

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

102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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102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	AE140021
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>102年第一次調查於民國102年4月8日至9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1076個樣本，在95%信心水準下，抽樣誤差為正負2.99%。</p>
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2013
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 2013-04-08 end 2013-04-09
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。
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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)

data102s1	
# Cases	1076
# Variable(s)	69

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	1076	0	-
2	q2	01-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	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	1076	0	-
4	q4	02-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	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	1076	0	-
6	q6	03-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	0	-
7	q7	04.在過去一年內，請問您有沒有使用過「110受理報案專線」服務？	discrete	numeric-2.0	1076	0	-
8	q8	04-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	0	-
9	q9	05.在過去一年內，請問您有沒有使用過「165反詐騙諮詢專線」服務？	discrete	numeric-2.0	1076	0	-
10	q10	05-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	0	-
11	q11	06.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	1076	0	-
12	q12	06-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	0	-
13	q13	07.在過去一年內，請問您有沒有辦理過護照？	discrete	numeric-2.0	1076	0	-
14	q14	07-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	0	-
15	q15	08.在過去一年內，請問您有沒有透過政府的為民服務專線電話反映意見，例如：1999等？	discrete	numeric-2.0	1076	0	-
16	q16	08-1.請問您對這項服務滿不滿意？	discrete	numeric-2.0	1076	0	-
17	q17	09.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	1076	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
18	q18	09-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
19	q19	10.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	1076	0	-
20	q20	10-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
21	q21	11.在過去一年內, 請問您有沒有搭乘過台鐵?	discrete	numeric-2.0	1076	0	-
22	q22	11-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
23	q23	12.在過去一年內, 請問您有沒有搭乘過高鐵?	discrete	numeric-2.0	1076	0	-
24	q24	12-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
25	q25	13.在過去一年內, 請問您有沒有出國、回國出入海關的經驗?	discrete	numeric-2.0	1076	0	-
26	q26	13-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
27	q27	14.在過去一年內, 請問您有沒有申請過戶籍登記的相關服務, 例如: 戶籍謄本、結婚登記或換發身分證?	discrete	numeric-2.0	1076	0	-
28	q28	14-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
29	q29	15.在過去一年內, 請問您有沒有使用過119專線服務?	discrete	numeric-2.0	1076	0	-
30	q30	15-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
31	q31	16.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: 育兒津貼、老人年金、老農津貼、殘障手冊申請?	discrete	numeric-2.0	1076	0	-
32	q32	16-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
33	q33	17.在過去一年內, 請問您有沒有辦理過健保卡換發?	discrete	numeric-2.0	1076	0	-
34	q34	17-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
35	q35	18.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	1076	0	-
36	q36	18-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
37	q37	19.在過去一年內, 請問您有沒有去過公立的遊憩設施, 例如: 國家公園、公立風景區、動物園?	discrete	numeric-2.0	1076	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
38	q38	19-1.請問您對這項服務滿不滿意?	discrete	numeric-2.0	1076	0	-
39	q39	20.在過去一年內, 請問您對於水電供應的相關服務滿不滿意?	discrete	numeric-2.0	1076	0	-
40	q40	21.對於承辦服務人員的專業知識, 請問您滿不滿意?	discrete	numeric-2.0	1076	0	-
41	q41	22.對於承辦服務人員的服務態度, 請問您滿不滿意?	discrete	numeric-2.0	1076	0	-
42	q42	23.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	1076	0	-
43	q43	24.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	1076	0	-
44	q44	25.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	1076	0	-
45	q45	26.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	1076	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	id	樣本編號	continuous	numeric-6.0	1076	0	-
2	q46	27.請問您今年大約幾歲?	discrete	numeric-2.0	1076	0	-
3	q47	28.請問您的教育程度是?	discrete	numeric-2.0	1076	0	-
4	q48	29.請問您目前從事什麼工作?	discrete	numeric-2.0	1076	0	-
5	q49	30.請問您目前住在哪一個縣市?	discrete	numeric-2.0	1076	0	-
6	q50	31.請問您每個月總收入大約是多少?	discrete	numeric-2.0	1076	0	-
7	q51	32.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	1076	0	-
8	q52	33.受訪者的性別?	discrete	numeric-2.0	1076	0	-

