

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

100年民眾對政府服務品質滿意度的看法：第一次調查

Study Documentation

August 22, 2019

Metadata Production

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100年民眾對政府服務品質滿意度的看法：第一次調查

Overview

Type	民眾對政府服務品質滿意度的看法
Identification	AE140017
Version	Production Date: 2019-08-30
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>100年第一次調查於民國100年4月27日至29日進行，訪問對象為台灣地區18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1069個樣本，在95%信心水準下，抽樣誤差為正負3.00%。</p>
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2011
Countries	台灣 (Taiwan, ROC)
Geographic Coverage	台灣地區
Universe	台灣地區18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 2011-04-27 end 2011-04-29
Data Collection Mode	電話訪問

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)

data100s1	
# Cases	1069
# Variable(s)	68

Variables Group(s)

Dataset contains 3 group(s)

Group 對公務人員服務品質滿意度							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	q1	01.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	1069	0	-
2	q2	01-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-5題)	discrete	numeric-2.0	1069	0	-
3	q3	02.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	1069	0	-
4	q4	02-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-4題)	discrete	numeric-2.0	1069	0	-
5	q5	03.在過去一年內，請問您有沒有到公立醫院、衛生所看診就醫過？	discrete	numeric-2.0	1069	0	-
6	q6	03-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-10題)	discrete	numeric-2.0	1069	0	-
7	q7	04.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	1069	0	-
8	q8	04-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-15題)	discrete	numeric-2.0	1069	0	-
9	q9	05.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	1069	0	-
10	q10	05-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-18題)	discrete	numeric-2.0	1069	0	-
11	q11	06.在過去一年內，請問您有沒有辦理護照或簽證等業務？	discrete	numeric-2.0	1069	0	-
12	q12	06-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-13題)	discrete	numeric-2.0	1069	0	-
13	q13	07.在過去一年內，請問您有沒有到郵局去辦過事情？	discrete	numeric-2.0	1069	0	-
14	q14	07-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-1題)	discrete	numeric-2.0	1069	0	-
15	q15	08.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	1069	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
16	q16	08-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-16題)	discrete	numeric-2.0	1069	0	-
17	q17	09.在過去一年內，請問您有沒有接受過政府清運垃圾或資源回收的服務?	discrete	numeric-2.0	1069	0	-
18	q18	09-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-2題)	discrete	numeric-2.0	1069	0	-
19	q19	10.在過去一年內，請問您有沒有搭乘過台鐵?	discrete	numeric-2.0	1069	0	-
20	q20	10-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-9題)	discrete	numeric-2.0	1069	0	-
21	q21	11.在過去一年內，請問您有沒有搭乘過高鐵?	discrete	numeric-2.0	1069	0	-
22	q22	11-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-11題)	discrete	numeric-2.0	1069	0	-
23	q23	12.在過去一年內，請問您有沒有搭乘過捷運?	discrete	numeric-2.0	1069	0	-
24	q24	12-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-3題)	discrete	numeric-2.0	1069	0	-
25	q25	13.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	1069	0	-
26	q26	13-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-7題)	discrete	numeric-2.0	1069	0	-
27	q27	14.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	1069	0	-
28	q28	14-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-17題)	discrete	numeric-2.0	1069	0	-
29	q29	15.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	1069	0	-
30	q30	15-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-14題)	discrete	numeric-2.0	1069	0	-
31	q31	16.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	1069	0	-
32	q32	16-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-12題)	discrete	numeric-2.0	1069	0	-
33	q33	17.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	1069	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
34	q34	17-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-8題)	discrete	numeric-2.0	1069	0	-
35	q35	18.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	1069	0	-
36	q36	18-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-6題)	discrete	numeric-2.0	1069	0	-
37	q37	19.在過去一年內，請問您有沒有申請過公司登記、工廠登記、商業登記、或辦理進出口貨物通關?	discrete	numeric-2.0	1069	0	-
38	q38	19-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-19題)	discrete	numeric-2.0	1069	0	-
39	q39	20.對於承辦服務人員的專業知識，請問您滿不滿意?	discrete	numeric-2.0	1069	0	-
40	q40	21.對於承辦服務人員的服務態度，請問您滿不滿意?	discrete	numeric-2.0	1069	0	-
41	q41	22.對於政府單位所提供的服務效率，請問您滿不滿意?	discrete	numeric-2.0	1069	0	-
42	q42	23.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?	discrete	numeric-2.0	1069	0	-
43	q43	24.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?	discrete	numeric-2.0	1069	0	-
44	q44	25.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?	discrete	numeric-2.0	1069	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	id	樣本編號	continuous	numeric-6.0	1069	0	-
2	q45	26.請問您今年大約幾歲?	discrete	numeric-2.0	1069	0	-
3	q46	27.請問您的教育程度是?	discrete	numeric-2.0	1069	0	-
4	q47	28.請問您目前從事什麼工作?	discrete	numeric-2.0	1069	0	-
5	q48	29.請問您目前住在哪一個縣市?	discrete	numeric-2.0	1069	0	-
6	q49	30.請問您每個月總收入大約是多少?	discrete	numeric-2.0	1069	0	-
7	q50	31.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	1069	0	-
8	q51	32.受訪者的性別?	discrete	numeric-2.0	1069	0	-

