

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：第一次調查

Study Documentation

February 13, 2018

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98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	AE140013
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年第一次調查於民國98年5月25日至26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1140個樣本，在95%信心水準下，抽樣誤差為正負2.90%。</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 2009-09-25 end 2009-09-26
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)

data98s1	
# Cases	1140
# Variable(s)	69

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	1140	0	-
2	v2	感到不滿意的主要原因	discrete	numeric-2.0	1140	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	1140	0	-
4	v3_2	03.請問您對「汽機車考照、行駕照換發」的服務滿不滿意?(表第2-7題)	discrete	numeric-2.0	521	619	-
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	1140	0	-
6	v4_2	04.請問您對「繳稅或其他稅務業務」的服務滿不滿意?(表第2-4題)	discrete	numeric-2.0	716	424	-
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	1140	0	-
8	v5_2	05.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2-8題)	discrete	numeric-2.0	485	655	-
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	1140	0	-
10	v6_2	06.請問您對「尋求警察服務」的服務滿不滿意?(表第2-12題)	discrete	numeric-2.0	199	941	-
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	1140	0	-
12	v7_2	07.請問您對「就業服務」的服務滿不滿意?(表第2-16題)	discrete	numeric-2.0	61	1079	-
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?	discrete	numeric-2.0	1140	0	-
14	v8_2	08.請問您對「辦理護照申請、換護照」的服務滿不滿意?(表第2-15題)	discrete	numeric-2.0	126	1014	-
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	1140	0	-
16	v9_2	09.請問您對「郵局」的服務滿不滿意?(表第2-1題)	discrete	numeric-2.0	893	247	-
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	discrete	numeric-2.0	1140	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
		的所有權登記、申請土地或建物謄本等?					
18	v10_2	10.請問您對「土地登記業務」的服務滿不滿意?(表第2-14題)	discrete	numeric-2.0	155	985	-
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	1140	0	-
20	v11_2	11.請問您對「垃圾處理及資源回收」的服務滿不滿意?(表第2-2題)	discrete	numeric-2.0	812	328	-
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	1140	0	-
22	v12_2	12.請問您對「搭乘台鐵」的服務滿不滿意?(表第2-10題)	discrete	numeric-2.0	458	682	-
23	v13_1	13.在過去一年內,請問您有沒有搭乘過捷運?	discrete	numeric-2.0	1140	0	-
24	v13_2	13.請問您對「搭乘捷運」的服務滿不滿意?(表第2-3題)	discrete	numeric-2.0	656	484	-
25	v14_1	14.在過去一年內,請問您有沒有辦理換發身分證、戶口登記或戶籍謄本申請?	discrete	numeric-2.0	1140	0	-
26	v14_2	14.請問您對「換發身分證、戶口登記或戶籍謄本申請」的服務滿不滿意?(表第2-9題)	discrete	numeric-2.0	494	646	-
27	v15_1	15.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	1140	0	-
28	v15_2	15.請問您對消防人員(尋求消防服務)的服務滿不滿意?(表第2-17題)	discrete	numeric-2.0	63	1077	-
29	v16_1	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:老人年金、老農津貼、殘障手冊申請?	discrete	numeric-2.0	1140	0	-
30	v16_2	16.請問您對「申請或接受社會福利」的服務滿不滿意?(表第2-13題)	discrete	numeric-2.0	158	982	-
31	v17_1	17.在過去一年內,請問您有沒有辦理簽證、居留證、工作證或國籍歸化等業務?	discrete	numeric-2.0	1140	0	-
32	v17_2	17.請問您對「辦理簽證、居留證、工作證或國籍歸化等業務」的服務滿不滿意?(表第2-18題)	discrete	numeric-2.0	48	1092	-
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	1140	0	-
34	v18_2	18.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2-11題)	discrete	numeric-2.0	196	944	-

