

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

95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
Version	2.0版, 參考IHSN Nesstar Template修改
Identification	AE140010

Table of Contents

Overview	4
Scope & Coverage	4
Producers & Sponsors	4
Data Collection	4
Data Processing & Appraisal	4
Accessibility	5
Files Description	6
data95s2	6
Variables Group(s)	7
對公務人員服務品質滿意度	7
基本資料	8
權數	8
新增變項	8
Variables Description	9
data95s2	10

95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	AE140010
Version	Production Date: 2018-02-26
Abstract 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。 95年第二次調查於民國95年10月3日至4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為抽樣架構，採分層隨機抽樣，共成功訪問1120個樣本，在95%信心水準下，抽樣誤差為正負2.9%。	
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage	
Time Period(s)	2006
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 2006-10-03 end 2006-10-04
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)

data95s2	
# Cases	1120
# Variable(s)	26

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	1.請問您對戶政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
2	v2	2.請問您對地政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
3	v3	3.請問您對衛生所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
4	v4	4.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
5	v5	5.請問您對建築管理單位工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
6	v6	6.請問您對環保單位工作人員(包括垃圾清理及環保檢查人員)的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
7	v7	7.請問您對交通警察的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
8	v8	8.請問您對警察單位工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
9	v9	9.請問您對監理處(所)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
10	v10	10.請問您對中華郵政公司(郵局)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
11	v11	11.請問您對公營銀行工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
12	v12	12.請問您對稅務工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
13	v13	13.請問您對公立醫院醫護人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
14	v14	14.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
15	v15	15.請問您對台灣電力公司工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
16	v16	16.請問您對台灣省自來水公司(或台北自來水事業處)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-
17	v17	17.一般而言,請問您對於公務人員的電話禮貌滿不滿意?	discrete	numeric-1.0	1120	0	-
18	v18	18.整體而言,請問您對公務人員的服務品質滿不滿意?	discrete	numeric-1.0	1120	0	-

Group 基本資料							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	v19	19.請問您今年大約幾歲?	discrete	numeric-1.0	1120	0	-
2	v20	20.請問您的教育程度是?	discrete	numeric-1.0	1120	0	-
3	v21	21.請問您目前從事什麼工作?	discrete	numeric-2.0	1120	0	-
4	v22	22.請問您目前住在哪一個縣市?	discrete	numeric-2.0	1120	0	-
5	v23	23.受訪者性別	discrete	numeric-1.0	1120	0	-

Group 權數							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	加權權數	continuous	numeric-8.6	1120	0	-

Group 新增變項							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	area	居住地	continuous	numeric-1.0	1120	0	-
2	job	職業	continuous	numeric-1.0	1120	0	-

Variables Description

Dataset contains 26 variable(s)

File : data95s2

v1: 1.請問您對戶政工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]**Statistics [NW/ W]** [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	809	72.2%
2	不滿意	55	4.9%
3	不知道、很難說、沒意見、未回答	256	22.9%

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.

v2: 2.請問您對地政工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]**Statistics [NW/ W]** [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	354	31.6%
2	不滿意	60	5.4%
3	不知道、很難說、沒意見、未回答	706	63.0%

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.

v3: 3.請問您對衛生所工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]**Statistics [NW/ W]** [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	478	42.7%
2	不滿意	48	4.3%
3	不知道、很難說、沒意見、未回答	594	53.0%

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.

v4: 4.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]**Statistics [NW/ W]** [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	596	53.2%
2	不滿意	95	8.5%
3	不知道、很難說、沒意見、未回答	429	38.3%

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.

v5: 5.請問您對建築管理單位工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]**Statistics [NW/ W]** [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	109	9.7%
2	不滿意	88	7.9%
3	不知道、很難說、沒意見、未回答	923	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.

v6: 6.請問您對環保單位工作人員(包括垃圾清理及環保檢查人員)的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]

File : data95s2

v6: 6.請問您對環保單位工作人員(包括垃圾清理及環保檢查人員)的服務品質滿不滿意?

Statistics [NW/ W] [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	763	68.1%
2	不滿意	199	17.8%
3	不知道、很難說、沒意見、未回答	158	14.1%

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.

v7: 7.請問您對交通警察的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]

Statistics [NW/ W] [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	504	45.0%
2	不滿意	305	27.2%
3	不知道、很難說、沒意見、未回答	311	27.8%

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.

v8: 8.請問您對警察單位工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]

Statistics [NW/ W] [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	523	46.7%
2	不滿意	239	21.3%
3	不知道、很難說、沒意見、未回答	358	32.0%

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.

v9: 9.請問您對監理處(所)工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]

Statistics [NW/ W] [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	524	46.8%
2	不滿意	138	12.3%
3	不知道、很難說、沒意見、未回答	458	40.9%

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.

v10: 10.請問您對中華郵政公司(郵局)工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]

Statistics [NW/ W] [Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	871	77.8%
2	不滿意	135	12.1%
3	不知道、很難說、沒意見、未回答	114	10.2%

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.

v11: 11.請問您對公營銀行工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]

Statistics [NW/ W] [Valid=1120 /-] [Invalid=0 /-]

File : data95s2

v11: 11.請問您對公營銀行工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	536	47.9%
2	不滿意	160	14.3%
3	不知道、很難說、沒意見、未回答	424	37.9%

