

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：第二次調查**

**Study Documentation**

August 22, 2019

# Metadata Production

<b>Metadata Producer(s)</b>	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
<b>Production Date</b>	August 14, 2019
<b>Version</b>	2.0版, 參考IHSN Nesstar Template修改
<b>Identification</b>	AE140022

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## 102年民眾對政府服務品質滿意度的看法：第二次調查

### Overview

<b>Type</b>	民眾對政府服務品質滿意度的看法
<b>Identification</b>	AE140022
<b>Version</b>	Production Date: 2019-08-30
<b>Abstract</b>	<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9月23日至25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1086個樣本，在95%信心水準下，抽樣誤差為正負2.97%。</p>
<b>Kind of Data</b>	抽查
<b>Unit of Analysis</b>	個人

### Scope & Coverage

<b>Time Period(s)</b>	2013
<b>Countries</b>	台灣 (Taiwan, ROC)
<b>Geographic Coverage</b>	台灣地區
<b>Universe</b>	台灣地區18歲以上民眾

### Producers & Sponsors

<b>Primary Investigator(s)</b>	行政院研究發展考核委員會
<b>Other Producer(s)</b>	行政院研究發展考核委員會
<b>Funding Agency/ies</b>	行政院研究發展考核委員會

### Data Collection

<b>Data Collection Dates</b>	start 2013-09-23 end 2013-09-25
<b>Data Collection Mode</b>	電話訪問

### Data Processing & Appraisal

<b>Data Editing</b>	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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<b>Accessibility</b>	
<b>Contact(s)</b>	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), <a href="https://srda.sinica.edu.tw">https://srda.sinica.edu.tw</a> , <a href="mailto:srda@gate.sinica.edu.tw">srda@gate.sinica.edu.tw</a>
<b>Distributor(s)</b>	學術調查研究資料庫(Survey Research Data Archive)
<b>Depositor(s)</b>	行政院研究發展考核委員會
<b><u>Access Conditions</u></b> 標準版(一般會員、院內會員申請下載)	

# Files Description

Dataset contains 1 file(s)

<b>data102s2</b>	
<b># Cases</b>	1086
<b># Variable(s)</b>	53

# 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	v1	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	1086	0	-
2	v2	01-1.請問您對這項服務滿不滿意?(表第1-9題)	discrete	numeric-2.0	322	764	-
3	v3	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	1086	0	-
4	v4	02-1.請問您對這項服務滿不滿意?(表第1-1題)	discrete	numeric-2.0	589	497	-
5	v5	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	1086	0	-
6	v6	03-1.請問您對這項服務滿不滿意?(表第1-7題)	discrete	numeric-2.0	432	654	-
7	v7	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	1086	0	-
8	v8	04-1.請問您對這項服務滿不滿意?(表第1-15題)	discrete	numeric-2.0	72	1014	-
9	v9	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	1086	0	-
10	v10	05-1.請問您對這項服務滿不滿意?(表第1-18題)	discrete	numeric-2.0	62	1024	-
11	v11	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	1086	0	-
12	v12	06-1.請問您對這項服務滿不滿意?(表第1-19題)	discrete	numeric-2.0	25	1061	-
13	v13	07.在過去一年內，請問您有沒有辦理過護照？	discrete	numeric-2.0	1086	0	-
14	v14	07-1.請問您對這項服務滿不滿意?(表第1-12題)	discrete	numeric-2.0	149	937	-
15	v15	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	1086	0	-
16	v16	08-1.請問您對這項服務滿不滿意?(表第1-16題)	discrete	numeric-2.0	75	1011	-
17	v17	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	1086	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
18	v18	09-1.請問您對這項服務滿不滿意?(表第1-14題)	discrete	numeric-2.0	133	953	-
19	v19	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	1086	0	-
20	v20	10-1.請問您對這項服務滿不滿意?(表第1-2題)	discrete	numeric-2.0	529	557	-
21	v21	11.在過去一年內, 請問您有沒有搭乘過台鐵?	discrete	numeric-2.0	1086	0	-
22	v22	11-1.請問您對這項服務滿不滿意?(表第1-3題)	discrete	numeric-2.0	452	634	-
23	v23	12.在過去一年內, 請問您有沒有搭乘過高鐵?	discrete	numeric-2.0	1086	0	-
24	v24	12-1.請問您對這項服務滿不滿意?(表第1-5題)	discrete	numeric-2.0	441	645	-
25	v25	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	1086	0	-
26	v26	13-1.請問您對這項服務滿不滿意?(表第1-10題)	discrete	numeric-2.0	297	789	-
27	v27	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	1086	0	-
28	v28	14-1.請問您對這項服務滿不滿意?(表第1-8題)	discrete	numeric-2.0	363	723	-
29	v29	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	1086	0	-
30	v30	15-1.請問您對這項服務滿不滿意?(表第1-17題)	discrete	numeric-2.0	69	1017	-
31	v31	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	1086	0	-
32	v32	16-1.請問您對這項服務滿不滿意?(表第1-11題)	discrete	numeric-2.0	166	920	-
33	v33	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	1086	0	-
34	v34	17-1.請問您對這項服務滿不滿意?(表第1-13題)	discrete	numeric-2.0	129	957	-
35	v35	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	1086	0	-
36	v36	18-1.請問您對這項服務滿不滿意?(表第1-4題)	discrete	numeric-2.0	433	653	-
37	v37	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	1086	0	-