#	Name	Label	Type	Format	Valid	Invalid	Question
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	1140	0	-
36	v19_2	19.請問您對「使用公立藝文機構」的服務滿不滿意?(表第2-6題)	discrete	numeric-2.0	531	609	-
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	1140	0	-
38	v20_2	20.請問您對「使用公立遊憩設施」的服務滿不滿意?(表第2-5題)	discrete	numeric-2.0	535	605	-
39	v21_1	21.在過去一年內,請問您有沒有打過113婦幼保護專線的電話?	discrete	numeric-2.0	1140	0	-
40	v21_2	21.請問您對「113 婦幼保護專線」的服務滿不滿意?(表第2-19題)	discrete	numeric-2.0	10	1130	-
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3題)	discrete	numeric-2.0	1140	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4題)	discrete	numeric-2.0	1140	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5題)	discrete	numeric-2.0	1140	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6題)	discrete	numeric-2.0	1140	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7題)	discrete	numeric-2.0	1140	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8題)	discrete	numeric-2.0	1140	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	id	樣本編號	continuous	numeric-6.0	1140	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	1140	0	-
3	v29	29.請問您的教育程度是?	discrete	numeric-2.0	1140	0	-
4	v30	30.請問您目前從事什麼工作?	discrete	numeric-2.0	1140	0	-
5	v31	31.請問您目前住在哪一個縣市?	discrete	numeric-2.0	1140	0	-
6	v32	32.請問您每個月總收入大約是多少?	discrete	numeric-2.0	1140	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
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	1140	0	-
8	v34	34.受訪者性別	discrete	numeric-1.0	1140	0	-

Group 新增變項

#	Name	Label	Type	Format	Valid	Invalid	Question
1	age	年齡	discrete	numeric-2.0	1140	0	-
2	edu	教育程度	discrete	numeric-2.0	1140	0	-
3	career	職業	discrete	numeric-2.0	1140	0	-
4	area	居住縣市	discrete	numeric-2.0	1140	0	-
5	income	個人月收入	discrete	numeric-2.0	1140	0	-
6	partyid	政黨傾向	discrete	numeric-2.0	1140	0	-
7	sex	性別	discrete	numeric-1.0	1140	0	-
8	n1	對政府整體服務品質表現的滿意度	discrete	numeric-2.0	1140	0	-
9	n22	對承辦服務人員專業知識的滿意度(表第3題)	discrete	numeric-2.0	1140	0	-
10	n23	對承辦服務人員服務態度的滿意度(表第4題)	discrete	numeric-2.0	1140	0	-
11	n24	對政府所提供服務效率的滿意度(表第5題)	discrete	numeric-2.0	1140	0	-
12	n25	接受或申請政府服務過程所受對待的公平程度(表第6題)	discrete	numeric-2.0	1140	0	-
13	n26	對所接受政府服務的整體滿意度(表第7題)	discrete	numeric-2.0	1140	0	-
14	n27	所接受政府服務及自己期待的符合程度(表第8題)	discrete	numeric-2.0	1140	0	-

Group 權數

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w16	加權權數	continuous	numeric-8.6	1140	0	-

Variables Description

Dataset contains 69 variable(s)

File : data98s1

id: 樣本編號

Information [Type= continuous] [Format=numeric] [Range= 250001-900007] [Missing=*]

Statistics [NW/ W] [Valid=1140 /-] [Invalid=0 /-] [Mean=279079.982 /-] [StdDev=32757.909 /-]

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	46	4.0%
2	還算滿意	678	59.5%
3	不太滿意	227	19.9%
4	非常不滿意	89	7.8%
98	無明確反應	100	8.8%

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.

v2: 感到不滿意的主要原因

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

Statistics [NW/ W] [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員素質及專業知識不足	3	0.3%
2	部份政策及措施太偏中國化	4	0.4%
3	公務人員行政效率不佳	39	3.4%
4	公務人員服務態度差	57	5.0%
5	貧富差距愈來愈大	2	0.2%
6	工務方面的品質及執行成效差	15	1.3%
7	經濟及失業問題嚴重	74	6.5%
8	警察維護治安的能力不佳	5	0.4%
9	環保清潔單位執行成效不佳	3	0.3%
10	警察取締交通違規措施失當	5	0.4%
11	政策擬定沒有按照程序	1	0.1%
12	勞工福利沒有確實維護	1	0.1%
13	有違反廉政及政風情事存在	2	0.2%
14	公務人員退休福利太優渥	1	0.1%
15	社會福利申請的門檻太高	8	0.7%
16	部分交通建設不足	2	0.2%
17	照顧弱勢的工作不足	4	0.4%
18	申請服務及業務的過程不便民	2	0.2%
98	無明確反應	88	7.7%
99	跳題不問	824	72.3%

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.

