

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

93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

Metadata Production

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93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	AE140006
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。 93年第二次調查於民國93年9月13日至14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1110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)	2004
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 2004-09-13 end 2004-09-14
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)

data93s2	
# Cases	1111
# Variable(s)	24

Variables Group(s)

Dataset contains 3 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-1.0	1110	1	-

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	1110	1	-
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	1110	1	-
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	1110	1	-
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	1110	1	-
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	1110	1	-
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	1110	1	-
7	v8	8.請問您對交通警察的服務品質滿不滿意?	discrete	numeric-1.0	1110	1	-
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	1110	1	-
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	1110	1	-
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	1110	1	-
11	v12	12.請問您對中華電信公司工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1110	1	-
12	v13	13.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	1110	1	-
13	v14	14.請問您對稅務工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1110	1	-
14	v15	15.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	1110	1	-
15	v16	16.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	1110	1	-

#	Name	Label	Type	Format	Valid	Invalid	Question
16	v17	17.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	1110	1	-
17	v18	18.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	1110	1	-
18	v19	19.一般而言,請問您對於公務人員的電話禮貌滿不滿意?	discrete	numeric-1.0	1110	1	-
19	v20	20.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	1110	1	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	v21	21.請問您今年幾歲?	discrete	numeric-1.0	1110	1	-
2	v22	22.請問您的教育程度是?	discrete	numeric-1.0	1110	1	-
3	v23	23.請問您目前從事什麼工作?	discrete	numeric-1.0	1110	1	-
4	v24	24.受訪者性別	discrete	numeric-1.0	1110	1	-

Variables Description

Dataset contains 24 variable(s)

File : data93s2

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=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	台北市	132	11.9%
2	高雄市	80	7.2%
3	基隆市	19	1.7%
4	新竹市	16	1.4%
5	台中市	49	4.4%
6	嘉義市	12	1.1%
7	台南市	38	3.4%
8	台北縣	173	15.6%
9	宜蘭縣	24	2.2%
10	桃園縣	84	7.6%
11	新竹縣	27	2.4%
12	苗栗縣	24	2.2%
13	台中縣	69	6.2%
14	彰化縣	72	6.5%
15	南投縣	26	2.3%
16	雲林縣	37	3.3%
17	嘉義縣	28	2.5%
18	台南縣	52	4.7%
19	高雄縣	59	5.3%
20	屏東縣	42	3.8%
21	台東縣	10	0.9%
22	花蓮縣	17	1.5%
23	澎湖縣	5	0.5%
24	未回答	15	1.4%
Sysmiss		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.

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= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	143	12.9%
2	還算滿意	578	52.1%
3	不太滿意	37	3.3%
4	一點也不滿意	8	0.7%
5	不知道、很難說、沒意見、未回答	344	31.0%
Sysmiss		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.

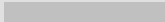
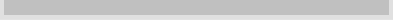
v3: 3.請問您對地政工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=1110 /-] [Invalid=1 /-]

File : data93s2

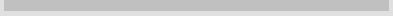
v3: 3.請問您對地政工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
1	非常滿意	43	 3.9%
2	還算滿意	299	 26.9%
3	不太滿意	43	 3.9%
4	一點也不滿意	17	 1.5%
5	不知道、很難說、沒意見、未回答	708	 63.8%
Sysmiss		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.

v4: 4.請問您對衛生所工作人員的服務品質滿不滿意？

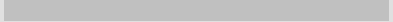
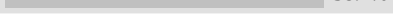
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	91	 8.2%
2	還算滿意	388	 35.0%
3	不太滿意	41	 3.7%
4	一點也不滿意	8	 0.7%
5	不知道、很難說、沒意見、未回答	582	 52.4%
Sysmiss		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.

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？

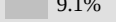
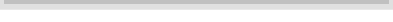
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	81	 7.3%
2	還算滿意	518	 46.7%
3	不太滿意	58	 5.2%
4	一點也不滿意	23	 2.1%
5	不知道、很難說、沒意見、未回答	430	 38.7%
Sysmiss		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.