Group 權數

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w1	加權值1	continuous	numeric-8.4	1076	0	-
2	w2	加權值2	continuous	numeric-8.4	1076	0	-
3	w3	加權值3	continuous	numeric-8.4	1076	0	-
4	w4	加權值4	continuous	numeric-8.4	1076	0	-
5	w5	加權值5	continuous	numeric-8.4	1076	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
6	w6	加權值6	continuous	numeric-8.4	1076	0	-
7	w7	加權值7	continuous	numeric-8.4	1076	0	-
8	w8	加權值8	continuous	numeric-8.4	1076	0	-
9	w9	加權值9	continuous	numeric-8.4	1076	0	-
10	w10	加權值10	continuous	numeric-8.4	1076	0	-
11	w11	加權值11	continuous	numeric-8.4	1076	0	-
12	w12	加權值12	continuous	numeric-8.4	1076	0	-
13	w13	加權值13	continuous	numeric-8.4	1076	0	-
14	w14	加權值14	continuous	numeric-8.4	1076	0	-
15	w15	加權值15	continuous	numeric-8.4	1076	0	-
16	w16	加權值16	continuous	numeric-8.4	1076	0	-

Variables Description

Dataset contains 69 variable(s)

File : data102s1

id: 樣本編號

Information [Type= continuous] [Format=numeric] [Range= 750003-900004] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-] [Mean=776600.485 /-] [StdDev=18341.506 /-]

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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	422	39.2%
2	沒有	654	60.8%

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.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	57	5.3%
2	還算滿意	312	29.0%
3	不太滿意	30	2.8%
4	非常不滿意	8	0.7%
98	不知道、很難說、沒意見、未回答	15	1.4%
99	跳題不答	654	60.8%

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.

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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	622	57.8%
2	沒有	454	42.2%

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.

q4: 02-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	76	7.1%
2	還算滿意	441	41.0%
3	不太滿意	55	5.1%
4	非常不滿意	14	1.3%
98	不知道、很難說、沒意見、未回答	36	3.3%
99	跳題不答	454	42.2%

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.

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=1076 /-] [Invalid=0 /-]

File : data102s1

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	411	38.2%
2	沒有	665	61.8%

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.

q6: 03-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	58	5.4%
2	還算滿意	283	26.3%
3	不太滿意	47	4.4%
4	非常不滿意	14	1.3%
98	不知道、很難說、沒意見、未回答	9	0.8%
99	跳題不答	665	61.8%

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.

q7: 04.在過去一年內, 請問您有沒有使用過「110受理報案專線」服務?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	59	5.5%
2	沒有	1017	94.5%

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.

q8: 04-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	14	1.3%
2	還算滿意	32	3.0%
3	不太滿意	8	0.7%
4	非常不滿意	5	0.5%
98	不知道、很難說、沒意見、未回答	0	
99	跳題不答	1017	94.5%

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.

q9: 05.在過去一年內, 請問您有沒有使用過「165反詐騙諮詢專線」服務?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	61	5.7%
2	沒有	1015	94.3%

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 : data102s1

q10: 05-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	8	0.7%
2	還算滿意	34	3.2%
3	不太滿意	15	1.4%
4	非常不滿意	3	0.3%
98	不知道、很難說、沒意見、未回答	1	0.1%
99	跳題不答	1015	94.3%

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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	43	4.0%
2	沒有	1033	96.0%

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.

q12: 06-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	6	0.6%
2	還算滿意	27	2.5%
3	不太滿意	5	0.5%
4	非常不滿意	4	0.4%
98	不知道、很難說、沒意見、未回答	1	0.1%
99	跳題不答	1033	96.0%

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.

q13: 07.在過去一年內, 請問您有沒有辦理過護照?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	150	13.9%
2	沒有	926	86.1%

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.

q14: 07-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	21	2.0%
2	還算滿意	84	7.8%

File : data102s1

q14: 07-1.請問您對這項服務滿不滿意?