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	521	45.7%

File : data98s1

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?

Value	Label	Cases	Percentage
2	沒有	619	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.

v3_2: 03.請問您對「汽機車考照、行駕照換發」的服務滿不滿意?(表第2-7題)

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

Statistics [NW/ W] [Valid=521 /-] [Invalid=619 /-]

Value	Label	Cases	Percentage
1	滿意	458	87.9%
2	不滿意	49	9.4%
98	無明確反應	14	2.7%
Systemss		619	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	716	62.8%
2	沒有	424	37.2%

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.請問您對「繳稅或其他稅務業務」的服務滿不滿意?(表第2-4題)

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

Statistics [NW/ W] [Valid=716 /-] [Invalid=424 /-]

Value	Label	Cases	Percentage
1	滿意	584	81.6%
2	不滿意	86	12.0%
98	無明確反應	46	6.4%
Systemss		424	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	485	42.5%
2	沒有	655	57.5%

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.

v5_2: 05.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2-8題)

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

Statistics [NW/ W] [Valid=485 /-] [Invalid=655 /-]

Value	Label	Cases	Percentage
1	滿意	391	80.6%
2	不滿意	78	16.1%

File : data98s1

v5_2: 05.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2-8題)

Value	Label	Cases	Percentage
98	無明確反應	16	3.3%
Sysmiss		655	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	199	17.5%
2	沒有	941	82.5%

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.請問您對「尋求警察服務」的服務滿不滿意?(表第2-12題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=199 /-] [Invalid=941 /-]

Value	Label	Cases	Percentage
1	滿意	121	60.8%
2	不滿意	75	37.7%
98	無明確反應	3	1.5%
Sysmiss		941	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	61	5.4%
2	沒有	1079	94.6%

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.

v7_2: 07.請問您對「就業服務」的服務滿不滿意?(表第2-16題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=61 /-] [Invalid=1079 /-]

Value	Label	Cases	Percentage
1	滿意	40	65.6%
2	不滿意	21	34.4%
98	無明確反應	0	
Sysmiss		1079	

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?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	126	11.1%

File : data98s1

v8_1: 08.在過去一年內,請問您有沒有辦理護照申請、換護照?

Value	Label	Cases	Percentage
2	沒有	1014	88.9%

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.

v8_2: 08.請問您對「辦理護照申請、換護照」的服務滿不滿意?(表第2-15題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=126 /-] [Invalid=1014 /-]

Value	Label	Cases	Percentage
1	滿意	106	84.1%
2	不滿意	8	6.3%
98	無明確反應	12	9.5%
Systemss		1014	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	893	78.3%
2	沒有	247	21.7%

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.

v9_2: 09.請問您對「郵局」的服務滿不滿意?(表第2-1題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=893 /-] [Invalid=247 /-]

Value	Label	Cases	Percentage
1	滿意	733	82.1%
2	不滿意	140	15.7%
98	無明確反應	20	2.2%
Systemss		247	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	155	13.6%
2	沒有	985	86.4%

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.

v10_2: 10.請問您對「土地登記業務」的服務滿不滿意?(表第2-14題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=155 /-] [Invalid=985 /-]

Value	Label	Cases	Percentage
1	滿意	134	86.5%

File : data98s1

v10_2: 10.請問您對「土地登記業務」的服務滿不滿意?(表第2-14題)

Value	Label	Cases	Percentage
2	不滿意	20	12.9%
98	無明確反應	1	0.6%
Sysmiss		985	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	812	71.2%
2	沒有	328	28.8%

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.

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

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=812 /-] [Invalid=328 /-]

Value	Label	Cases	Percentage
1	滿意	703	86.6%
2	不滿意	82	10.1%
98	無明確反應	27	3.3%
Sysmiss		328	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	458	40.2%
2	沒有	682	59.8%

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.

v12_2: 12.請問您對「搭乘台鐵」的服務滿不滿意?(表第2-10題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=458 /-] [Invalid=682 /-]

Value	Label	Cases	Percentage
1	滿意	346	75.5%
2	不滿意	91	19.9%
98	無明確反應	21	4.6%
Sysmiss		682	

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捷運?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-]

File : data98s1

v13_1: 13.在過去一年內,請問您有沒有搭乘過捷運?

