

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

100年民眾對政府服務品質滿意度的看法：第二次調查

Study Documentation

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100年民眾對政府服務品質滿意度的看法：第二次調查

Overview

Type	民眾對政府服務品質滿意度的看法
Identification	AE140018
Version	Production Date: 2019-08-30
Abstract	<p>行政院研究發展考核委員會自民國87年度起停止辦理全國性大型民意調查，改採重點主題電話調查方式，調查主題之一為「民眾對公務人員服務品質滿意度」，並於民國90年開始定期公布調查結果。</p> <p>100年第二次調查於民國100年9月22日至24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1080個樣本，在95%信心水準下，抽樣誤差為正負2.98%。</p>
Kind of Data	普查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2011
Countries	台灣 (Taiwan, ROC)
Geographic Coverage	台灣地區
Universe	台灣地區18歲以上民眾

Producers & Sponsors

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

Data Collection

Data Collection Dates	start 2011-09-22 end 2011-09-24
Data Collection Mode	電話訪問

Data Processing & Appraisal

Data Editing

中央研究院人文社會科學研究中心調查研究專題中心所進行的資料整理方式，為不合理值檢核。

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)

data100s2	
# Cases	1080
# Variable(s)	54

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？	continuous	numeric-2.0	1080	0	-
2	v2	01-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
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？	continuous	numeric-2.0	1080	0	-
4	v4	02-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
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？	continuous	numeric-2.0	1080	0	-
6	v6	03-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
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？	continuous	numeric-2.0	1080	0	-
8	v8	04-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
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？	continuous	numeric-2.0	1080	0	-
10	v10	05-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
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？	continuous	numeric-2.0	1080	0	-
12	v12	06-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
13	v13	07.在過去一年內，請問您有沒有辦理護照或簽證等業務？	continuous	numeric-2.0	1080	0	-
14	v14	07-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
15	v15	08.在過去一年內，請問您有沒有到郵局去辦過事情？	continuous	numeric-2.0	1080	0	-
16	v16	08-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
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？	continuous	numeric-2.0	1080	0	-
18	v18	09-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
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？	continuous	numeric-2.0	1080	0	-
20	v20	10-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
21	v21	11.在過去一年內，請問您有沒有搭乘過台鐵？	continuous	numeric-2.0	1080	0	-
22	v22	11-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
23	v23	12.在過去一年內，請問您有沒有搭乘過高鐵？	continuous	numeric-2.0	1080	0	-
24	v24	12-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
25	v25	13.在過去一年內，請問您有沒有搭乘過捷運？	continuous	numeric-2.0	1080	0	-
26	v26	13-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
27	v27	14.在過去一年內，請問您有沒有申請戶籍謄本、辦理戶口登記、結婚登記或換發身分證？	continuous	numeric-2.0	1080	0	-
28	v28	14-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
29	v29	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？	continuous	numeric-2.0	1080	0	-
30	v30	15-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
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：老人年金、老農津貼、殘障手冊申請？	continuous	numeric-2.0	1080	0	-
32	v32	16-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
33	v33	17.在過去一年內，請問您有沒有辦理健保卡換發？	continuous	numeric-2.0	1080	0	-
34	v34	17-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
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？	continuous	numeric-2.0	1080	0	-
36	v36	18-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
37	v37	19.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？	continuous	numeric-2.0	1080	0	-
38	v38	19-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
39	v39	20.在過去一年內，請問您有沒有申請過公司登記、工廠登記、商業登記、或辦理進出口貨物通關？	continuous	numeric-2.0	1080	0	-
40	v40	20-1.根據您的經驗或印象，請問您對這項服務滿不滿意？	continuous	numeric-2.0	1080	0	-
41	v41	21.對於承辦服務人員的專業知識，請問您滿不滿意？	continuous	numeric-2.0	1080	0	-
42	v42	22.對於承辦服務人員的服務態度，請問您滿不滿意？	continuous	numeric-2.0	1080	0	-
43	v43	23.對於政府單位所提供的服務效率，請問您滿不滿意？	continuous	numeric-2.0	1080	0	-
44	v44	24.在您接受或申請政府單位的服務過程中，請問您覺得有沒有獲得公平的對待？	continuous	numeric-2.0	1080	0	-
45	v45	25.整體而言，對於您所接受政府單位的服務，請問您感到滿不滿意？	continuous	numeric-2.0	1080	0	-
46	v46	26.整體而言，對於您所接受政府單位的服務，請問有沒有符合您的期待？	continuous	numeric-2.0	1080	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	v47	27.請問您今年大約幾歲？	continuous	numeric-2.0	1080	0	-
2	v48	28.請問您的教育程度是？	continuous	numeric-2.0	1080	0	-
3	v49	29.請問您目前從事什麼工作？	continuous	numeric-2.0	1080	0	-
4	v50	30.請問您目前住在哪一個縣市？	continuous	numeric-2.0	1080	0	-
5	v51	31.請問您每個月總收入大約是多少？	continuous	numeric-2.0	1080	0	-
6	v52	32.國內有好幾個常聽到的政黨，國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請	continuous	numeric-2.0	1080	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
		問那一個政黨的理念和主張，跟您比較接近？					
7	v53	33.受訪者的性別？	continuous	numeric-2.0	1080	0	-