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= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

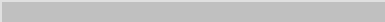
Value	Label	Cases	Percentage
1	非常滿意	9	 0.8%
2	還算滿意	101	 9.1%
3	不太滿意	47	 4.2%
4	一點也不滿意	38	 3.4%
5	不知道、很難說、沒意見、未回答	915	 82.4%
Sysmiss		1	

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.

File : data93s2

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?

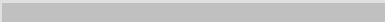
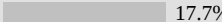
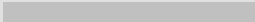
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	136	 12.3%
2	還算滿意	661	 59.5%
3	不太滿意	107	 9.6%
4	一點也不滿意	51	 4.6%
5	不知道、很難說、沒意見、未回答	155	 14.0%
Sysmiss		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.

v8: 8.請問您對交通警察的服務品質滿不滿意?

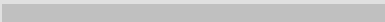
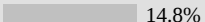
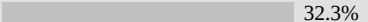
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	44	 4.0%
2	還算滿意	463	 41.7%
3	不太滿意	196	 17.7%
4	一點也不滿意	102	 9.2%
5	不知道、很難說、沒意見、未回答	305	 27.5%
Sysmiss		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.

v9: 9.請問您對警察單位工作人員的服務品質滿不滿意?

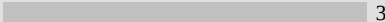
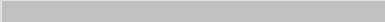
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	45	 4.1%
2	還算滿意	472	 42.5%
3	不太滿意	164	 14.8%
4	一點也不滿意	71	 6.4%
5	不知道、很難說、沒意見、未回答	358	 32.3%
Sysmiss		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.

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= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	55	 5.0%
2	還算滿意	440	 39.6%
3	不太滿意	108	 9.7%
4	一點也不滿意	42	 3.8%
5	不知道、很難說、沒意見、未回答	465	 41.9%
Sysmiss		1	

File : data93s2

v10: 10.請問您對監理處(所)工作人員的服務品質滿不滿意？

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.

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= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	169	15.2%
2	還算滿意	677	61.0%
3	不太滿意	96	8.6%
4	一點也不滿意	31	2.8%
5	不知道、很難說、沒意見、未回答	137	12.3%
Sysmiss		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.請問您對中華電信公司工作人員的服務品質滿不滿意？

Information [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	106	9.5%
2	還算滿意	627	56.5%
3	不太滿意	90	8.1%
4	一點也不滿意	23	2.1%
5	不知道、很難說、沒意見、未回答	264	23.8%
Sysmiss		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.

v13: 13.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= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	60	5.4%
2	還算滿意	463	41.7%
3	不太滿意	116	10.5%
4	一點也不滿意	32	2.9%
5	不知道、很難說、沒意見、未回答	439	39.5%
Sysmiss		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.

v14: 14.請問您對稅務工作人員的服務品質滿不滿意？

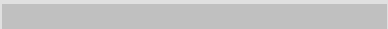
Information [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	42	3.8%
2	還算滿意	375	33.8%
3	不太滿意	84	7.6%
4	一點也不滿意	37	3.3%

File : data93s2

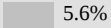
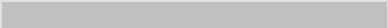
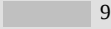
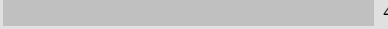
v14: 14.請問您對稅務工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
5	不知道、很難說、沒意見、未回答	572	 51.5%
Sysmiss		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.

v15: 15.請問您對公立醫院醫護人員的服務品質滿不滿意？

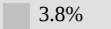
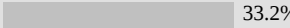
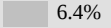
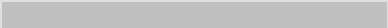
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	62	 5.6%
2	還算滿意	469	 42.3%
3	不太滿意	107	 9.6%
4	一點也不滿意	19	 1.7%
5	不知道、很難說、沒意見、未回答	453	 40.8%
Sysmiss		1	

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

v16: 16.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意？

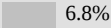
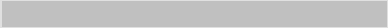
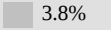
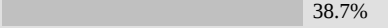
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	42	 3.8%
2	還算滿意	368	 33.2%
3	不太滿意	71	 6.4%
4	一點也不滿意	16	 1.4%
5	不知道、很難說、沒意見、未回答	613	 55.2%
Sysmiss		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.

v17: 17.請問您對台灣電力公司工作人員的服務品質滿不滿意？

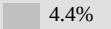
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	76	 6.8%
2	還算滿意	550	 49.5%
3	不太滿意	42	 3.8%
4	一點也不滿意	12	 1.1%
5	不知道、很難說、沒意見、未回答	430	 38.7%
Sysmiss		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.

