 | 環保清潔單位執行成效不佳 | 0 | |
| 9 | 災後公共建設的復建速度太慢 | 1 | 0.1% |
| 10 | 對開放美國牛肉政策不滿 | 6 | 0.6% |
| 11 | 政策制定不夠貼近民意 | 8 | 0.7% |
| 12 | 政策反覆不定 | 20 | 1.8% |
| 13 | 八八風災的處理態度不佳 | 3 | 0.3% |
| 14 | 公共建設的施工品質不佳 | 4 | 0.4% |
| 15 | 警察維護治安的能力不佳 | 6 | 0.6% |
| 16 | 政策未能確實執行 | 7 | 0.6% |
| 17 | 農產品的促銷成效不佳 | 1 | 0.1% |
| 18 | 發佈不實消息造成民眾恐慌 | 2 | 0.2% |
| 19 | 警察取締交通違規措施失當 | 2 | 0.2% |
| 20 | 健保費不當調漲 | 2 | 0.2% |
| 21 | 部份政策及措施太偏中國化 | 1 | 0.1% |
| 22 | 增稅政策不當 | 1 | 0.1% |
| 23 | 未能解決物價上漲問題 | 5 | 0.5% |
| 24 | 國際形象未做好 | 1 | 0.1% |
| 25 | 政府對運動員不關心 | 1 | 0.1% |
| 98 | 無明確反應 | 73 | 6.7% |
| 99 | 跳題不問 | 693 | 63.9% |

File : data98s2

v2: 感到不滿意的主要原因

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v3_1: 03.在過去一年內,請問您有沒有去考過汽機車的駕照,或是去換過行照及駕照?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 585 | 53.9% |
| 2 | 沒有 | 500 | 46.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v3_2: 03-1.請問您對「汽機車考照、行駕照換發」的服務滿不滿意?(表第3-6題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=585 /-] [Invalid=500 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 131 | 22.4% |
| 2 | 還算滿意 | 385 | 65.8% |
| 3 | 不太滿意 | 44 | 7.5% |
| 4 | 非常不滿意 | 10 | 1.7% |
| 98 | 無明確反應 | 15 | 2.6% |
| Sysmiss | | 500 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v4_1: 04.在過去一年內,請問您有沒有去辦理繳稅或其他稅務業務,例如:所得稅、房屋稅等?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 790 | 72.8% |
| 2 | 沒有 | 295 | 27.2% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v4_2: 04-1.請問您對「繳稅或其他稅務業務」的服務滿不滿意?(表第3-3題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=790 /-] [Invalid=295 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 113 | 14.3% |
| 2 | 還算滿意 | 543 | 68.7% |
| 3 | 不太滿意 | 66 | 8.4% |
| 4 | 非常不滿意 | 25 | 3.2% |
| 98 | 無明確反應 | 43 | 5.4% |
| Sysmiss | | 295 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v5_1: 05.在過去一年內,請問您有沒有到公立醫院或衛生所看診就醫過?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

File : data98s2

v5_1: 05.在過去一年內,請問您有沒有到公立醫院或衛生所看診就醫過?

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 501 | 46.2% |
| 2 | 沒有 | 584 | 53.8% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v5_2: 05-1.請問您對「到公立醫療院所就醫或門診」的服務滿不滿意?(表第3-10題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=501 /-] [Invalid=584 /-]

| Value | Label | Cases | Percentage |
|----------|-------|-------|------------|
| 1 | 非常滿意 | 77 | 15.4% |
| 2 | 還算滿意 | 306 | 61.1% |
| 3 | 不太滿意 | 88 | 17.6% |
| 4 | 非常不滿意 | 20 | 4.0% |
| 98 | 無明確反應 | 10 | 2.0% |
| Systemss | | 584 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v6_1: 06.在過去一年內,請問您有沒有找過警察來替您服務或處理事情?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 201 | 18.5% |
| 2 | 沒有 | 884 | 81.5% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v6_2: 06-1.請問您對「尋求警察服務」的服務滿不滿意?(表第3-13題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=201 /-] [Invalid=884 /-]

| Value | Label | Cases | Percentage |
|----------|-------|-------|------------|
| 1 | 非常滿意 | 20 | 10.0% |
| 2 | 還算滿意 | 112 | 55.7% |
| 3 | 不太滿意 | 33 | 16.4% |
| 4 | 非常不滿意 | 33 | 16.4% |
| 98 | 無明確反應 | 3 | 1.5% |
| Systemss | | 884 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v7_1: 07.在過去一年內,請問您有沒有接受或申請就業服務,例如:辦理失業保險給付或參加職業訓練?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 89 | 8.2% |
| 2 | 沒有 | 996 | 91.8% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

