

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

94年民眾對公務人員服務品質滿意度調查：第二次調查

Study Documentation

February 13, 2018

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94年民眾對公務人員服務品質滿意度調查：第二次調查

Overview	
Type	民眾對政府服務品質滿意度的看法
Identification	AE140008
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。 94年第二次調查於民國94年9月27日至28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1139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)	2005
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 2005-09-27 end 2005-09-28
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)

data94s2	
# Cases	1139
# Variable(s)	44

Variables Group(s)

Dataset contains 5 group(s)

Group 縣市							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	v1	1.這個電話是由電腦抽出的,請問您目前住在哪一個縣市?	discrete	numeric-2.0	1139	0	-

Group 對公務人員服務品質的看法							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	v2	2.請問您對戶政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1139	0	-
2	v3	3.請問您對地政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1139	0	-
3	v4	4.請問您對衛生所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1139	0	-
4	v5	5.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	1139	0	-
5	v6	6.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	1139	0	-
6	v7	7.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	1139	0	-
7	v8	8.請問您對交通警察的服務品質滿不滿意?	discrete	numeric-1.0	1139	0	-
8	v9	9.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	1139	0	-
9	v10	10.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	1139	0	-
10	v11	11.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	1139	0	-
11	v12	12.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	1139	0	-
12	v13	13.請問您對稅務工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1139	0	-
13	v14	14.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	1139	0	-
14	v15	15.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	1139	0	-
15	v16	16.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	1139	0	-
16	v17	17.請問您對台灣省自來水公司(或台北自來水事業	discrete	numeric-1.0	1139	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
		處)工作人員的服務品質滿不滿意?					
17	v18	18.一般而言,請問您對於公務人員的電話禮貌滿不滿意?	discrete	numeric-1.0	1139	0	-
18	v19	19.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	1139	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	v20	20.請問您今年大約幾歲?	discrete	numeric-1.0	1139	0	-
2	v21	21.請問您的教育程度是?	discrete	numeric-1.0	1139	0	-
3	v22	22.請問您目前從事什麼工作?	discrete	numeric-2.0	1139	0	-
4	v23	23.受訪者性別	discrete	numeric-1.0	1139	0	-

Group 權數

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	加權權數	continuous	numeric-8.6	1139	0	-

Group 新增變項

#	Name	Label	Type	Format	Valid	Invalid	Question
1	area	居住地	discrete	numeric-1.0	1139	0	-
2	job	職業	discrete	numeric-1.0	1139	0	-
3	a2	2.請問您對戶政工作人員的服務品質滿不滿意?(去除「無明確反應」者)	discrete	numeric-1.0	768	371	-
4	a3	3.請問您對地政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	424	715	-
5	a4	4.請問您對衛生所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	558	581	-
6	a5	5.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	697	442	-
7	a6	6.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	187	952	-
8	a7	7.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	986	153	-
9	a8	8.請問您對交通警察的服務品質滿不滿意?	discrete	numeric-1.0	826	313	-
10	a9	9.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	829	310	-
11	a10	10.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	669	470	-

#	Name	Label	Type	Format	Valid	Invalid	Question
12	a11	11.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	1001	138	-
13	a12	12.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	700	439	-
14	a13	13.請問您對稅務工作人員的服務品質滿不滿意?	discrete	numeric-1.0	607	532	-
15	a14	14.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	664	475	-
16	a15	15.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	528	611	-
17	a16	16.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	743	396	-
18	a17	17.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	669	470	-
19	a18	18.一般而言,請問您對於公務人員的電話禮貌滿不滿意?	discrete	numeric-1.0	895	244	-
20	a19	19.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	990	149	-

Variables Description

Dataset contains 44 variable(s)

File : data94s2

v1: 1.這個電話是由電腦抽出的,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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	142	12.5%
2	高雄市	84	7.4%
3	基隆市	21	1.8%
4	新竹市	22	1.9%
5	台中市	54	4.7%
6	嘉義市	13	1.1%
7	台南市	44	3.9%
8	台北縣	162	14.2%
9	宜蘭縣	24	2.1%
10	桃園縣	87	7.6%
11	新竹縣	23	2.0%
12	苗栗縣	28	2.5%
13	台中縣	71	6.2%
14	彰化縣	61	5.4%
15	南投縣	28	2.5%
16	雲林縣	35	3.1%
17	嘉義縣	33	2.9%
18	台南縣	53	4.7%
19	高雄縣	60	5.3%
20	屏東縣	42	3.7%
21	台東縣	15	1.3%
22	花蓮縣	20	1.8%
23	澎湖縣	6	0.5%
24	未回答	11	1.0%