Group 權數

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	權值	continuous	numeric-8.4	1080	0	-

Variables Description

Dataset contains 54 variable(s)

File : data100s2

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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	545	50.5%
2	沒有	535	49.5%

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.

v2: 01-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

Information [Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	210	19.4%
2	還算滿意	591	54.7%
3	不太滿意	91	8.4%
4	非常不滿意	28	2.6%
98	不知道、很難說、沒意見、未回答	160	14.8%

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.

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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	724	67.0%
2	沒有	356	33.0%

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.

v4: 02-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

Information [Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	194	18.0%
2	還算滿意	598	55.4%
3	不太滿意	100	9.3%
4	非常不滿意	46	4.3%
98	不知道、很難說、沒意見、未回答	142	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.

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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	564	52.2%
2	沒有	516	47.8%

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 : data100s2

v6: 03-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	144	13.3%
2	還算滿意	553	51.2%
3	不太滿意	154	14.3%
4	非常不滿意	46	4.3%
98	不知道、很難說、沒意見、未回答	183	16.9%

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.

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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	109	10.1%
2	沒有	971	89.9%

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: 04-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	136	12.6%
2	還算滿意	415	38.4%
3	不太滿意	89	8.2%
4	非常不滿意	36	3.3%
98	不知道、很難說、沒意見、未回答	404	37.4%

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.

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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	117	10.8%
2	沒有	963	89.2%

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: 05-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	154	14.3%
2	還算滿意	408	37.8%
3	不太滿意	78	7.2%
4	非常不滿意	45	4.2%

File : data100s2

v10: 05-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

Value	Label	Cases	Percentage
98	不知道、很難說、沒意見、未回答	395	36.6%

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.

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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	53	4.9%
2	沒有	1027	95.1%

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: 06-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	75	6.9%
2	還算滿意	394	36.5%
3	不太滿意	110	10.2%
4	非常不滿意	53	4.9%
98	不知道、很難說、沒意見、未回答	448	41.5%

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: 07.在過去一年內，請問您有沒有辦理護照或簽證等業務？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	246	22.8%
2	沒有	834	77.2%

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.

v14: 07-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	87	8.1%
2	還算滿意	435	40.3%
3	不太滿意	96	8.9%
4	非常不滿意	14	1.3%
98	不知道、很難說、沒意見、未回答	448	41.5%

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: 08.在過去一年內，請問您有沒有到郵局去辦過事情？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

File : data100s2

v15: 08.在過去一年內，請問您有沒有到郵局去辦過事情？

Value	Label	Cases	Percentage
1	有	896	83.0%
2	沒有	184	17.0%

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.

v16: 08-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	241	22.3%
2	還算滿意	603	55.8%
3	不太滿意	130	12.0%
4	非常不滿意	38	3.5%
98	不知道、很難說、沒意見、未回答	68	6.3%

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.

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？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	217	20.1%
2	沒有	863	79.9%

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.

v18: 09-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	109	10.1%
2	還算滿意	475	44.0%
3	不太滿意	84	7.8%
4	非常不滿意	16	1.5%
98	不知道、很難說、沒意見、未回答	396	36.7%

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.

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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	774	71.7%
2	沒有	306	28.3%

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.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

File : data100s2

v20: 10-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	239	22.1%
2	還算滿意	575	53.2%
3	不太滿意	112	10.4%
4	非常不滿意	53	4.9%
98	不知道、很難說、沒意見、未回答	101	9.4%

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.

v21: 11.在過去一年內，請問您有沒有搭乘過台鐵？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	536	49.6%
2	沒有	544	50.4%

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.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	77	7.1%
2	還算滿意	564	52.2%
3	不太滿意	188	17.4%
4	非常不滿意	43	4.0%
98	不知道、很難說、沒意見、未回答	208	19.3%

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: 12.在過去一年內，請問您有沒有搭乘過高鐵？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	519	48.1%
2	沒有	561	51.9%

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.

v24: 12-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	197	18.2%
2	還算滿意	533	49.4%
3	不太滿意	62	5.7%
4	非常不滿意	19	1.8%
98	不知道、很難說、沒意見、未回答	269	24.9%

File : data100s2

v24: 12-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?