Value	Label	Cases	Percentage
3	不太滿意	15	1.4%
4	非常不滿意	1	0.1%
98	不知道、很難說、沒意見、未回答	29	2.7%
99	跳題不答	926	86.1%

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.

q15: 08.在過去一年內，請問您有沒有透過政府的為民服務專線電話反映意見，例如：1999等?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	62	5.8%
2	沒有	1014	94.2%

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.

q16: 08-1.請問您對這項服務滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	7	0.7%
2	還算滿意	21	2.0%
3	不太滿意	15	1.4%
4	非常不滿意	17	1.6%
98	不知道、很難說、沒意見、未回答	2	0.2%
99	跳題不答	1014	94.2%

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.

q17: 09.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	131	12.2%
2	沒有	945	87.8%

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.

q18: 09-1.請問您對這項服務滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	14	1.3%
2	還算滿意	97	9.0%
3	不太滿意	3	0.3%
4	非常不滿意	10	0.9%
98	不知道、很難說、沒意見、未回答	7	0.7%
99	跳題不答	945	87.8%

File : data102s1

q18: 09-1.請問您對這項服務滿不滿意?

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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	739	68.7%
2	沒有	337	31.3%

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.

q20: 10-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	134	12.5%
2	還算滿意	494	45.9%
3	不太滿意	68	6.3%
4	非常不滿意	21	2.0%
98	不知道、很難說、沒意見、未回答	22	2.0%
99	跳題不答	337	31.3%

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.

q21: 11.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	467	43.4%
2	沒有	609	56.6%

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.

q22: 11-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	38	3.5%
2	還算滿意	302	28.1%
3	不太滿意	86	8.0%
4	非常不滿意	21	2.0%
98	不知道、很難說、沒意見、未回答	20	1.9%
99	跳題不答	609	56.6%

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.

q23: 12.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=1076 /-] [Invalid=0 /-]

File : data102s1

q23: 12.在過去一年內，請問您有沒有搭乘過高鐵？

Value	Label	Cases	Percentage
1	有	419	38.9%
2	沒有	657	61.1%

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.請問您對這項服務滿不滿意？

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	80	7.4%
2	還算滿意	311	28.9%
3	不太滿意	21	2.0%
4	非常不滿意	2	0.2%
98	不知道、很難說、沒意見、未回答	5	0.5%
99	跳題不答	657	61.1%

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.

q25: 13.在過去一年內，請問您有沒有出國、回國出入海關的經驗？

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	287	26.7%
2	沒有	789	73.3%

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.

q26: 13-1.請問您對這項服務滿不滿意？

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	39	3.6%
2	還算滿意	208	19.3%
3	不太滿意	28	2.6%
4	非常不滿意	3	0.3%
98	不知道、很難說、沒意見、未回答	9	0.8%
99	跳題不答	789	73.3%

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.

q27: 14.在過去一年內，請問您有沒有申請過戶籍登記的相關服務，例如：戶籍謄本、結婚登記或換發身分證？

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	349	32.4%
2	沒有	727	67.6%

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.

File : data102s1

q28: 14-1.請問您對這項服務滿不滿意?

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

Statistics [NW/ W] [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	107	9.9%
2	還算滿意	226	21.0%
3	不太滿意	12	1.1%
4	非常不滿意	1	0.1%
98	不知道、很難說、沒意見、未回答	3	0.3%
99	跳題不答	727	67.6%

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.

q29: 15.在過去一年內, 請問您有沒有使用過119專線服務?

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

Statistics [NW/ W] [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	74	6.9%
2	沒有	1002	93.1%

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.

q30: 15-1.請問您對這項服務滿不滿意?

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

Statistics [NW/ W] [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	28	2.6%
2	還算滿意	41	3.8%
3	不太滿意	2	0.2%
4	非常不滿意	3	0.3%
98	不知道、很難說、沒意見、未回答	0	
99	跳題不答	1002	93.1%

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.

q31: 16.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: 育兒津貼、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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	164	15.2%
2	沒有	912	84.8%

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.

q32: 16-1.請問您對這項服務滿不滿意?

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

Statistics [NW/ W] [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	31	2.9%

File : data102s1

q32: 16-1.請問您對這項服務滿不滿意?

Value	Label	Cases	Percentage
2	還算滿意	93	8.6%
3	不太滿意	15	1.4%
4	非常不滿意	17	1.6%
98	不知道、很難說、沒意見、未回答	8	0.7%
99	跳題不答	912	84.8%

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.

q33: 17.在過去一年內, 請問您有沒有辦理過健保卡換發?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	100	9.3%
2	沒有	976	90.7%

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.請問您對這項服務滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	11	1.0%
2	還算滿意	71	6.6%
3	不太滿意	12	1.1%
4	非常不滿意	3	0.3%
98	不知道、很難說、沒意見、未回答	3	0.3%
99	跳題不答	976	90.7%

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.

q35: 18.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	464	43.1%
2	沒有	612	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.

q36: 18-1.請問您對這項服務滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	66	6.1%
2	還算滿意	347	32.2%
3	不太滿意	33	3.1%
4	非常不滿意	5	0.5%
98	不知道、很難說、沒意見、未回答	13	1.2%
99	跳題不答	612	56.9%

File : data102s1

q36: 18-1.請問您對這項服務滿不滿意?