File : data98s2

v7_2: 07-1.請問您對「就業服務」的服務滿不滿意?(表第3-17題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=89 /-] [Invalid=996 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 11 | 12.4% |
| 2 | 還算滿意 | 50 | 56.2% |
| 3 | 不太滿意 | 16 | 18.0% |
| 4 | 非常不滿意 | 9 | 10.1% |
| 98 | 無明確反應 | 3 | 3.4% |
| Sysmiss | | 996 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v8_1: 08.在過去一年內,請問您有沒有辦理護照申請、換護照、簽證、居留證、工作證或國籍歸化等業務?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 220 | 20.3% |
| 2 | 沒有 | 865 | 79.7% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v8_2: 08-1.請問您對「辦理護照、簽證、居留證、工作證或國籍歸化等業務」的服務滿不滿意?(表第3-15題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=220 /-] [Invalid=865 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 30 | 13.6% |
| 2 | 還算滿意 | 144 | 65.5% |
| 3 | 不太滿意 | 14 | 6.4% |
| 4 | 非常不滿意 | 7 | 3.2% |
| 98 | 無明確反應 | 25 | 11.4% |
| Sysmiss | | 865 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v9_1: 09.在過去一年內,請問您有沒有到郵局去辦過事情?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 902 | 83.1% |
| 2 | 沒有 | 183 | 16.9% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v9_2: 09-1.請問您對「郵局」的服務滿不滿意?(表第3-1題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=902 /-] [Invalid=183 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常滿意 | 206 | 22.8% |
| 2 | 還算滿意 | 549 | 60.9% |

File : data98s2

v9_2: 09-1.請問您對「郵局」的服務滿不滿意?(表第3-1題)

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 3 | 不太滿意 | 105 | 11.6% |
| 4 | 非常不滿意 | 37 | 4.1% |
| 98 | 無明確反應 | 5 | 0.6% |
| Sysmiss | | 183 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v10_1: 10.在過去一年內,請問您有沒有申請過土地登記的相關服務,例如:土地或房屋的所有權登記、申請土地或建物謄本等?

| | |
|---------------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 227 | 20.9% |
| 2 | 沒有 | 858 | 79.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v10_2: 10-1.請問您對「土地登記業務」的服務滿不滿意?(表第3-14題)

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=227 /-] [Invalid=858 /-] |

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 45 | 19.8% |
| 2 | 還算滿意 | 131 | 57.7% |
| 3 | 不太滿意 | 26 | 11.5% |
| 4 | 非常不滿意 | 16 | 7.0% |
| 98 | 無明確反應 | 9 | 4.0% |
| Sysmiss | | 858 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v11_1: 11.在過去一年內,請問您有沒有接受過政府清運垃圾及資源回收的服務?

| | |
|---------------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 846 | 78.0% |
| 2 | 沒有 | 239 | 22.0% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v11_2: 11-1.請問您對「垃圾處理及資源回收」的服務滿不滿意?(表第3-2題)

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=846 /-] [Invalid=239 /-] |

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 222 | 26.2% |
| 2 | 還算滿意 | 511 | 60.4% |
| 3 | 不太滿意 | 68 | 8.0% |
| 4 | 非常不滿意 | 33 | 3.9% |
| 98 | 無明確反應 | 12 | 1.4% |
| Sysmiss | | 239 | |

File : data98s2

v11_2: 11-1.請問您對「垃圾處理及資源回收」的服務滿不滿意?(表第3-2題)

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v12_1: 12.在過去一年內,請問您有沒有搭乘過台鐵?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 526 | 48.5% |
| 2 | 沒有 | 559 | 51.5% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v12_2: 12-1.請問您對「搭乘台鐵」的服務滿不滿意?(表第3-9題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=526 /-] [Invalid=559 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 73 | 13.9% |
| 2 | 還算滿意 | 323 | 61.4% |
| 3 | 不太滿意 | 88 | 16.7% |
| 4 | 非常不滿意 | 35 | 6.7% |
| 98 | 無明確反應 | 7 | 1.3% |
| Sysmiss | | 559 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v13_1: 13.在過去一年內,請問您有沒有搭乘過高鐵?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 477 | 44.0% |
| 2 | 沒有 | 608 | 56.0% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v13_2: 13-1.請問您對「搭乘高鐵」的服務滿不滿意?(表第3-11題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=477 /-] [Invalid=608 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 105 | 22.0% |
| 2 | 還算滿意 | 326 | 68.3% |
| 3 | 不太滿意 | 34 | 7.1% |
| 4 | 非常不滿意 | 8 | 1.7% |
| 98 | 無明確反應 | 4 | 0.8% |
| Sysmiss | | 608 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v14_1: 14.在過去一年內,請問您有沒有搭乘過捷運?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