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

v25: 13.在過去一年內, 請問您有沒有搭乘過捷運?

Information [Type= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	736	68.1%
2	沒有	344	31.9%

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.

v26: 13-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?

Information [Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	266	24.6%
2	還算滿意	567	52.5%
3	不太滿意	47	4.4%
4	非常不滿意	15	1.4%
98	不知道、很難說、沒意見、未回答	185	17.1%

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.

v27: 14.在過去一年內, 請問您有沒有申請戶籍謄本、辦理戶口登記、結婚登記或換發身分證?

Information [Type= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	573	53.1%
2	沒有	507	46.9%

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.

v28: 14-1.根據您的經驗或印象, 請問您對這項服務滿不滿意?

Information [Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	349	32.3%
2	還算滿意	574	53.1%
3	不太滿意	40	3.7%
4	非常不滿意	12	1.1%
98	不知道、很難說、沒意見、未回答	105	9.7%

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.

v29: 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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	110	10.2%
2	沒有	970	89.8%

File : data100s2

v29: 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?

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.根據您的經驗或印象，請問您對這項服務滿不滿意?

Information [Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	206	19.1%
2	還算滿意	504	46.7%
3	不太滿意	34	3.1%
4	非常不滿意	9	0.8%
98	不知道、很難說、沒意見、未回答	327	30.3%

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: 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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	147	13.6%
2	沒有	933	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.

v32: 16-1.根據您的經驗或印象，請問您對這項服務滿不滿意?

Information [Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	119	11.0%
2	還算滿意	425	39.4%
3	不太滿意	130	12.0%
4	非常不滿意	58	5.4%
98	不知道、很難說、沒意見、未回答	348	32.2%

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.

v33: 17.在過去一年內，請問您有沒有辦理健保卡換發?

Information [Type= continuous] [Format=numeric] [Range= 1-2] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	206	19.1%
2	沒有	874	80.9%

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.

v34: 17-1.根據您的經驗或印象，請問您對這項服務滿不滿意?

Information [Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]**Statistics [NW/ W]** [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	165	15.3%
2	還算滿意	540	50.0%

File : data100s2

v34: 17-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

Value	Label	Cases	Percentage
3	不太滿意	68	6.3%
4	非常不滿意	28	2.6%
98	不知道、很難說、沒意見、未回答	279	25.8%

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.

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？

Information	[Type= continuous] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	597	55.3%
2	沒有	483	44.7%

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.

v36: 18-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	180	16.7%
2	還算滿意	580	53.7%
3	不太滿意	56	5.2%
4	非常不滿意	13	1.2%
98	不知道、很難說、沒意見、未回答	251	23.2%

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.

v37: 19.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= continuous] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	592	54.8%
2	沒有	488	45.2%

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.

v38: 19-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	123	11.4%
2	還算滿意	591	54.7%
3	不太滿意	115	10.6%
4	非常不滿意	28	2.6%
98	不知道、很難說、沒意見、未回答	223	20.6%

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.

v39: 20.在過去一年內，請問您有沒有申請過公司登記、工廠登記、商業登記、或辦理進出口貨物通關？

Information	[Type= continuous] [Format=numeric] [Range= 1-2] [Missing=*]
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File : data100s2

v39: 20.在過去一年內，請問您有沒有申請過公司登記、工廠登記、商業登記、或辦理進出口貨物通關？

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	87	8.1%
2	沒有	993	91.9%

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.

v40: 20-1.根據您的經驗或印象，請問您對這項服務滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	35	3.2%
2	還算滿意	285	26.4%
3	不太滿意	79	7.3%
4	非常不滿意	20	1.9%
98	不知道、很難說、沒意見、未回答	661	61.2%

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.

v41: 21.對於承辦服務人員的專業知識，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	116	10.7%
2	還算滿意	658	60.9%
3	不太滿意	160	14.8%
4	非常不滿意	51	4.7%
98	不知道、很難說、沒意見、未回答	95	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.

v42: 22.對於承辦服務人員的服務態度，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	133	12.3%
2	還算滿意	689	63.8%
3	不太滿意	162	15.0%
4	非常不滿意	40	3.7%
98	不知道、很難說、沒意見、未回答	56	5.2%

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.

v43: 23.對於政府單位所提供的服務效率，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	91	8.4%
2	還算滿意	576	53.3%

File : data100s2

v43: 23.對於政府單位所提供的服務效率，請問您滿不滿意？

Value	Label	Cases	Percentage
3	不太滿意	254	23.5%
4	非常不滿意	93	8.6%
98	不知道、很難說、沒意見、未回答	66	6.1%

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.