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, 請問您有沒有去過公立的遊憩設施, 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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	443	41.2%
2	沒有	633	58.8%

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.

q38: 19-1.請問您對這項服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	49	4.6%
2	還算滿意	315	29.3%
3	不太滿意	51	4.7%
4	非常不滿意	6	0.6%
98	不知道、很難說、沒意見、未回答	22	2.0%
99	跳題不答	633	58.8%

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.

q39: 20.在過去一年內, 請問您對於水電供應的相關服務滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	77	7.2%
2	還算滿意	702	65.2%
3	不太滿意	160	14.9%
4	非常不滿意	63	5.9%
98	不知道、很難說、沒意見、未回答	74	6.9%

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專業知識, 請問您滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	78	7.2%
2	還算滿意	661	61.4%
3	不太滿意	121	11.2%
4	非常不滿意	36	3.3%
98	不知道、很難說、沒意見、未回答	180	16.7%

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=*]

File : data102s1

q41: 22.對於承辦服務人員的服務態度，請問您滿不滿意？

Statistics [NW/ W] [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	98	9.1%
2	還算滿意	727	67.6%
3	不太滿意	112	10.4%
4	非常不滿意	26	2.4%
98	不知道、很難說、沒意見、未回答	113	10.5%

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.

q42: 23.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	46	4.3%
2	還算滿意	616	57.2%
3	不太滿意	221	20.5%
4	非常不滿意	58	5.4%
98	不知道、很難說、沒意見、未回答	135	12.5%

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.

q43: 24.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常公平	79	7.3%
2	還算公平	648	60.2%
3	不太公平	111	10.3%
4	非常不公平	41	3.8%
98	不知道、很難說、沒意見、未回答	197	18.3%

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.

q44: 25.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=*]

Statistics [NW/ W] [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	44	4.1%
2	還算滿意	719	66.8%
3	不太滿意	157	14.6%
4	非常不滿意	41	3.8%
98	不知道、很難說、沒意見、未回答	115	10.7%

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.

q45: 26.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=1076 /-] [Invalid=0 /-]

File : data102s1

q45: 26. 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？

Value	Label	Cases	Percentage
1	非常符合	43	4.0%
2	還算符合	559	52.0%
3	不太符合	278	25.8%
4	完全不符合	52	4.8%
98	不知道、很難說、沒意見、未回答	144	13.4%

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.

q46: 27. 請問您今年大約幾歲？

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	18-19歲	9	0.8%
2	20-29歲	66	6.1%
3	30-39歲	159	14.8%
4	40-49歲	210	19.5%
5	50-59歲	306	28.4%
6	60歲及以上	323	30.0%
98	未回答	3	0.3%

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.

q47: 28. 請問您的教育程度是？

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	195	18.1%
2	國、初中	142	13.2%
3	高中、職	327	30.4%
4	專科	151	14.0%
5	大學	197	18.3%
6	研究所及以上	60	5.6%
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.

q48: 29. 請問您目前從事什麼工作？

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	22	2.0%
2	軍人	0	
3	中小學教師	11	1.0%
4	高中教師、大專院校教授	7	0.7%
5	受僱於國營事業	6	0.6%
6	民營、工商機構主管	64	5.9%
7	民營、工商機構普通職員	179	16.6%

File : data102s1

q48: 29.請問您目前從事什麼工作?