File : data98s2

v14_1: 14.在過去一年內,請問您有沒有搭乘過捷運?

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 712 | 65.6% |
| 2 | 沒有 | 373 | 34.4% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v14_2: 14-1.請問您對「搭乘捷運」的服務滿不滿意?(表第3-4題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=712 /-] [Invalid=373 /-]

| Value | Label | Cases | Percentage |
|--------|-------|-------|------------|
| 1 | 非常滿意 | 203 | 28.5% |
| 2 | 還算滿意 | 433 | 60.8% |
| 3 | 不太滿意 | 42 | 5.9% |
| 4 | 非常不滿意 | 22 | 3.1% |
| 98 | 無明確反應 | 12 | 1.7% |
| System | | 373 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v15_1: 15.在過去一年內,請問您有沒有申請戶籍謄本、辦理戶口登記、結婚登記或換發身分證?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 575 | 53.0% |
| 2 | 沒有 | 510 | 47.0% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v15_2: 15-1.請問您對「戶籍謄本申請、戶口及結婚登記或換發身分證」的服務滿不滿意?(表第3-7題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=575 /-] [Invalid=510 /-]

| Value | Label | Cases | Percentage |
|--------|-------|-------|------------|
| 1 | 非常滿意 | 251 | 43.7% |
| 2 | 還算滿意 | 292 | 50.8% |
| 3 | 不太滿意 | 21 | 3.7% |
| 4 | 非常不滿意 | 7 | 1.2% |
| 98 | 無明確反應 | 4 | 0.7% |
| System | | 510 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v16_1: 16.在過去一年內,請問您有沒有找消防人員來替您服務或打過119?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 107 | 9.9% |
| 2 | 沒有 | 978 | 90.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

File : data98s2

v16_2: 16-1.請問您對「尋求消防服務」的服務滿不滿意?(表第3-18題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=107 /-] [Invalid=978 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 45 | 42.1% |
| 2 | 還算滿意 | 54 | 50.5% |
| 3 | 不太滿意 | 5 | 4.7% |
| 4 | 非常不滿意 | 3 | 2.8% |
| 98 | 無明確反應 | 0 | |
| Sysmiss | | 978 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v17_1: 17.在過去一年內,請問您有沒有申請或接受社會福利服務,例如:老人年金、老農津貼、殘障手冊申請?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 191 | 17.6% |
| 2 | 沒有 | 894 | 82.4% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v17_2: 17-1.請問您對「申請或接受社會福利服務」的服務滿不滿意?(表第3-16題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=191 /-] [Invalid=894 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 51 | 26.7% |
| 2 | 還算滿意 | 98 | 51.3% |
| 3 | 不太滿意 | 20 | 10.5% |
| 4 | 非常不滿意 | 19 | 9.9% |
| 98 | 無明確反應 | 3 | 1.6% |
| Sysmiss | | 894 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v18_1: 18.在過去一年內,請問您有沒有辦理健保卡、重大傷病卡換發?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 275 | 25.3% |
| 2 | 沒有 | 810 | 74.7% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v18_2: 18-1.請問您對「辦理健保卡、重大傷病卡換發」的服務滿不滿意?(表第3-12題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=275 /-] [Invalid=810 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常滿意 | 68 | 24.7% |
| 2 | 還算滿意 | 154 | 56.0% |

File : data98s2

v18_2: 18-1.請問您對「辦理健保卡、重大傷病卡換發」的服務滿不滿意?(表第3-12題)

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 3 | 不太滿意 | 27 | 9.8% |
| 4 | 非常不滿意 | 15 | 5.5% |
| 98 | 無明確反應 | 11 | 4.0% |
| Sysmiss | | 810 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v19_1: 19.在過去一年內,請問您有沒有去過公立的藝文場所,例如:博物館、美術館、圖書館、文化中心?