Value	Label	Cases	Percentage
1	有	656	57.5%
2	沒有	484	42.5%

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.

v13_2: 13.請問您對「搭乘捷運」的服務滿不滿意?(表第2-3題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=656 /-] [Invalid=484 /-]

Value	Label	Cases	Percentage
1	滿意	585	89.2%
2	不滿意	45	6.9%
98	無明確反應	26	4.0%
Sysmiss		484	

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,請問您有沒有辦理換發身分證、戶口登記或戶籍謄本申請?

Information [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	494	43.3%
2	沒有	646	56.7%

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.

v14_2: 14.請問您對「換發身分證、戶口登記或戶籍謄本申請」的服務滿不滿意?(表第2-9題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=494 /-] [Invalid=646 /-]

Value	Label	Cases	Percentage
1	滿意	455	92.1%
2	不滿意	33	6.7%
98	無明確反應	6	1.2%
Sysmiss		646	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	63	5.5%
2	沒有	1077	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.

v15_2: 15.請問您對消防人員(尋求消防服務)的服務滿不滿意?(表第2-17題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=63 /-] [Invalid=1077 /-]

Value	Label	Cases	Percentage
1	滿意	55	87.3%

File : data98s1

v15_2: 15.請問您對消防人員(尋求消防服務)的服務滿不滿意?(表第2-17題)

Value	Label	Cases	Percentage
2	不滿意	8	12.7%
98	無明確反應	0	
Sysmiss		1077	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	158	13.9%
2	沒有	982	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.

v16_2: 16.請問您對「申請或接受社會福利」的服務滿不滿意?(表第2-13題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=158 /-] [Invalid=982 /-]

Value	Label	Cases	Percentage
1	滿意	110	69.6%
2	不滿意	41	25.9%
98	無明確反應	7	4.4%
Sysmiss		982	

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,請問您有沒有辦理簽證、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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	48	4.2%
2	沒有	1092	95.8%

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.

v17_2: 17.請問您對「辦理簽證、居留證、工作證或國籍歸化等業務」的服務滿不滿意?(表第2-18題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=48 /-] [Invalid=1092 /-]

Value	Label	Cases	Percentage
1	滿意	35	72.9%
2	不滿意	8	16.7%
98	無明確反應	5	10.4%
Sysmiss		1092	

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=1140 /-] [Invalid=0 /-]

File : data98s1

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?

Value	Label	Cases	Percentage
1	有	196	17.2%
2	沒有	944	82.8%

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.

v18_2: 18.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2-11題)

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

Statistics [NW/ W] [Valid=196 /-] [Invalid=944 /-]

Value	Label	Cases	Percentage
1	滿意	167	85.2%
2	不滿意	23	11.7%
98	無明確反應	6	3.1%
Sysmiss		944	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	531	46.6%
2	沒有	609	53.4%

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.

v19_2: 19.請問您對「使用公立藝文機構」的服務滿不滿意?(表第2-6題)

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

Statistics [NW/ W] [Valid=531 /-] [Invalid=609 /-]

Value	Label	Cases	Percentage
1	滿意	464	87.4%
2	不滿意	56	10.5%
98	無明確反應	11	2.1%
Sysmiss		609	

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	535	46.9%
2	沒有	605	53.1%

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.

v20_2: 20.請問您對「使用公立遊憩設施」的服務滿不滿意?(表第2-5題)

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

Statistics [NW/ W] [Valid=535 /-] [Invalid=605 /-]

Value	Label	Cases	Percentage
1	滿意	432	80.7%

File : data98s1

v20_2: 20.請問您對「使用公立遊憩設施」的服務滿不滿意?(表第2-5題)

Value	Label	Cases	Percentage
2	不滿意	76	14.2%
98	無明確反應	27	5.0%
Systemss		605	

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_1: 21.在過去一年內,請問您有沒有打過113婦幼保護專線的電話?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	10	0.9%
2	沒有	1130	99.1%

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.

v21_2: 21.請問您對「113 婦幼保護專線」的服務滿不滿意?(表第2-19題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=10 /-] [Invalid=1130 /-]

Value	Label	Cases	Percentage
1	滿意	5	50.0%
2	不滿意	5	50.0%
98	無明確反應	0	
Systemss		1130	