v44: 24.在您接受或申請政府單位的服務過程中，請問您覺得有沒有獲得公平的對待？

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常公平	109	10.1%
2	還算公平	608	56.3%
3	不太公平	170	15.7%
4	非常不公平	76	7.0%
98	不知道、很難說、沒意見、未回答	117	10.8%

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.

v45: 25.整體而言，對於您所接受政府單位的服務，請問您感到滿不滿意？

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	92	8.5%
2	還算滿意	689	63.8%
3	不太滿意	178	16.5%
4	非常不滿意	60	5.6%
98	不知道、很難說、沒意見、未回答	61	5.6%

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.

v46: 26.整體而言，對於您所接受政府單位的服務，請問有沒有符合您的期待？

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常符合	72	6.7%
2	還算符合	595	55.1%
3	不太符合	271	25.1%
4	完全不符合	63	5.8%
98	不知道、很難說、沒意見、未回答	79	7.3%

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.

v47: 27.請問您今年大約幾歲？

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	18~19歲	14	1.3%
2	20~29歲	102	9.4%
3	30~39歲	204	18.9%

File : data100s2

v47: 27. 請問您今年大約幾歲?

Value	Label	Cases	Percentage
4	40~49歲	260	24.1%
5	50~59歲	274	25.4%
6	60歲及以上	221	20.5%
98	未回答	5	0.5%

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.

v48: 28. 請問您的教育程度是?

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	109	10.1%
2	國、初中	116	10.7%
3	高中、職	317	29.4%
4	專科	189	17.5%
5	大學	286	26.5%
6	研究所及以上	60	5.6%
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.

v49: 29. 請問您目前從事什麼工作?

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	36	3.3%
2	軍人	6	0.6%
3	中小學教師	14	1.3%
4	高中教師、大專院校教授	11	1.0%
5	受僱於國營事業	12	1.1%
6	民營、工商機構主管	72	6.7%
7	民營、工商機構普通職員	178	16.5%
8	勞動工人、工頭、領班	144	13.3%
9	自由業	22	2.0%
10	文化工作者	1	0.1%
11	研究人員	2	0.2%
12	雇主/企業家	7	0.6%
13	自營商<含獨資公司>	92	8.5%
14	運輸業<包括計程車司機>	7	0.6%
15	工程師、專業技師	33	3.1%
16	農林漁牧鹽礦業從業人員	30	2.8%
17	學生	34	3.1%
18	退休/無業/待業	173	16.0%
19	家管/家庭主婦	201	18.6%
20	其他	1	0.1%
98	未回答	4	0.4%

File : data100s2

v49: 29.請問您目前從事什麼工作?

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: 30.請問您目前住在哪一個縣市?

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

Statistics [NW/ W] [Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	臺北市	144	13.3%
2	高雄市	121	11.2%
3	基隆市	20	1.9%
4	新竹市	19	1.8%
5	臺中市	129	11.9%
6	嘉義市	6	0.6%
7	臺南市	92	8.5%
8	新北市	156	14.4%
9	宜蘭縣	20	1.9%
10	桃園縣	96	8.9%
11	新竹縣	26	2.4%
12	苗栗縣	24	2.2%
14	彰化縣	63	5.8%
15	南投縣	27	2.5%
16	雲林縣	35	3.2%
17	嘉義縣	34	3.1%
20	屏東縣	34	3.1%
21	臺東縣	12	1.1%
22	花蓮縣	16	1.5%
23	澎湖縣	6	0.6%
98	未回答(中止訪問)	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.

v51: 31.請問您每個月總收入大約是多少?

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	15,000元以下(包含沒有收入)	321	29.7%
2	15,001-30,000元	234	21.7%
3	30,001-45,000元	177	16.4%
4	45,001-60,000元	144	13.3%
5	60,001-80,000元	78	7.2%
6	80,001-100,000元	20	1.9%
7	100,001元以上	38	3.5%
8	很難說、不知道	40	3.7%
98	未回答	28	2.6%

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.

v52: 32.國內有好幾個常聽到的政黨，國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張，跟您比較接近？

Information	[Type= continuous] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	國民黨	414	38.3%
2	民進黨	160	14.8%
3	親民黨	53	4.9%
4	新黨	8	0.7%
5	無黨團結聯盟	2	0.2%
6	台灣團結聯盟	5	0.5%
95	其他	2	0.2%
96	不傾向任何政黨	358	33.1%
98	很難說、不知道、未回答	78	7.2%

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.

v53: 33.受訪者的性別？

Information	[Type= continuous] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男性	515	47.7%
2	女性	565	52.3%

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.

w: 權值

Information	[Type= continuous] [Format=numeric] [Range= 0.20061141564-4.64830860050274] [Missing=*]
Statistics [NW/ W]	[Valid=1080 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.63 /-]