| | |
|---------------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 604 | 55.7% |
| 2 | 沒有 | 481 | 44.3% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v19_2: 19-1.請問您對「使用公立藝文機構」的服務滿不滿意?(表第3-8題)

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=604 /-] [Invalid=481 /-] |

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 149 | 24.7% |
| 2 | 還算滿意 | 398 | 65.9% |
| 3 | 不太滿意 | 40 | 6.6% |
| 4 | 非常不滿意 | 4 | 0.7% |
| 98 | 無明確反應 | 13 | 2.2% |
| Sysmiss | | 481 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v20_1: 20.在過去一年內,請問您有沒有去過公立的遊樂場所,例如:國家公園、公立風景區、動物園?

| | |
|---------------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 638 | 58.8% |
| 2 | 沒有 | 447 | 41.2% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v20_2: 20-1.請問您對「使用公立遊憩設施」的服務滿不滿意?(表第3-5題)

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=638 /-] [Invalid=447 /-] |

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 91 | 14.3% |
| 2 | 還算滿意 | 438 | 68.7% |
| 3 | 不太滿意 | 75 | 11.8% |
| 4 | 非常不滿意 | 19 | 3.0% |
| 98 | 無明確反應 | 15 | 2.4% |
| Sysmiss | | 447 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

File : data98s2

v21_1: 有無接受或申請過公司登記、工廠登記、商業登記、或辦理進出口貨物通關的服務

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 有 | 54 | 5.0% |
| 2 | 沒有 | 1031 | 95.0% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v21_2: 對公司登記、工廠登記、商業登記、或辦理進出口貨物通關服務的滿意情形

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=54 /-] [Invalid=1031 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 非常滿意 | 3 | 5.6% |
| 2 | 還算滿意 | 29 | 53.7% |
| 3 | 不太滿意 | 9 | 16.7% |
| 4 | 非常不滿意 | 8 | 14.8% |
| 98 | 無明確反應 | 5 | 9.3% |
| Sysmiss | | 1031 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v22: 22.對於承辦服務人員的專業知識,請問您滿不滿意?(表第4題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常滿意 | 86 | 7.9% |
| 2 | 還算滿意 | 673 | 62.0% |
| 3 | 不太滿意 | 177 | 16.3% |
| 4 | 非常不滿意 | 43 | 4.0% |
| 98 | 無明確反應 | 106 | 9.8% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v23: 23.對於承辦服務人員的服務態度,請問您滿不滿意?(表第5題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常滿意 | 122 | 11.2% |
| 2 | 還算滿意 | 732 | 67.5% |
| 3 | 不太滿意 | 146 | 13.5% |
| 4 | 非常不滿意 | 33 | 3.0% |
| 98 | 無明確反應 | 52 | 4.8% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v24: 24.對於政府單位所提供的服務效率,請問您滿不滿意?(表第6題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1085 /-] [Invalid=0 /-]

File : data98s2

v24: 24.對於政府單位所提供的服務效率,請問您滿不滿意?(表第6題)

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常滿意 | 72 | 6.6% |
| 2 | 還算滿意 | 610 | 56.2% |
| 3 | 不太滿意 | 257 | 23.7% |
| 4 | 非常不滿意 | 84 | 7.7% |
| 98 | 無明確反應 | 62 | 5.7% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v25: 25.在您接受或申請政府單位的服務過程中,請問您覺得有沒有獲得公平的對待?(表第7題)

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常公平 | 61 | 5.6% |
| 2 | 還算公平 | 633 | 58.3% |
| 3 | 不太公平 | 214 | 19.7% |
| 4 | 非常不公平 | 69 | 6.4% |
| 98 | 無明確反應 | 108 | 10.0% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v26: 26.整體而言,對於您所接受政府單位的服務,請問您感到滿不滿意?(表第8題)

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常滿意 | 71 | 6.5% |
| 2 | 還算滿意 | 731 | 67.4% |
| 3 | 不太滿意 | 177 | 16.3% |
| 4 | 非常不滿意 | 40 | 3.7% |
| 98 | 無明確反應 | 66 | 6.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v27: 27.整體而言,對於您所接受政府單位的服務,請問有沒有符合您的期待?(表第9題)

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常符合 | 56 | 5.2% |
| 2 | 還算符合 | 577 | 53.2% |
| 3 | 不太符合 | 293 | 27.0% |
| 4 | 完全不符合 | 52 | 4.8% |
| 98 | 無明確反應 | 107 | 9.9% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v28: 28.請問您今年大約幾歲?(大約是在那一個年齡層)?