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3題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	79	6.9%
2	還算滿意	750	65.8%
3	不太滿意	122	10.7%
4	非常不滿意	34	3.0%
98	無明確反應	155	13.6%

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.

v23: 23.對於承辦服務人員的服務態度,請問您滿不滿意?(表第4題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	109	9.6%
2	還算滿意	775	68.0%
3	不太滿意	133	11.7%
4	非常不滿意	34	3.0%
98	無明確反應	89	7.8%

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 : data98s1

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5題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	55	4.8%
2	還算滿意	723	63.4%
3	不太滿意	193	16.9%
4	非常不滿意	60	5.3%
98	無明確反應	109	9.6%

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.

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6題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常公平	95	8.3%
2	還算公平	721	63.2%
3	不太公平	126	11.1%
4	非常不公平	56	4.9%
98	無明確反應	142	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.

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7題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	76	6.7%
2	還算滿意	814	71.4%
3	不太滿意	137	12.0%
4	非常不滿意	38	3.3%
98	無明確反應	75	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.

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8題)

Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常符合	57	5.0%
2	還算符合	668	58.6%
3	不太符合	234	20.5%
4	完全不符合	49	4.3%
98	無明確反應	132	11.6%

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.

v28: 28.請問您今年大約幾歲?(大約是在那一個年齡層)?

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

File : data98s1

v28: 28.請問您今年大約幾歲?(大約是在那一個年齡層)?

Statistics [NW/ W] [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	18-19歲	13	1.1%
2	20-29歲	119	10.4%
3	30-39歲	207	18.2%
4	40-49歲	288	25.3%
5	50-59歲	286	25.1%
6	60歲及以上	225	19.7%
98	未回答	2	0.2%

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.

v29: 29.請問您的教育程度是?

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

Statistics [NW/ W] [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	175	15.4%
2	國、初中	131	11.5%
3	高中、職	364	31.9%
4	專科	175	15.4%
5	大學	237	20.8%
6	研究所及以上	53	4.6%
98	未回答	5	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.

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	44	3.9%
2	軍人	5	0.4%
3	中小學教師	24	2.1%
4	高中教師、大專院校教授	6	0.5%
5	受僱於國營事業	22	1.9%
6	民營、工商機構主管	56	4.9%
7	民營、工商機構普通職員	159	13.9%
8	勞動工人、工頭、領班	140	12.3%
9	自由業【含律師、醫師、會計師】	14	1.2%
10	文化工作者	7	0.6%
11	研究人員	1	0.1%
12	僱主/企業家	8	0.7%
13	自營商【含獨資公司】	104	9.1%
14	運輸業【包括計程車司機】	9	0.8%
15	工程師、專業技師	33	2.9%
16	農林漁牧鹽礦業從業人員	53	4.6%
17	學生	30	2.6%

File : data98s1

v30: 30, 請問您目前從事什麼工作?

Value	Label	Cases	Percentage
18	退休/無業/待業	207	18.2%
19	家管/家庭主婦	215	18.9%
20	其他	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.

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	115	10.1%
2	高雄市	64	5.6%
3	基隆市	18	1.6%
4	新竹市	24	2.1%
5	台中市	25	2.2%
6	嘉義市	8	0.7%
7	台南市	38	3.3%
8	台北縣	195	17.1%
9	宜蘭縣	27	2.4%
10	桃園縣	103	9.0%
11	新竹縣	18	1.6%
12	苗栗縣	38	3.3%
13	台中縣	91	8.0%
14	彰化縣	79	6.9%
15	南投縣	25	2.2%
16	雲林縣	39	3.4%
17	嘉義縣	30	2.6%
18	台南縣	67	5.9%
19	高雄縣	61	5.4%
20	屏東縣	38	3.3%
21	台東縣	8	0.7%
22	花蓮縣	19	1.7%
23	澎湖縣	6	0.5%
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.

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	15,000元以下	322	28.2%
2	15,001-30,000元	285	25.0%
3	30,001-45,000元	190	16.7%
4	45,001-60,000元	119	10.4%
5	60,001-80,000元	67	5.9%
6	80,001-100,000元	24	2.1%
7	100,001元以上	37	3.2%
96	很難說、不知道	50	4.4%
98	未回答	46	4.0%

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.