Value	Label	Cases	Percentage
8	勞動工人、工頭、領班	151	14.0%
9	自由業<含律師、醫師、會計師>	2	0.2%
10	文化工作者	3	0.3%
11	研究人員	2	0.2%
12	雇主/企業家	17	1.6%
13	自營商<含獨資公司>	54	5.0%
14	運輸業<包括計程車司機>	12	1.1%
15	工程師、專業技師	16	1.5%
16	農林漁牧鹽礦業從業人員	50	4.6%
17	學生	18	1.7%
18	退休/無業/待業	218	20.3%
19	家管/家庭主婦	238	22.1%
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.

q49: 30.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	91	8.5%
2	高雄市	113	10.5%
3	基隆市	12	1.1%
4	新竹市	21	2.0%
5	台中市	128	11.9%
6	嘉義市	12	1.1%
7	台南市	116	10.8%
8	新北市	158	14.7%
9	宜蘭縣	18	1.7%
10	桃園縣	92	8.6%
11	新竹縣	25	2.3%
12	苗栗縣	35	3.3%
14	彰化縣	87	8.1%
15	南投縣	25	2.3%
16	雲林縣	41	3.8%
17	嘉義縣	39	3.6%
20	屏東縣	35	3.3%
21	台東縣	11	1.0%
22	花蓮縣	8	0.7%
23	澎湖縣	3	0.3%
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.

q50: 31.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	15,000元以下	340	31.6%
2	15,001-30,000元	313	29.1%
3	30,001-45,000元	167	15.5%
4	45,001-60,000元	98	9.1%
5	60,001-80,000元	54	5.0%
6	80,001-100,000元	17	1.6%
7	100,001元以上	20	1.9%
95	很難說、不知道	20	1.9%
98	未回答	47	4.4%

*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.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=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	國民黨	227	21.1%
2	民進黨	160	14.9%
3	親民黨	9	0.8%
4	新黨	3	0.3%
5	無黨團結聯盟	0	
6	台灣團結聯盟	8	0.7%
8	不傾向任何政黨	581	54.0%
98	很難說、不知道、未回答	88	8.2%

*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.***# q52: 33.受訪者的性別?****Information** [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男性	499	46.4%
2	女性	577	53.6%

*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.***# w1: 加權值1****Information** [Type= continuous] [Format=numeric] [Range= 0.940427729636048-1.06888416833667] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.0641 /-]**# w2: 加權值2****Information** [Type= continuous] [Format=numeric] [Range= 0.604461301700698-4.34552483339123] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-] [Mean=1.001 /-] [StdDev=0.62 /-]**# w3: 加權值3****Information** [Type= continuous] [Format=numeric] [Range= 0.547362419663746-4.06445576361027] [Missing=*]**Statistics [NW/ W]** [Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.56 /-]

# w4: 加權值4	
Information	[Type= continuous] [Format=numeric] [Range= 0.387967046289983-4.98956438071529] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.001 /-] [StdDev=0.614 /-]
# w5: 加權值5	
Information	[Type= continuous] [Format=numeric] [Range= 0.381043342884682-4.90052005536838] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.001 /-] [StdDev=0.619 /-]
# w6: 加權值6	
Information	[Type= continuous] [Format=numeric] [Range= 0.34244685772965-5.43859715744783] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.676 /-]
# w7: 加權值7	
Information	[Type= continuous] [Format=numeric] [Range= 0.330742619692203-5.18754526120532] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.645 /-]
# w8: 加權值8	
Information	[Type= continuous] [Format=numeric] [Range= 0.326074987092441-5.27328576686706] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.654 /-]
# w9: 加權值9	
Information	[Type= continuous] [Format=numeric] [Range= 0.32406929805849-5.24084975719393] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.656 /-]
# w10: 加權值10	
Information	[Type= continuous] [Format=numeric] [Range= 0.302840308091388-5.47442083159655] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.69 /-]
# w11: 加權值11	
Information	[Type= continuous] [Format=numeric] [Range= 0.29898952532939-5.7690641142455] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.679 /-]
# w12: 加權值12	
Information	[Type= continuous] [Format=numeric] [Range= 0.296818263396448-5.73846307307872] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.681 /-]
# w13: 加權值13	
Information	[Type= continuous] [Format=numeric] [Range= 0.296075074034557-5.75315483050747] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.682 /-]
# w14: 加權值14	
Information	[Type= continuous] [Format=numeric] [Range= 0.28603748538332-5.86696040693609] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.7 /-]
# w15: 加權值15	
Information	[Type= continuous] [Format=numeric] [Range= 0.286646981799543-6.03639405759936] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1.002 /-] [StdDev=0.695 /-]
# w16: 加權值16	
Information	[Type= continuous] [Format=numeric] [Range= 0.28605654940191-6.0239603574637] [Missing=*]
Statistics [NW/ W]	[Valid=1076 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.694 /-]