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 非常符合 | 56 | 5.2% |
| 2 | 還算符合 | 577 | 53.2% |
| 3 | 不太符合 | 293 | 27.0% |
| 4 | 完全不符合 | 52 | 4.8% |
| 98 | 無明確反應 | 107 | 9.9% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

File : data98s2

v28: 28.請問您今年大約幾歲?(大約是在那一個年齡層)?

| Value | Label | Cases | Percentage |
|-------|--------|-------|------------|
| 1 | 18-19歲 | 11 | 1.0% |
| 2 | 20-29歲 | 97 | 8.9% |
| 3 | 30-39歲 | 211 | 19.4% |
| 4 | 40-49歲 | 271 | 25.0% |
| 5 | 50-59歲 | 275 | 25.3% |
| 6 | 60歲及以上 | 219 | 20.2% |
| 98 | 未回答 | 1 | 0.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v29: 29.請問您的教育程度是?

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|--------|-------|------------|
| 1 | 小學及以下 | 144 | 13.3% |
| 2 | 國、初中 | 136 | 12.5% |
| 3 | 高中、職 | 312 | 28.8% |
| 4 | 專科 | 185 | 17.1% |
| 5 | 大學 | 242 | 22.3% |
| 6 | 研究所及以上 | 65 | 6.0% |
| 98 | 未回答 | 1 | 0.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v30: 30.請問您目前從事什麼工作?

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-----------------|-------|------------|
| 1 | 公務人員、警察 | 31 | 2.9% |
| 2 | 軍人 | 1 | 0.1% |
| 3 | 中小學教師 | 23 | 2.1% |
| 4 | 高中教師、大專院校教授 | 17 | 1.6% |
| 5 | 受僱於國營事業 | 15 | 1.4% |
| 6 | 民營、工商機構主管 | 64 | 5.9% |
| 7 | 民營、工商機構普通職員 | 181 | 16.7% |
| 8 | 勞動工人、工頭、領班 | 118 | 10.9% |
| 9 | 自由業【含律師、醫師、會計師】 | 12 | 1.1% |
| 10 | 文化工作者 | 3 | 0.3% |
| 11 | 研究人員 | 3 | 0.3% |
| 12 | 僱主/企業家 | 9 | 0.8% |
| 13 | 自營商【含獨資公司】 | 63 | 5.8% |
| 14 | 運輸業【包括計程車司機】 | 18 | 1.7% |
| 15 | 工程師、專業技師 | 28 | 2.6% |
| 16 | 農林漁牧鹽礦業從業人員 | 54 | 5.0% |
| 17 | 學生 | 24 | 2.2% |
| 18 | 退休/無業/待業 | 194 | 17.9% |

File : data98s2

v30: 30,請問您目前從事什麼工作?

| Value | Label | Cases | Percentage |
|-------|---------|-------|------------|
| 19 | 家管/家庭主婦 | 221 | 20.4% |
| 20 | 其他 | 0 | |
| 98 | 未回答 | 6 | 0.6% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v31: 31.請問您目前住在哪一個縣市?

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 台北市 | 129 | 11.9% |
| 2 | 高雄市 | 55 | 5.1% |
| 3 | 基隆市 | 15 | 1.4% |
| 4 | 新竹市 | 18 | 1.7% |
| 5 | 台中市 | 46 | 4.2% |
| 6 | 嘉義市 | 21 | 1.9% |
| 7 | 台南市 | 33 | 3.0% |
| 8 | 台北縣 | 203 | 18.7% |
| 9 | 宜蘭縣 | 25 | 2.3% |
| 10 | 桃園縣 | 105 | 9.7% |
| 11 | 新竹縣 | 16 | 1.5% |
| 12 | 苗栗縣 | 21 | 1.9% |
| 13 | 台中縣 | 75 | 6.9% |
| 14 | 彰化縣 | 59 | 5.4% |
| 15 | 南投縣 | 31 | 2.9% |
| 16 | 雲林縣 | 41 | 3.8% |
| 17 | 嘉義縣 | 25 | 2.3% |
| 18 | 台南縣 | 55 | 5.1% |
| 19 | 高雄縣 | 44 | 4.1% |
| 20 | 屏東縣 | 36 | 3.3% |
| 21 | 台東縣 | 9 | 0.8% |
| 22 | 花蓮縣 | 15 | 1.4% |
| 23 | 澎湖縣 | 2 | 0.2% |
| 98 | 未回答 | 6 | 0.6% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v32: 32.請問您每個月總收入大約是多少?