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=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	國民黨	399	35.0%
2	民進黨	123	10.8%
3	親民黨	10	0.9%
4	新黨	5	0.4%
5	無黨團結聯盟	2	0.2%
6	台灣團結聯盟	5	0.4%
7	不傾向任何政黨	475	41.7%
98	無明確反應	121	10.6%

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.

v34: 34.受訪者性別

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

Statistics [NW/ W] [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男性	581	51.0%
2	女性	559	49.0%

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.

age: 年齡

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

Statistics [NW/ W] [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	18-19歲	13	1.1%
2	20-29歲	119	10.4%
3	30-39歲	207	18.2%
4	40-49歲	288	25.3%
5	50-59歲	286	25.1%
6	60歲及以上	225	19.7%
98	未回答	2	0.2%

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.

edu: 教育程度

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

Statistics [NW/ W] [Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學以下	175	15.4%
2	國、初中	131	11.5%
3	高中、職	364	31.9%
4	專科	175	15.4%
5	大學以上	290	25.4%
98	未回答	5	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.

career: 職業

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

# career: 職業			
Statistics [NW/ W]		[Valid=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	軍公教	101	8.9%
2	白領	215	18.9%
3	勞動者	202	17.7%
4	自由業及專技人員	55	4.8%
5	企業家及雇主	112	9.8%
6	退休無業	207	18.2%
7	家管及學生	245	21.5%
8	其他及拒答	3	0.3%
<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=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	北北基	328	28.8%
2	桃竹苗	183	16.1%
3	中彰投	220	19.3%
4	雲嘉南	182	16.0%
5	高屏澎	169	14.8%
6	宜花東	54	4.7%
98	未回答	4	0.4%
<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>			
# income: 個人月收入			
Information		[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]	
Statistics [NW/ W]		[Valid=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	15,000元以下	322	28.2%
2	15,001-30,000元	285	25.0%
3	30,001-45,000元	190	16.7%
4	45,001-60,000元	119	10.4%
5	60,001-80,000元	67	5.9%
6	80,001-100,000元	24	2.1%
7	100,001元以上	37	3.2%
8	很難說、未回答	96	8.4%
<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>			
# partyid: 政黨傾向			
Information		[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]	
Statistics [NW/ W]		[Valid=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	泛藍	416	36.5%
2	不偏	596	52.3%
3	泛綠	128	11.2%
<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=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	男性	581	51.0%
2	女性	559	49.0%
<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>			
# 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=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	滿意	724	63.5%
2	不滿意	316	27.7%
98	無明確反應	100	8.8%
<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>			
# n22: 對承辦服務人員專業知識的滿意度(表第3題)			
Information		[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]	
Statistics [NW/ W]		[Valid=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	滿意	829	72.7%
2	不滿意	156	13.7%
98	無明確反應	155	13.6%
<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>			
# n23: 對承辦服務人員服務態度的滿意度(表第4題)			
Information		[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]	
Statistics [NW/ W]		[Valid=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	滿意	884	77.5%
2	不滿意	167	14.6%
98	無明確反應	89	7.8%
<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>			
# n24: 對政府所提供服務效率的滿意度(表第5題)			
Information		[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]	
Statistics [NW/ W]		[Valid=1140 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	滿意	778	68.2%
2	不滿意	253	22.2%
98	無明確反應	109	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>			
# n25: 接受或申請政府服務過程所受對待的公平程度(表第6題)			
Information		[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]	
Statistics [NW/ W]		[Valid=1140 /-] [Invalid=0 /-]	

n25: 接受或申請政府服務過程所受對待的公平程度(表第6題)

Value	Label	Cases	Percentage
1	公平	816	71.6%
2	不公平	182	16.0%
98	無明確反應	142	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.

n26: 對所接受政府服務的整體滿意度(表第7題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	890	78.1%
2	不滿意	175	15.4%
98	無明確反應	75	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.

n27: 所接受政府服務及自己期待的符合程度(表第8題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	符合	725	63.6%
2	不符合	283	24.8%
98	無明確反應	132	11.6%

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.

w16: 加權權數

Information	[Type= continuous] [Format=numeric] [Range= 0.27967009720567-5.83476025049844] [Missing=*]
Statistics [NW/ W]	[Valid=1140 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.585 /-]