Group 權數							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	w1	加權值1	continuous	numeric-8.2	1069	0	-
2	w2	加權值2	continuous	numeric-8.2	1069	0	-
3	w3	加權值3	continuous	numeric-8.2	1069	0	-
4	w4	加權值4	continuous	numeric-8.2	1069	0	-
5	w5	加權值5	continuous	numeric-8.2	1069	0	-
6	w6	加權值6	continuous	numeric-8.2	1069	0	-
7	w7	加權值7	continuous	numeric-8.2	1069	0	-
8	w8	加權值8	continuous	numeric-8.2	1069	0	-
9	w9	加權值9	continuous	numeric-8.2	1069	0	-
10	w10	加權值10	continuous	numeric-8.2	1069	0	-
11	w11	加權值11	continuous	numeric-8.2	1069	0	-
12	w12	加權值12	continuous	numeric-8.2	1069	0	-
13	w13	加權值13	continuous	numeric-8.2	1069	0	-
14	w14	加權值14	continuous	numeric-8.2	1069	0	-
15	w15	加權值15	continuous	numeric-8.2	1069	0	-
16	w16	加權值16	continuous	numeric-8.2	1069	0	-

Variables Description

Dataset contains 68 variable(s)

File : data100s1

id: 樣本編號

Information [Type= continuous] [Format=numeric] [Range= 120005-900004] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-] [Mean=149280.025 /-] [StdDev=37704.963 /-]

q1: 01.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	558	52.2%
2	沒有	511	47.8%

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.

q2: 01-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-5題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	188	17.6%
2	還算滿意	641	60.0%
3	不太滿意	84	7.9%
4	非常不滿意	16	1.5%
98	無明確反應	140	13.1%

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.

q3: 02.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	741	69.3%
2	沒有	328	30.7%

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.

q4: 02-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-4題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	157	14.7%
2	還算滿意	621	58.1%
3	不太滿意	91	8.5%
4	非常不滿意	31	2.9%
98	無明確反應	169	15.8%

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.

q5: 03.在過去一年內, 請問您有沒有到公立醫院、衛生所看診就醫過?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

File : data100s1

q5: 03.在過去一年內，請問您有沒有到公立醫院、衛生所看診就醫過？

Value	Label	Cases	Percentage
1	有	461	43.1%
2	沒有	608	56.9%

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.

q6: 03-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-10題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	107	10.0%
2	還算滿意	559	52.3%
3	不太滿意	134	12.5%
4	非常不滿意	49	4.6%
98	無明確反應	220	20.6%

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.

q7: 04.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	185	17.3%
2	沒有	884	82.7%

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.

q8: 04-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-15題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	64	6.0%
2	還算滿意	493	46.1%
3	不太滿意	192	18.0%
4	非常不滿意	102	9.5%
98	無明確反應	218	20.4%

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.

q9: 05.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	64	6.0%
2	沒有	1005	94.0%

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.

q10: 05-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-18題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

File : data100s1

q10: 05-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-18題)