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-----------------|-------|------------|
| 1 | 15,000元以下 | 234 | 21.6% |
| 2 | 15,001-30,000元 | 310 | 28.6% |
| 3 | 30,001-45,000元 | 187 | 17.2% |
| 4 | 45,001-60,000元 | 115 | 10.6% |
| 5 | 60,001-80,000元 | 86 | 7.9% |
| 6 | 80,001-100,000元 | 24 | 2.2% |
| 7 | 100,001元以上 | 25 | 2.3% |
| 95 | 很難說、不知道 | 60 | 5.5% |
| 98 | 未回答 | 44 | 4.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v33: 33.國內有好幾個常聽到的政黨,國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張,跟您比較接近?

| | |
|--------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
|--------------------|---|

v33: 33.國內有好幾個常聽到的政黨,國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張,跟您比較接近?

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------------|-------|------------|
| 1 | 國民黨 | 331 | 30.5% |
| 2 | 民進黨 | 125 | 11.5% |
| 3 | 親民黨 | 13 | 1.2% |
| 4 | 新黨 | 9 | 0.8% |
| 5 | 無黨團結聯盟 | 5 | 0.5% |
| 6 | 台灣團結聯盟 | 5 | 0.5% |
| 8 | 不傾向任何政黨 | 440 | 40.6% |
| 98 | 很難說、不知道、未回答 | 157 | 14.5% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

v34: 34.受訪者性別

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 男性 | 538 | 49.6% |
| 2 | 女性 | 547 | 50.4% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

age: 年齡

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|--------|-------|------------|
| 1 | 18-19歲 | 11 | 1.0% |
| 2 | 20-29歲 | 97 | 8.9% |
| 3 | 30-39歲 | 211 | 19.4% |
| 4 | 40-49歲 | 271 | 25.0% |
| 5 | 50-59歲 | 275 | 25.3% |
| 6 | 60歲及以上 | 219 | 20.2% |
| 98 | 未回答 | 1 | 0.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

edu: 教育程度

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=1085 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 小學以下 | 144 | 13.3% |
| 2 | 國初中 | 136 | 12.5% |
| 3 | 高中職 | 312 | 28.8% |
| 4 | 專科 | 185 | 17.1% |
| 5 | 大學以上 | 307 | 28.3% |
| 98 | 未回答 | 1 | 0.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

career: 職業

Information [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]

| # career: 職業 | | | |
|--|-----------------|---|------------|
| Statistics [NW/ W] | | [Valid=1085 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 軍公教 | 87 | 8.0% |
| 2 | 白領 | 245 | 22.6% |
| 3 | 勞動者 | 190 | 17.5% |
| 4 | 自由業及專技人員 | 46 | 4.2% |
| 5 | 企業家及雇主 | 72 | 6.6% |
| 6 | 退休無業 | 194 | 17.9% |
| 7 | 家管及學生 | 245 | 22.6% |
| 8 | 其他及拒答 | 6 | 0.6% |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # area: 居住縣市 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=1085 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 北北基 | 347 | 32.0% |
| 2 | 桃竹苗 | 160 | 14.7% |
| 3 | 中彰投 | 211 | 19.4% |
| 4 | 雲嘉南 | 175 | 16.1% |
| 5 | 高屏澎 | 137 | 12.6% |
| 6 | 宜花東 | 49 | 4.5% |
| 98 | 未回答 | 6 | 0.6% |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # income: 個人月收入 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=1085 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 15,000元以下 | 234 | 21.6% |
| 2 | 15,001-30,000元 | 310 | 28.6% |
| 3 | 30,001-45,000元 | 187 | 17.2% |
| 4 | 45,001-60,000元 | 115 | 10.6% |
| 5 | 60,001-80,000元 | 86 | 7.9% |
| 6 | 80,001-100,000元 | 24 | 2.2% |
| 7 | 100,001元以上 | 25 | 2.3% |
| 8 | 很難說、未回答 | 104 | 9.6% |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # partyid: 政黨傾向 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=1085 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 泛藍 | 358 | 33.0% |
| 2 | 中立 | 597 | 55.0% |
| 3 | 泛綠 | 130 | 12.0% |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |