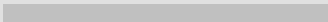
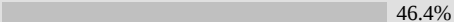
v18: 18.請問您對台灣省自來水公司(或台北自來水事業處)工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	49	 4.4%

File : data93s2

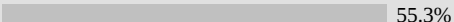
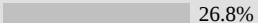
v18: 18.請問您對台灣省自來水公司(或台北自來水事業處)工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
2	還算滿意	439	 39.5%
3	不太滿意	75	 6.8%
4	一點也不滿意	32	 2.9%
5	不知道、很難說、沒意見、未回答	515	 46.4%
Sysmiss		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.

v19: 19.一般而言,請問您對於公務人員的電話禮貌滿不滿意？

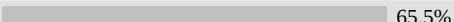
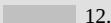
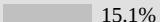
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	88	 7.9%
2	還算滿意	614	 55.3%
3	不太滿意	95	 8.6%
4	一點也不滿意	15	 1.4%
5	不知道、很難說、沒意見、未回答	298	 26.8%
Sysmiss		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.整體而言,請問您對公務人員的服務品質滿不滿意？

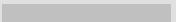
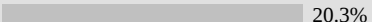
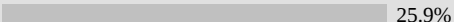
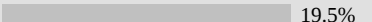
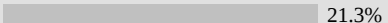
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	非常滿意	59	 5.3%
2	還算滿意	727	 65.5%
3	不太滿意	137	 12.3%
4	一點也不滿意	19	 1.7%
5	不知道、很難說、沒意見、未回答	168	 15.1%
Sysmiss		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.請問您今年幾歲？

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

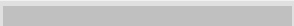
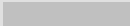
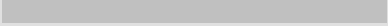
Value	Label	Cases	Percentage
1	20-29歲	126	 11.4%
2	30-39歲	225	 20.3%
3	40-49歲	288	 25.9%
4	50-59歲	216	 19.5%
5	60歲及以上	236	 21.3%
6	未回答	19	 1.7%
Sysmiss		1	

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.

File : data93s2

v22: 22.請問您的教育程度是?

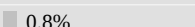
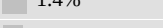
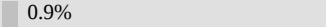
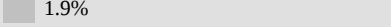
Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	小學及以下	262	 23.6%
2	初中、國中	127	 11.4%
3	高中、高職	349	 31.4%
4	專科	146	 13.2%
5	大學及研究所及以上	204	 18.4%
6	未回答	22	 2.0%
Sysmiss		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.

v23: 23.請問您目前從事什麼工作?

Information	[Type= discrete] [Format=numeric] [Range= 1-21] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	37	 3.3%
2	軍人	3	 0.3%
3	中小學教師	29	 2.6%
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%
6	民營、工商機構主管	47	 4.2%
7	民營、工商機構普通職員	179	 16.1%
8	勞動工人、工頭、領班	110	 9.9%
9	自由業(含律師、醫師、會計師)	9	 0.8%
10	文化工作者	4	 0.4%
11	研究人員	1	 0.1%
12	雇主/企業家	3	 0.3%
13	自營商(含獨資公司)	90	 8.1%
14	運輸業(包括計程車司機)	16	 1.4%
15	工程師、專業技師	13	 1.2%
16	農林漁牧鹽礦業從業人員	52	 4.7%
17	學生	24	 2.2%
18	退休/無業/待業	191	 17.2%
19	家管/家庭主婦	254	 22.9%
20	其他	10	 0.9%
21	未回答	21	 1.9%
Sysmiss		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.

v24: 24.受訪者性別

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1110 /-] [Invalid=1 /-]

File : data93s2

v24: 24. 受訪者性別

Value	Label	Cases	Percentage
1	男	482	43.4%
2	女	628	56.6%
Sysmiss		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.