Value	Label	Cases	Percentage
1	非常滿意	57	5.3%
2	還算滿意	395	37.0%
3	不太滿意	129	12.1%
4	非常不滿意	47	4.4%
98	無明確反應	441	41.3%

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.

q11: 06.在過去一年內，請問您有沒有辦理護照或簽證等業務?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	247	23.1%
2	沒有	822	76.9%

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.

q12: 06-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-13題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	89	8.3%
2	還算滿意	468	43.8%
3	不太滿意	55	5.1%
4	非常不滿意	13	1.2%
98	無明確反應	444	41.5%

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.

q13: 07.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	888	83.1%
2	沒有	181	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.

q14: 07-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-1題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	212	19.8%
2	還算滿意	643	60.1%
3	不太滿意	106	9.9%
4	非常不滿意	53	5.0%
98	無明確反應	55	5.1%

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 : data100s1

q15: 08.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	204	19.1%
2	沒有	865	80.9%

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.

q16: 08-1.根據您的經驗或印象，請問您對這項服務滿不滿意？(表第**1-16**題)

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	102	9.5%
2	還算滿意	461	43.1%
3	不太滿意	64	6.0%
4	非常不滿意	19	1.8%
98	無明確反應	423	39.6%

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.

q17: 09.在過去一年內，請問您有沒有接受過政府清運垃圾或資源回收的服務？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	855	80.0%
2	沒有	214	20.0%

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.

q18: 09-1.根據您的經驗或印象，請問您對這項服務滿不滿意？(表第**1-2**題)

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	264	24.7%
2	還算滿意	592	55.4%
3	不太滿意	103	9.6%
4	非常不滿意	42	3.9%
98	無明確反應	68	6.4%

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.

q19: 10.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	518	48.5%
2	沒有	551	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.

File : data100s1

q20: 10-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-9題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	98	9.2%
2	還算滿意	595	55.7%
3	不太滿意	135	12.6%
4	非常不滿意	40	3.7%
98	無明確反應	201	18.8%

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.

q21: 11.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	489	45.7%
2	沒有	580	54.3%

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.

q22: 11-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-11題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	177	16.6%
2	還算滿意	573	53.6%
3	不太滿意	50	4.7%
4	非常不滿意	13	1.2%
98	無明確反應	256	23.9%

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.

q23: 12.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	705	65.9%
2	沒有	364	34.1%

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.

q24: 12-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-3題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	269	25.2%
2	還算滿意	580	54.3%
3	不太滿意	50	4.7%
4	非常不滿意	8	0.7%

File : data100s1

q24: 12-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-3題)

Value	Label	Cases	Percentage
98	無明確反應	162	15.2%

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.

q25: 13.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	540	50.5%
2	沒有	529	49.5%

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.

q26: 13-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-7題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	354	33.1%
2	還算滿意	567	53.0%
3	不太滿意	39	3.6%
4	非常不滿意	5	0.5%
98	無明確反應	104	9.7%

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.

q27: 14.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	107	10.0%
2	沒有	962	90.0%

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.

q28: 14-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?(表第1-17題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	181	16.9%
2	還算滿意	509	47.6%
3	不太滿意	39	3.6%
4	非常不滿意	12	1.1%
98	無明確反應	328	30.7%

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.

q29: 15.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=1069 /-] [Invalid=0 /-]

File : data100s1

q29: 15.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？

Value	Label	Cases	Percentage
1	有	199	18.6%
2	沒有	870	81.4%

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.

q30: 15-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-14題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	129	12.1%
2	還算滿意	465	43.5%
3	不太滿意	101	9.4%
4	非常不滿意	50	4.7%
98	無明確反應	324	30.3%

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.

q31: 16.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	214	20.0%
2	沒有	855	80.0%

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.

q32: 16-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-12題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	141	13.2%
2	還算滿意	552	51.6%
3	不太滿意	86	8.0%
4	非常不滿意	28	2.6%
98	無明確反應	262	24.5%

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.

q33: 17.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	516	48.3%
2	沒有	553	51.7%

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.

q34: 17-1.根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-8題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1069 /-] [Invalid=0 /-]

File : data100s1

q34: 17-1. 根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-8題)