| # sex: 性別 | | | |
|--|-------|---|------------|
| Information | | [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=1085 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 男性 | 538 | 49.6% |
| 2 | 女性 | 547 | 50.4% |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n1: 對政府整體服務品質表現的滿意度 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=1085 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 611 | 56.3% |
| 2 | 不滿意 | 392 | 36.1% |
| 98 | 無明確反應 | 82 | 7.6% |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n3_2: 對「汽機車考照、行駕照換發」的服務滿意度(表第3-6題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=585 /-] [Invalid=500 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 516 | 88.2% |
| 2 | 不滿意 | 54 | 9.2% |
| 98 | 無明確反應 | 15 | 2.6% |
| Sysmiss | | 500 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n4_2: 對「繳稅或其他稅務業務」的服務滿意度(表第3-3題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=790 /-] [Invalid=295 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 656 | 83.0% |
| 2 | 不滿意 | 91 | 11.5% |
| 98 | 無明確反應 | 43 | 5.4% |
| Sysmiss | | 295 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n5_2: 對「到公立醫療院所就醫或門診」的服務滿意度(表第3-10題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=501 /-] [Invalid=584 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 383 | 76.4% |
| 2 | 不滿意 | 108 | 21.6% |
| 98 | 無明確反應 | 10 | 2.0% |
| Sysmiss | | 584 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n6_2: 對「尋求警察服務」的服務滿意度(表第3-13題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |

| # n6_2: 對「尋求警察服務」的服務滿意度(表第3-13題) | | | |
|--|-------|---|------------|
| Statistics [NW/ W] | | [Valid=201 /-] [Invalid=884 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 132 | 65.7% |
| 2 | 不滿意 | 66 | 32.8% |
| 98 | 無明確反應 | 3 | 1.5% |
| Sysmiss | | 884 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n7_2: 對「就業服務」的服務滿意度(表第3-17題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=89 /-] [Invalid=996 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 61 | 68.5% |
| 2 | 不滿意 | 25 | 28.1% |
| 98 | 無明確反應 | 3 | 3.4% |
| Sysmiss | | 996 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n8_2: 對「辦理護照、簽證、居留證、工作證或國籍歸化等業務」的服務滿意度(表第3-15題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=220 /-] [Invalid=865 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 174 | 79.1% |
| 2 | 不滿意 | 21 | 9.5% |
| 98 | 無明確反應 | 25 | 11.4% |
| Sysmiss | | 865 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n9_2: 對「郵局」的服務滿意度(表第3-1題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=902 /-] [Invalid=183 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 755 | 83.7% |
| 2 | 不滿意 | 142 | 15.7% |
| 98 | 無明確反應 | 5 | 0.6% |
| Sysmiss | | 183 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n10_2: 對「土地登記業務」的服務滿意度(表第3-14題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=227 /-] [Invalid=858 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 176 | 77.5% |
| 2 | 不滿意 | 42 | 18.5% |
| 98 | 無明確反應 | 9 | 4.0% |
| Sysmiss | | 858 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |

| # n11_2: 對「垃圾處理及資源回收」的服務滿意度(表第3-2題) | | | |
|--|-------|---|------------|
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=846 /-] [Invalid=239 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 733 | 86.6% |
| 2 | 不滿意 | 101 | 11.9% |
| 98 | 無明確反應 | 12 | 1.4% |
| Sysmiss | | 239 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n12_2: 對「搭乘台鐵」的服務滿意度(表第3-9題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=526 /-] [Invalid=559 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 396 | 75.3% |
| 2 | 不滿意 | 123 | 23.4% |
| 98 | 無明確反應 | 7 | 1.3% |
| Sysmiss | | 559 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n13_2: 對「搭乘高鐵」的服務滿意度(表第3-11題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=477 /-] [Invalid=608 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 431 | 90.4% |
| 2 | 不滿意 | 42 | 8.8% |
| 98 | 無明確反應 | 4 | 0.8% |
| Sysmiss | | 608 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n14_2: 對「搭乘捷運」的服務滿意度(表第3-4題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=712 /-] [Invalid=373 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 636 | 89.3% |
| 2 | 不滿意 | 64 | 9.0% |
| 98 | 無明確反應 | 12 | 1.7% |
| Sysmiss | | 373 | |
| <i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i> | | | |
| # n15_2: 對「戶籍謄本申請、戶口及結婚登記或換發身分證」的服務滿意度(表第3-7題) | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=575 /-] [Invalid=510 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 543 | 94.4% |
| 2 | 不滿意 | 28 | 4.9% |
| 98 | 無明確反應 | 4 | 0.7% |
| Sysmiss | | 510 | |

n15_2: 對「戶籍謄本申請、戶口及結婚登記或換發身分證」的服務滿意度(表第3-7題)