#	Name	Label	Type	Format	Valid	Invalid	Question
38	v38	19-1.請問您對這項服務滿不滿意?(表第1-6題)	discrete	numeric-2.0	426	660	-
39	v39	20.對於承辦服務人員的專業知識, 請問您滿不滿意?(表第2-1題)	discrete	numeric-2.0	1086	0	-
40	v40	21.對於承辦服務人員的服務態度, 請問您滿不滿意?(表第2-2題)	discrete	numeric-2.0	1086	0	-
41	v41	22.對於政府單位所提供的服務效率, 請問您滿不滿意?(表第2-3題)	discrete	numeric-2.0	1086	0	-
42	v42	23.在您接受或申請政府單位的服務過程中, 請問您覺得有沒有獲得公平的對待?(表第2-4題)	discrete	numeric-2.0	1086	0	-
43	v43	24.整體而言, 對於您所接受政府單位的服務, 請問您感到滿不滿意?(表第2-5題)	discrete	numeric-2.0	1086	0	-
44	v44	25.整體而言, 對於您所接受政府單位的服務, 請問有沒有符合您的期待?(表第2-6題)	discrete	numeric-2.0	1086	0	-

**Group 基本資料**

#	Name	Label	Type	Format	Valid	Invalid	Question
1	rec_no	樣本編號	continuous	numeric-8.0	1086	0	-
2	v45	26.請問您今年大約幾歲?	discrete	numeric-2.0	1086	0	-
3	v46	27.請問您的教育程度是?	discrete	numeric-2.0	1086	0	-
4	v47	28.請問您目前從事什麼工作?	discrete	numeric-2.0	1086	0	-
5	v48	29.請問您目前住在哪一個縣市?	discrete	numeric-2.0	1086	0	-
6	v49	30.請問您每個月總收入大約是多少?	discrete	numeric-2.0	1086	0	-
7	v50	31.國內有好幾個常聽到的政黨, 國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張, 跟您比較接近?	discrete	numeric-2.0	1086	0	-
8	v51	32.受訪者的性別?	discrete	numeric-2.0	1086	0	-

**Group 權數**

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	權值	continuous	numeric-8.2	1086	0	-

# Variables Description

Dataset contains 53 variable(s)

**File : data102s2**

# rec\_no: 樣本編號

**Information** [Type= continuous] [Format=numeric] [Range= 4-5051] [Missing=\*]**Statistics [NW/ W]** [Valid=1086 /-] [Invalid=0 /-] [Mean=1916.133 /-] [StdDev=1230.305 /-]