Value	Label	Cases	Percentage
1	非常滿意	166	15.5%
2	還算滿意	561	52.5%
3	不太滿意	52	4.9%
4	非常不滿意	13	1.2%
98	無明確反應	277	25.9%

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.

q35: 18. 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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	570	53.3%
2	沒有	499	46.7%

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.

q36: 18-1. 根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-6題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	117	10.9%
2	還算滿意	611	57.2%
3	不太滿意	112	10.5%
4	非常不滿意	18	1.7%
98	無明確反應	211	19.7%

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.

q37: 19. 在過去一年內，請問您有沒有申請過公司登記、工廠登記、商業登記、或辦理進出口貨物通關?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	71	6.6%
2	沒有	998	93.4%

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.

q38: 19-1. 根據您的經驗或印象，請問您對這項服務滿不滿意?(表第1-19題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	22	2.1%
2	還算滿意	296	27.7%
3	不太滿意	57	5.3%
4	非常不滿意	17	1.6%
98	無明確反應	677	63.3%

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.

File : data100s1

q39: 20.對於承辦服務人員的專業知識，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	105	9.8%
2	還算滿意	664	62.1%
3	不太滿意	146	13.7%
4	非常不滿意	37	3.5%
98	無明確反應	117	10.9%

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.

q40: 21.對於承辦服務人員的服務態度，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	146	13.7%
2	還算滿意	692	64.7%
3	不太滿意	132	12.3%
4	非常不滿意	38	3.6%
98	無明確反應	61	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.

q41: 22.對於政府單位所提供的服務效率，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	81	7.6%
2	還算滿意	591	55.3%
3	不太滿意	241	22.5%
4	非常不滿意	81	7.6%
98	無明確反應	75	7.0%

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.

q42: 23.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？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常公平	103	9.6%
2	還算公平	636	59.5%
3	不太公平	149	13.9%
4	非常不公平	77	7.2%
98	無明確反應	104	9.7%

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.

q43: 24.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？

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

File : data100s1

q43: 24. 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？

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	88	8.2%
2	還算滿意	697	65.2%
3	不太滿意	166	15.5%
4	非常不滿意	47	4.4%
98	無明確反應	71	6.6%

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.

q44: 25. 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？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常符合	55	5.1%
2	還算符合	585	54.7%
3	不太符合	260	24.3%
4	完全不符合	61	5.7%
98	無明確反應	108	10.1%

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.

q45: 26. 請問您今年大約幾歲？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	18-19歲	10	0.9%
2	20-29歲	91	8.5%
3	30-39歲	189	17.7%
4	40-49歲	253	23.7%
5	50-59歲	292	27.3%
6	60歲及以上	233	21.8%
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.

q46: 27. 請問您的教育程度是？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	145	13.6%
2	國、初中	136	12.7%
3	高中、職	334	31.2%
4	專科	170	15.9%
5	大學	231	21.6%
6	研究所及以上	49	4.6%
98	未回答	4	0.4%

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.

File : data100s1

q47: 28.請問您目前從事什麼工作?

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	21	2.0%
2	軍人	3	0.3%
3	中小學教師	21	2.0%
4	高中教師、大專院校教授	16	1.5%
5	受僱於國營事業	6	0.6%
6	民營、工商機構主管	66	6.2%
7	民營、工商機構普通職員	179	16.7%
8	勞動工人、工頭、領班	123	11.5%
9	自由業<含律師、醫師、會計師>	10	0.9%
10	文化工作者	4	0.4%
11	研究人員	1	0.1%
12	僱主/企業家	28	2.6%
13	自營商<含獨資公司>	67	6.3%
14	運輸業<包括計程車司機>	12	1.1%
15	工程師、專業技師	19	1.8%
16	農林漁牧鹽礦業從業人員	51	4.8%
17	學生	26	2.4%
18	退休/無業/待業	179	16.7%
19	家管/家庭主婦	236	22.1%
20	其他	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.

q48: 29.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	105	9.8%
2	高雄市	128	12.0%
3	基隆市	14	1.3%
4	新竹市	29	2.7%
5	台中市	113	10.6%
6	嘉義市	11	1.0%
7	台南市	94	8.8%
8	新北市	169	15.8%
9	宜蘭縣	27	2.5%
10	桃園縣	91	8.5%
11	新竹縣	18	1.7%
12	苗栗縣	30	2.8%
13	彰化縣	82	7.7%
14	南投縣	25	2.3%

File : data100s1

q48: 29.請問您目前住在哪一個縣市?