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.

v2: 2.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	694	60.9%
2	不滿意	74	6.5%
3	不知道、很難說、沒意見、未回答	371	32.6%

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.

v3: 3.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	355	31.2%
2	不滿意	69	6.1%

File : data94s2

v3: 3.請問您對地政工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
3	不知道、很難說、沒意見、未回答	715	62.8%

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.

v4: 4.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	503	44.2%
2	不滿意	55	4.8%
3	不知道、很難說、沒意見、未回答	581	51.0%

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.

v5: 5.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	585	51.4%
2	不滿意	112	9.8%
3	不知道、很難說、沒意見、未回答	442	38.8%

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.

v6: 6.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	104	9.1%
2	不滿意	83	7.3%
3	不知道、很難說、沒意見、未回答	952	83.6%

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: 7.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=*]
Statistics [NW/ W]	[Valid=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	806	70.8%
2	不滿意	180	15.8%
3	不知道、很難說、沒意見、未回答	153	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.

v8: 8.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	540	47.4%
2	不滿意	286	25.1%

File : data94s2

v8: 8.請問您對交通警察的服務品質滿不滿意?

Value	Label	Cases	Percentage
3	不知道、很難說、沒意見、未回答	313	27.5%

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.

v9: 9.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	559	49.1%
2	不滿意	270	23.7%
3	不知道、很難說、沒意見、未回答	310	27.2%

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

v10: 10.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	521	45.7%
2	不滿意	148	13.0%
3	不知道、很難說、沒意見、未回答	470	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.

v11: 11.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	840	73.7%
2	不滿意	161	14.1%
3	不知道、很難說、沒意見、未回答	138	12.1%

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.

v12: 12.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	524	46.0%
2	不滿意	176	15.5%
3	不知道、很難說、沒意見、未回答	439	38.5%

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: 13.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	451	39.6%
2	不滿意	156	13.7%

File : data94s2

v13: 13.請問您對稅務工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
3	不知道、很難說、沒意見、未回答	532	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.

v14: 14.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	486	42.7%
2	不滿意	178	15.6%
3	不知道、很難說、沒意見、未回答	475	41.7%

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.

v15: 15.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	386	33.9%
2	不滿意	142	12.5%
3	不知道、很難說、沒意見、未回答	611	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.

v16: 16.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	654	57.4%
2	不滿意	89	7.8%
3	不知道、很難說、沒意見、未回答	396	34.8%

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: 17.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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	554	48.6%
2	不滿意	115	10.1%
3	不知道、很難說、沒意見、未回答	470	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.

v18: 18.一般而言,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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	755	66.3%
2	不滿意	140	12.3%

File : data94s2

v18: 18. 一般而言, 請問您對於公務人員的電話禮貌滿不滿意?

Value	Label	Cases	Percentage
3	不知道、很難說、沒意見、未回答	244	21.4%

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: 19. 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=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	791	69.4%
2	不滿意	199	17.5%
3	不知道、很難說、沒意見、未回答	149	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.

v20: 20. 請問您今年大約幾歲?

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	20-29歲	130	11.4%
2	30-39歲	204	17.9%
3	40-49歲	277	24.3%
4	50-59歲	245	21.5%
5	60歲及以上	270	23.7%
6	未回答	13	1.1%

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: 21. 請問您的教育程度是?

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	263	23.1%
2	初中、國中	139	12.2%
3	高中、高職	355	31.2%
4	專科	158	13.9%
5	大學及研究所及以上	203	17.8%
6	未回答	21	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.

v22: 22. 請問您目前從事什麼工作?

Information	[Type= discrete] [Format=numeric] [Range= 1-21] [Missing=*]
Statistics [NW/ W]	[Valid=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	39	3.4%
2	軍人	1	0.1%
3	中小學教師	25	2.2%
4	高中教師、大專院校教授	9	0.8%
5	受僱於國營事業	8	0.7%

File : data94s2

v22: 22.請問您目前從事什麼工作?