# v1: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	322	29.7%
2	沒有	764	70.3%

*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.*

# v2: 01-1.請問您對這項服務滿不滿意?(表第1-9題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=322 /-] [Invalid=764 /-]

Value	Label	Cases	Percentage
1	非常滿意	65	20.2%
2	還算滿意	197	61.2%
3	不太滿意	18	5.6%
4	非常不滿意	13	4.0%
98	不知道、很難說、沒意見、未回答	29	9.0%
Sysmiss		764	

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	589	54.2%
2	沒有	497	45.8%

*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: 02-1.請問您對這項服務滿不滿意?(表第1-1題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=589 /-] [Invalid=497 /-]

Value	Label	Cases	Percentage
1	非常滿意	107	18.2%
2	還算滿意	342	58.1%
3	不太滿意	42	7.1%
4	非常不滿意	28	4.8%
98	不知道、很難說、沒意見、未回答	70	11.9%
Sysmiss		497	

*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: 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=1086 /-] [Invalid=0 /-]

**File : data102s2**

# v5: 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	432	39.8%
2	沒有	654	60.2%

*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.*

# v6: 03-1.請問您對這項服務滿不滿意?(表第1-7題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=432 /-] [Invalid=654 /-]

Value	Label	Cases	Percentage
1	非常滿意	84	19.4%
2	還算滿意	254	58.8%
3	不太滿意	54	12.5%
4	非常不滿意	10	2.3%
98	不知道、很難說、沒意見、未回答	30	6.9%
Sysmiss		654	

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	72	6.6%
2	沒有	1014	93.4%

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

# v8: 04-1.請問您對這項服務滿不滿意?(表第1-15題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=72 /-] [Invalid=1014 /-]

Value	Label	Cases	Percentage
1	非常滿意	24	33.3%
2	還算滿意	27	37.5%
3	不太滿意	11	15.3%
4	非常不滿意	6	8.3%
98	不知道、很難說、沒意見、未回答	4	5.6%
Sysmiss		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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	62	5.7%
2	沒有	1024	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 : data102s2**

# v10: 05-1.請問您對這項服務滿不滿意?(表第1-18題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=62 /-] [Invalid=1024 /-]

Value	Label	Cases	Percentage
1	非常滿意	15	24.2%
2	還算滿意	28	45.2%
3	不太滿意	8	12.9%
4	非常不滿意	8	12.9%
98	不知道、很難說、沒意見、未回答	3	4.8%
Sysmiss		1024	

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	25	2.3%
2	沒有	1061	97.7%

*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.*

# v12: 06-1.請問您對這項服務滿不滿意?(表第1-19題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=25 /-] [Invalid=1061 /-]

Value	Label	Cases	Percentage
1	非常滿意	6	24.0%
2	還算滿意	10	40.0%
3	不太滿意	4	16.0%
4	非常不滿意	4	16.0%
98	不知道、很難說、沒意見、未回答	1	4.0%
Sysmiss		1061	

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	149	13.7%
2	沒有	937	86.3%

*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.*

# v14: 07-1.請問您對這項服務滿不滿意?(表第1-12題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=149 /-] [Invalid=937 /-]

Value	Label	Cases	Percentage
1	非常滿意	34	22.8%
2	還算滿意	66	44.3%

**File : data102s2**

# v14: 07-1.請問您對這項服務滿不滿意?(表第1-12題)

Value	Label	Cases	Percentage
3	不太滿意	16	10.7%
4	非常不滿意	5	3.4%
98	不知道、很難說、沒意見、未回答	28	18.8%
System		937	

*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: 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?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	75	6.9%
2	沒有	1011	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.*

# v16: 08-1.請問您對這項服務滿不滿意?(表第1-16題)

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=75 /-] [Invalid=1011 /-]

Value	Label	Cases	Percentage
1	非常滿意	19	25.3%
2	還算滿意	27	36.0%
3	不太滿意	15	20.0%
4	非常不滿意	12	16.0%
98	不知道、很難說、沒意見、未回答	2	2.7%
System		1011	

*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: 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?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	133	12.2%
2	沒有	953	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.*

# v18: 09-1.請問您對這項服務滿不滿意?(表第1-14題)

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=133 /-] [Invalid=953 /-]