Value	Label	Cases	Percentage
15	雲林縣	35	3.3%
16	嘉義縣	27	2.5%
17	屏東縣	43	4.0%
18	台東縣	8	0.7%
19	花蓮縣	12	1.1%
20	澎湖縣	4	0.4%
98	未回答	4	0.4%

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.

q49: 30.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=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	15000元以下	287	26.8%
2	15001-30000元	246	23.0%
3	30001-45000元	181	16.9%
4	45001-60000元	109	10.2%
5	60001-80000元	75	7.0%
6	80001-100000元	27	2.5%
7	100001元以上	28	2.6%
95	很難說、不知道	58	5.4%
98	未回答	58	5.4%

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.

q50: 31.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=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	國民黨	323	30.2%
2	民進黨	212	19.8%
3	親民黨	10	0.9%
4	新黨	4	0.4%
5	無黨團結聯盟	3	0.3%
6	台灣團結聯盟	3	0.3%
7	不傾向任何政黨	414	38.7%
98	很難說、不知道、未回答	100	9.4%

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.

q51: 32.受訪者的性別？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男性	493	46.1%
2	女性	576	53.9%

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.

w1: 加權值1

Information [Type= continuous] [Format=numeric] [Range= 0.929621701388889-1.08222697768763] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.0761 /-]

w2: 加權值2

Information [Type= continuous] [Format=numeric] [Range= 0.596040438119312-4.09159717908316] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.525 /-]

w3: 加權值3

Information [Type= continuous] [Format=numeric] [Range= 0.441866276183678-3.84851323720164] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.473 /-]

w4: 加權值4

Information [Type= continuous] [Format=numeric] [Range= 0.287394560311395-3.80611242520089] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.48 /-]

w5: 加權值5

Information [Type= continuous] [Format=numeric] [Range= 0.287107647417944-3.80993350548395] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.48 /-]

w6: 加權值6

Information [Type= continuous] [Format=numeric] [Range= 0.263350680040452-4.69458653906617] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=1.003 /-] [StdDev=0.596 /-]

w7: 加權值7

Information [Type= continuous] [Format=numeric] [Range= 0.22665383767755-5.20533356757805] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=1.003 /-] [StdDev=0.593 /-]

# w8: 加權值8	
Information	[Type= continuous] [Format=numeric] [Range= 0.217859668775661-5.25182679276154] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.005 /-] [StdDev=0.598 /-]
# w9: 加權值9	
Information	[Type= continuous] [Format=numeric] [Range= 0.216041162424417-5.29657097497618] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.005 /-] [StdDev=0.6 /-]
# w10: 加權值10	
Information	[Type= continuous] [Format=numeric] [Range= 0.208039592983664-5.82679675693638] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.006 /-] [StdDev=0.655 /-]
# w11: 加權值11	
Information	[Type= continuous] [Format=numeric] [Range= 0.195695217001323-6.00291168891478] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.005 /-] [StdDev=0.656 /-]
# w12: 加權值12	
Information	[Type= continuous] [Format=numeric] [Range= 0.198924188081845-6.00082227766394] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.006 /-] [StdDev=0.658 /-]
# w13: 加權值13	
Information	[Type= continuous] [Format=numeric] [Range= 0.198544169206984-6.02360969923273] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.007 /-] [StdDev=0.66 /-]
# w14: 加權值14	
Information	[Type= continuous] [Format=numeric] [Range= 0.194524421325241-6.27564232396182] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.006 /-] [StdDev=0.683 /-]
# w15: 加權值15	
Information	[Type= continuous] [Format=numeric] [Range= 0.189291714391592-6.37911929836085] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1.006 /-] [StdDev=0.685 /-]
# w16: 加權值16	
Information	[Type= continuous] [Format=numeric] [Range= 0.18812060101502-6.33965284857422] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.681 /-]