Value	Label	Cases	Percentage
6	民營、工商機構主管	43	3.8%
7	民營、工商機構普通職員	184	16.2%
8	勞動工人、工頭、領班	133	11.7%
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	2	0.2%
12	雇主/企業家	11	1.0%
13	自營商(含獨資公司)	78	6.8%
14	運輸業(包括計程車司機)	14	1.2%
15	工程師、專業技師	10	0.9%
16	農林漁牧鹽礦業從業人員	53	4.7%
17	學生	21	1.8%
18	退休/無業/待業	204	17.9%
19	家管/家庭主婦	276	24.2%
20	其他	2	0.2%
21	未回答	15	1.3%

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.

v23: 23.受訪者性別

Value	Label	Cases	Percentage
1	男	474	41.6%
2	女	665	58.4%

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.

w: 加權權數

Information	[Type= continuous] [Format=numeric] [Range= 0.602492-2.432007] [Missing=*]
Statistics [NW/ W]	[Valid=1139 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.462 /-]

area: 居住地

Value	Label	Cases	Percentage
1	北北基	325	28.5%
2	桃竹苗	160	14.0%
3	中彰投	214	18.8%
4	雲嘉南	178	15.6%
5	高屏澎	192	16.9%
6	宜花東	59	5.2%
7	未回答	11	1.0%

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.

job: 職業

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
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File : data94s2

job: 職業

Statistics [NW/ W] [Valid=1139 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	軍公教	82	7.2%
2	白領	227	19.9%
3	勞動者	200	17.6%
4	自由業及專技人員	23	2.0%
5	企業家及雇主	89	7.8%
6	退休無業	204	17.9%
7	家管及學生	297	26.1%
8	未回答	17	1.5%

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.

a2: 2.請問您對戶政工作人員的服務品質滿不滿意?(去除「無明確反應」者)

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

Statistics [NW/ W] [Valid=768 /-] [Invalid=371 /-]

Value	Label	Cases	Percentage
1	滿意	694	90.4%
2	不滿意	74	9.6%
Sysmiss		371	

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

a3: 3.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= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=424 /-] [Invalid=715 /-]

Value	Label	Cases	Percentage
1	滿意	355	83.7%
2	不滿意	69	16.3%
Sysmiss		715	

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

a4: 4.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= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=558 /-] [Invalid=581 /-]

Value	Label	Cases	Percentage
1	滿意	503	90.1%
2	不滿意	55	9.9%
Sysmiss		581	

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

a5: 5.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= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=697 /-] [Invalid=442 /-]

Value	Label	Cases	Percentage
1	滿意	585	83.9%
2	不滿意	112	16.1%

File : data94s2

a5: 5.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	442	55.6%
2	不滿意		44.4%
System			

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

a6: 6.請問您對建築管理單位工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	104	55.6%
2	不滿意	83	44.4%
System		952	

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

a7: 7.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?

Value	Label	Cases	Percentage
1	滿意	806	81.7%
2	不滿意	180	18.3%
System		153	

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

a8: 8.請問您對交通警察的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	540	65.4%
2	不滿意	286	34.6%
System		313	

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

a9: 9.請問您對警察單位工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	559	67.4%
2	不滿意	270	32.6%
System		310	

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

a10: 10.請問您對監理處(所)工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	521	77.9%
2	不滿意	148	22.1%

File : data94s2

a10: 10.請問您對監理處(所)工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
Sysmiss		470	

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

a11: 11.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?

Value	Label	Cases	Percentage
1	滿意	840	83.9%
2	不滿意	161	16.1%
Sysmiss		138	

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

a12: 12.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	524	74.9%
2	不滿意	176	25.1%
Sysmiss		439	

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

a13: 13.請問您對稅務工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	451	74.3%
2	不滿意	156	25.7%
Sysmiss		532	

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

a14: 14.請問您對公立醫院醫護人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	486	73.2%
2	不滿意	178	26.8%
Sysmiss		475	

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

a15: 15.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	386	73.1%
2	不滿意	142	26.9%

File : data94s2

a15: 15.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
Sysmiss		611	

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

a16: 16.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= 1-2] [Missing=*]		
Statistics [NW/ W]	[Valid=743 /-] [Invalid=396 /-]		
Value	Label	Cases	Percentage
1	滿意	654	88.0%
2	不滿意	89	12.0%
Sysmiss		396	

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

a17: 17.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= 1-2] [Missing=*]		
Statistics [NW/ W]	[Valid=669 /-] [Invalid=470 /-]		
Value	Label	Cases	Percentage
1	滿意	554	82.8%
2	不滿意	115	17.2%
Sysmiss		470	

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

a18: 18.一般而言,請問您對於公務人員的電話禮貌滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]		
Statistics [NW/ W]	[Valid=895 /-] [Invalid=244 /-]		
Value	Label	Cases	Percentage
1	滿意	755	84.4%
2	不滿意	140	15.6%
Sysmiss		244	

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

a19: 19.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= 1-2] [Missing=*]		
Statistics [NW/ W]	[Valid=990 /-] [Invalid=149 /-]		
Value	Label	Cases	Percentage
1	滿意	791	79.9%
2	不滿意	199	20.1%
Sysmiss		149	

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