Value	Label	Cases	Percentage
1	非常滿意	33	24.8%
2	還算滿意	71	53.4%
3	不太滿意	13	9.8%
4	非常不滿意	9	6.8%
98	不知道、很難說、沒意見、未回答	7	5.3%
System		953	

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# v18: 09-1.請問您對這項服務滿不滿意?(表第1-14題)

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	529	48.7%
2	沒有	557	51.3%

*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.*

# v20: 10-1.請問您對這項服務滿不滿意?(表第1-2題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=529 /-] [Invalid=557 /-]

Value	Label	Cases	Percentage
1	非常滿意	154	29.1%
2	還算滿意	287	54.3%
3	不太滿意	46	8.7%
4	非常不滿意	14	2.6%
98	不知道、很難說、沒意見、未回答	28	5.3%
Sysmiss		557	

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	452	41.6%
2	沒有	634	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.*

# v22: 11-1.請問您對這項服務滿不滿意?(表第1-3題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=452 /-] [Invalid=634 /-]

Value	Label	Cases	Percentage
1	非常滿意	55	12.2%
2	還算滿意	262	58.0%
3	不太滿意	74	16.4%
4	非常不滿意	17	3.8%
98	不知道、很難說、沒意見、未回答	44	9.7%
Sysmiss		634	

*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: 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=1086 /-] [Invalid=0 /-]

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# v23: 12.在過去一年內，請問您有沒有搭乘過高鐵？

Value	Label	Cases	Percentage
1	有	441	40.6%
2	沒有	645	59.4%

*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.*

# v24: 12-1.請問您對這項服務滿不滿意?(表第1-5題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=441 /-] [Invalid=645 /-]

Value	Label	Cases	Percentage
1	非常滿意	91	20.6%
2	還算滿意	288	65.3%
3	不太滿意	14	3.2%
4	非常不滿意	8	1.8%
98	不知道、很難說、沒意見、未回答	40	9.1%
System		645	

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	297	27.3%
2	沒有	789	72.7%

*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.*

# v26: 13-1.請問您對這項服務滿不滿意?(表第1-10題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=297 /-] [Invalid=789 /-]

Value	Label	Cases	Percentage
1	非常滿意	55	18.5%
2	還算滿意	180	60.6%
3	不太滿意	24	8.1%
4	非常不滿意	7	2.4%
98	不知道、很難說、沒意見、未回答	31	10.4%
System		789	

*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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	363	33.4%
2	沒有	723	66.6%

*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.*



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# v28: 14-1.請問您對這項服務滿不滿意?(表第1-8題)

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

**Statistics [NW/ W]** [Valid=363 /-] [Invalid=723 /-]

Value	Label	Cases	Percentage
1	非常滿意	166	45.7%
2	還算滿意	164	45.2%
3	不太滿意	10	2.8%
4	非常不滿意	6	1.7%
98	不知道、很難說、沒意見、未回答	17	4.7%
Sysmiss		723	

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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	69	6.4%
2	沒有	1017	93.6%

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.

# v30: 15-1.請問您對這項服務滿不滿意?(表第1-17題)

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

**Statistics [NW/ W]** [Valid=69 /-] [Invalid=1017 /-]

Value	Label	Cases	Percentage
1	非常滿意	31	44.9%
2	還算滿意	30	43.5%
3	不太滿意	3	4.3%
4	非常不滿意	1	1.4%
98	不知道、很難說、沒意見、未回答	4	5.8%
Sysmiss		1017	

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: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	166	15.3%
2	沒有	920	84.7%

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.

# v32: 16-1.請問您對這項服務滿不滿意?(表第1-11題)

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

**Statistics [NW/ W]** [Valid=166 /-] [Invalid=920 /-]

Value	Label	Cases	Percentage
1	非常滿意	38	22.9%

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# v32: 16-1.請問您對這項服務滿不滿意?(表第1-11題)

Value	Label	Cases	Percentage
2	還算滿意	91	54.8%
3	不太滿意	16	9.6%
4	非常不滿意	10	6.0%
98	不知道、很難說、沒意見、未回答	11	6.6%
Sysmiss		920	

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: 17.在過去一年內, 請問您有沒有辦理過健保卡換發?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	129	11.9%
2	沒有	957	88.1%

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.