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n16_2: 對「尋求消防服務」的服務滿意度(表第3-18題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=107 /-] [Invalid=978 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 滿意 | 99 | 92.5% |
| 2 | 不滿意 | 8 | 7.5% |
| 98 | 無明確反應 | 0 | |
| Sysmiss | | 978 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n17_2: 對「申請或接受社會福利服務」的服務滿意度(表第3-16題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=191 /-] [Invalid=894 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 滿意 | 149 | 78.0% |
| 2 | 不滿意 | 39 | 20.4% |
| 98 | 無明確反應 | 3 | 1.6% |
| Sysmiss | | 894 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n18_2: 對「辦理健保卡、重大傷病卡換發」的服務滿意度(表第3-12題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=275 /-] [Invalid=810 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 滿意 | 222 | 80.7% |
| 2 | 不滿意 | 42 | 15.3% |
| 98 | 無明確反應 | 11 | 4.0% |
| Sysmiss | | 810 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n19_2: 對「使用公立藝文機構」的服務滿意度(表第3-8題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=604 /-] [Invalid=481 /-]

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1 | 滿意 | 547 | 90.6% |
| 2 | 不滿意 | 44 | 7.3% |
| 98 | 無明確反應 | 13 | 2.2% |
| Sysmiss | | 481 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n20_2: 對「使用公立遊憩設施」的服務滿意度(表第3-5題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=638 /-] [Invalid=447 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 滿意 | 529 | 82.9% |
| 2 | 不滿意 | 94 | 14.7% |

n20_2: 對「使用公立遊憩設施」的服務滿意度(表第3-5題)

| Value | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 98 | 無明確反應 | 15 | 2.4% |
| Sysmiss | | 447 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n21_2: 對公司登記、工廠登記、商業登記、或辦理進出口貨物通關服務的滿意度

| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | | |
|---------------------------|---|-------|------------|
| Statistics [NW/ W] | [Valid=54 /-] [Invalid=1031 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 32 | 59.3% |
| 2 | 不滿意 | 17 | 31.5% |
| 98 | 無明確反應 | 5 | 9.3% |
| Sysmiss | | 1031 | |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n22: 對承辦服務人員專業知識的滿意度(表第4題)

| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | | |
|---------------------------|---|-------|------------|
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 759 | 70.0% |
| 2 | 不滿意 | 220 | 20.3% |
| 98 | 無明確反應 | 106 | 9.8% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n23: 對承辦服務人員服務態度的滿意度(表第5題)

| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | | |
|---------------------------|---|-------|------------|
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 854 | 78.7% |
| 2 | 不滿意 | 179 | 16.5% |
| 98 | 無明確反應 | 52 | 4.8% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n24: 對政府所提供服務效率的滿意度(表第6題)

| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | | |
|---------------------------|---|-------|------------|
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 滿意 | 682 | 62.9% |
| 2 | 不滿意 | 341 | 31.4% |
| 98 | 無明確反應 | 62 | 5.7% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n25: 接受或申請政府服務過程所受對待的公平程度(表第7題)

| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] | | |
|---------------------------|---|-------|------------|
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 公平 | 694 | 64.0% |

n25: 接受或申請政府服務過程所受對待的公平程度(表第7題)

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 2 | 不公平 | 283 | 26.1% |
| 98 | 無明確反應 | 108 | 10.0% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n26: 對所接受政府服務的整體滿意度(表第8題)

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 滿意 | 802 | 73.9% |
| 2 | 不滿意 | 217 | 20.0% |
| 98 | 無明確反應 | 66 | 6.1% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

n27: 所接受政府服務及自己期待的符合程度(表第9題)

| | |
|---------------------------|---|
| Information | [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 符合 | 633 | 58.3% |
| 2 | 不符合 | 345 | 31.8% |
| 98 | 無明確反應 | 107 | 9.9% |

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

w16: 加權權數

| | |
|---------------------------|---|
| Information | [Type= continuous] [Format=numeric] [Range= 0.176217635994179-5.93434838549723] [Missing=*] |
| Statistics [NW/ W] | [Valid=1085 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.65 /-] |