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.

v12: 12.請問您對稅務工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	472	42.1%
2	不滿意	139	12.4%
3	不知道、很難說、沒意見、未回答	509	45.4%

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.

v13: 13.請問您對公立醫院醫護人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	505	45.1%
2	不滿意	168	15.0%
3	不知道、很難說、沒意見、未回答	447	39.9%

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.

v14: 14.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	373	33.3%
2	不滿意	139	12.4%
3	不知道、很難說、沒意見、未回答	608	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.

v15: 15.請問您對台灣電力公司工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	605	54.0%
2	不滿意	88	7.9%
3	不知道、很難說、沒意見、未回答	427	38.1%

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.

v16: 16.請問您對台灣省自來水公司(或台北自來水事業處)工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

File : data95s2

v16: 16.請問您對台灣省自來水公司(或台北自來水事業處)工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	448	40.0%
2	不滿意	110	9.8%
3	不知道、很難說、沒意見、未回答	562	50.2%

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.

v17: 17.一般而言,請問您對於公務人員的電話禮貌滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	742	66.2%
2	不滿意	85	7.6%
3	不知道、很難說、沒意見、未回答	293	26.2%

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.

v18: 18.整體而言,請問您對公務人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	807	72.1%
2	不滿意	156	13.9%
3	不知道、很難說、沒意見、未回答	157	14.0%

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.

v19: 19.請問您今年大約幾歲?

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	20-29歲	123	11.0%
2	30-39歲	189	16.9%
3	40-49歲	287	25.6%
4	50-59歲	259	23.1%
5	60歲及以上	254	22.7%
6	未回答	8	0.7%

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.

v20: 20.請問您的教育程度是?

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	246	22.0%
2	初中、國中	147	13.1%
3	高中、高職	340	30.4%
4	專科	155	13.8%
5	大學及研究所以上	212	18.9%

File : data95s2

v20: 20.請問您的教育程度是?

Value	Label	Cases	Percentage
6	未回答	20	1.8%

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.

v21: 21.請問您目前從事什麼工作?

Information	[Type= discrete] [Format=numeric] [Range= 1-21] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	27	2.4%
2	軍人	2	0.2%
3	中小學教師	19	1.7%
4	高中教師、大專院校教授	18	1.6%
5	受僱於國營事業	5	0.4%
6	民營、工商機構主管	55	4.9%
7	民營、工商機構普通職員	191	17.1%
8	勞動工人、工頭、領班	121	10.8%
9	自由業【含律師、醫師、會計師】	9	0.8%
10	文化工作者	2	0.2%
11	研究人員	0	
12	雇主/企業家	7	0.6%
13	自營商【含獨資公司】	77	6.9%
14	運輸業【包括計程車司機】	9	0.8%
15	工程師、專業技師	11	1.0%
16	農林漁牧鹽礦業從業人員	41	3.7%
17	學生	12	1.1%
18	退休/無業/待業	234	20.9%
19	家管/家庭主婦	258	23.0%
20	其他	3	0.3%
21	未回答	19	1.7%

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.

v22: 22.請問您目前住在哪一個縣市?

Information	[Type= discrete] [Format=numeric] [Range= 1-24] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	133	11.9%
2	高雄市	74	6.6%
3	基隆市	19	1.7%
4	新竹市	17	1.5%
5	台中市	42	3.8%
6	嘉義市	15	1.3%
7	台南市	36	3.2%
8	台北縣	170	15.2%
9	宜蘭縣	22	2.0%
10	桃園縣	85	7.6%

File : data95s2

v22: 22.請問您目前住在哪一個縣市?

Value	Label	Cases	Percentage
11	新竹縣	20	1.8%
12	苗栗縣	26	2.3%
13	台中縣	76	6.8%
14	彰化縣	63	5.6%
15	南投縣	27	2.4%
16	雲林縣	40	3.6%
17	嘉義縣	28	2.5%
18	台南縣	53	4.7%
19	高雄縣	61	5.4%
20	屏東縣	50	4.5%
21	台東縣	13	1.2%
22	花蓮縣	17	1.5%
23	澎湖縣	5	0.4%
24	未回答	28	2.5%

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.

v23: 23.受訪者性別

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男	498	44.5%
2	女	622	55.5%

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.

w: 加權權數

Information	[Type= continuous] [Format=numeric] [Range= 0.632801-2.260301] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.451 /-]

area: 居住地

Information	[Type= continuous] [Format=numeric] [Range= 1-7] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	北北基	322	28.7%
2	桃竹苗	148	13.2%
3	中彰投	208	18.6%
4	雲嘉南	172	15.4%
5	高屏澎	190	17.0%
6	宜花東	52	4.6%
7	未回答	28	2.5%

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.

job: 職業

Information	[Type= continuous] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1120 /-] [Invalid=0 /-]

File : data95s2

job: 職業

Value	Label	Cases	Percentage
1	軍公教	71	6.3%
2	白領	246	22.0%
3	勞動者	171	15.3%
4	自由業及專技人員	22	2.0%
5	企業家及雇主	84	7.5%
6	退休無業	234	20.9%
7	家管及學生	270	24.1%
8	無明確反應	22	2.0%

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.