# v34: 17-1.請問您對這項服務滿不滿意?(表第1-13題)

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=129 /-] [Invalid=957 /-]

Value	Label	Cases	Percentage
1	非常滿意	45	34.9%
2	還算滿意	55	42.6%
3	不太滿意	17	13.2%
4	非常不滿意	7	5.4%
98	不知道、很難說、沒意見、未回答	5	3.9%
Sysmiss		957	

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.

# v35: 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?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	433	39.9%
2	沒有	653	60.1%

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.

# v36: 18-1.請問您對這項服務滿不滿意?(表第1-4題)

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=433 /-] [Invalid=653 /-]

Value	Label	Cases	Percentage
1	非常滿意	88	20.3%
2	還算滿意	292	67.4%
3	不太滿意	27	6.2%
4	非常不滿意	3	0.7%
98	不知道、很難說、沒意見、未回答	23	5.3%
Sysmiss		653	

**File : data102s2**

# v36: 18-1.請問您對這項服務滿不滿意?(表第1-4題)

*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.*

# v37: 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=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	426	39.2%
2	沒有	660	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.*

# v38: 19-1.請問您對這項服務滿不滿意?(表第1-6題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=426 /-] [Invalid=660 /-]

Value	Label	Cases	Percentage
1	非常滿意	59	13.8%
2	還算滿意	267	62.7%
3	不太滿意	51	12.0%
4	非常不滿意	15	3.5%
98	不知道、很難說、沒意見、未回答	34	8.0%
Systemss		660	

*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.*

# v39: 20.對於承辦服務人員的專業知識, 請問您滿不滿意?(表第2-1題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	140	12.9%
2	還算滿意	585	53.9%
3	不太滿意	113	10.4%
4	非常不滿意	29	2.7%
98	不知道、很難說、沒意見、未回答	219	20.2%

*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.*

# v40: 21.對於承辦服務人員的服務態度, 請問您滿不滿意?(表第2-2題)

**Information** [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=\*]**Statistics [NW/ W]** [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	166	15.3%
2	還算滿意	604	55.6%
3	不太滿意	104	9.6%
4	非常不滿意	19	1.7%
98	不知道、很難說、沒意見、未回答	193	17.8%

*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.*

# v41: 22.對於政府單位所提供的服務效率, 請問您滿不滿意?(表第2-3題)

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

## File : data102s2

# v41: 22.對於政府單位所提供的服務效率，請問您滿不滿意?(表第2-3題)

Statistics [NW/ W] [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	99	9.1%
2	還算滿意	501	46.1%
3	不太滿意	219	20.2%
4	非常不滿意	80	7.4%
98	不知道、很難說、沒意見、未回答	187	17.2%

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.

# v42: 23.在您接受或申請政府單位的服務過程中，請問您覺得有沒有獲得公平的對待?(表第2-4題)

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

Statistics [NW/ W] [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常公平	108	9.9%
2	還算公平	535	49.3%
3	不太公平	120	11.0%
4	非常不公平	64	5.9%
98	不知道、很難說、沒意見、未回答	259	23.8%

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.

# v43: 24.整體而言，對於您所接受政府單位的服務，請問您感到滿不滿意?(表第2-5題)

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

Statistics [NW/ W] [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	85	7.8%
2	還算滿意	602	55.4%
3	不太滿意	166	15.3%
4	非常不滿意	67	6.2%
98	不知道、很難說、沒意見、未回答	166	15.3%

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.

# v44: 25.整體而言，對於您所接受政府單位的服務，請問有沒有符合您的期待?(表第2-6題)

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

Statistics [NW/ W] [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常符合	62	5.7%
2	還算符合	486	44.8%
3	不太符合	250	23.0%
4	完全不符合	63	5.8%
98	不知道、很難說、沒意見、未回答	225	20.7%

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.

# v45: 26.請問您今年大約幾歲?

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

Statistics [NW/ W] [Valid=1086 /-] [Invalid=0 /-]

## File : data102s2

# v45: 26.請問您今年大約幾歲?

Value	Label	Cases	Percentage
1	18-19歲	9	0.8%
2	20-24歲	35	3.2%
3	25-29歲	43	4.0%
4	30-34歲	68	6.3%
5	35-39歲	66	6.1%
6	40-44歲	84	7.7%
7	45-49歲	96	8.8%
8	50-54歲	151	13.9%
9	55-59歲	141	13.0%
10	60-69歲	228	21.0%
11	70歲以上	157	14.5%
98	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.

# v46: 27.請問您的教育程度是?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-99] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	185	17.0%
2	初中、國中	138	12.7%
3	高中、高職	333	30.7%
4	專科	144	13.3%
5	大學	232	21.4%
6	研究所以上	48	4.4%
99	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.

# v47: 28.請問您目前從事什麼工作?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	12	1.1%
2	軍人	2	0.2%
3	中小學教師	12	1.1%
4	高中教師、大專院校教授	3	0.3%
5	受僱於國營事業	7	0.6%
6	民營、工商機構主管	53	4.9%
7	民營、工商機構普通職員	138	12.7%
8	勞動工人、工頭、領班	145	13.4%
9	自由業<含律師、醫師、會計師>	5	0.5%
10	文化工作者	5	0.5%
11	研究人員	2	0.2%
12	雇主/企業家	5	0.5%
13	自營商<含獨資公司>	94	8.7%

## File : data102s2

# v47: 28.請問您目前從事什麼工作?

Value	Label	Cases	Percentage
14	運輸業<包括計程車司機>	6	0.6%
15	工程師、專業技師	14	1.3%
16	農林漁牧鹽礦業從業人員	44	4.1%
17	學生	18	1.7%
18	退休/無業/待業	261	24.0%
19	家管/家庭主婦	250	23.0%
97	其他	0	
98	未回答	10	0.9%

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.

# v48: 29.請問您目前住在哪一個縣市?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	基隆市	17	1.6%
2	新北市	188	17.3%
3	台北市	129	11.9%
4	宜蘭縣	23	2.1%
5	桃園縣	89	8.2%
6	新竹縣	17	1.6%
7	新竹市	17	1.6%
8	苗栗縣	22	2.0%
9	台中市	123	11.3%
10	彰化縣	66	6.1%
11	南投縣	23	2.1%
12	雲林縣	33	3.0%
13	嘉義縣	28	2.6%
14	嘉義市	9	0.8%
15	台南市	91	8.4%
16	高雄市	135	12.4%
17	屏東縣	43	4.0%
18	澎湖縣	6	0.6%
19	花蓮縣	15	1.4%
20	台東縣	12	1.1%
98	未回答	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.

# v49: 30.請問您每個月總收入大約是多少?

<b>Information</b>	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
<b>Statistics [NW/ W]</b>	[Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	15,000元以下	382	35.2%
2	15,001-30,000元	233	21.5%
3	30,001-45,000元	143	13.2%

**File : data102s2**

# v49: 30,請問您每個月總收入大約是多少?

Value	Label	Cases	Percentage
4	45,001-60,000元	110	10.1%
5	60,001-80,000元	50	4.6%
6	80,001-100,000元	11	1.0%
7	100,001元以上	38	3.5%
8	很難說、不知道	44	4.1%
98	未回答	75	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.*

# v50: 31.國內有好幾個常聽到的政黨，國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張，跟您比較接近？

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

**Statistics [NW/ W]** [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	國民黨	248	22.8%
2	民進黨	140	12.9%
3	親民黨	27	2.5%
4	新黨	6	0.6%
5	無黨團結聯盟	3	0.3%
6	台灣團結聯盟	16	1.5%
7	不傾向任何政黨	506	46.6%
8	其他	6	0.6%
98	很難說、不知道、未回答	134	12.3%

*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.*

# v51: 32.受訪者的性別？

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

**Statistics [NW/ W]** [Valid=1086 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男	470	43.3%
2	女	616	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.*

# w: 權值

**Information** [Type= continuous] [Format=numeric] [Range= 0.188172325868896-5.11302202152055] [Missing=\*]

**Statistics [NW/ W]** [Valid=1086 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.707 /-]