

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

95年民眾對政府服務品質滿意度的看法：第一次調查

Study Documentation

February 13, 2018

Metadata Production

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95年民眾對政府服務品質滿意度的看法：第一次調查

Overview

Type	民眾對政府服務品質滿意度的看法
Identification	AE140009
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。 95年第一次調查於民國95年4月24日至26日進行，訪問對象為台灣地區二十歲以上民眾，以台灣地區住宅電話號碼簿為抽樣架構，採分層隨機抽樣，共成功訪問1079個樣本，在95%信心水準下，抽樣誤差為正負3.0%。	
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2006
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 2006-04-24 end 2006-04-26
Data Collection Mode	電訪（電話訪問；CATI）

Data Processing & Appraisal

Data Editing

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

Accessibility	
Contact(s)	學術調查研究資料庫(Survey Research Data Archive) (中央研究院人社中心調查研究專題中心), https://srda.sinica.edu.tw , srda@gate.sinica.edu.tw
Distributor(s)	學術調查研究資料庫(Survey Research Data Archive)
Depositor(s)	行政院研究發展考核委員會
<u>Access Conditions</u> 標準版(一般會員、院內會員申請下載)	

Files Description

Dataset contains 1 file(s)

data95s1	
# Cases	1079
# Variable(s)	25

Variables Group(s)

Dataset contains 4 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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	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	1079	0	-
2	v21	21.請問您的教育程度是?	discrete	numeric-1.0	1079	0	-
3	v22	22.請問您目前從事什麼工作?	discrete	numeric-2.0	1079	0	-
4	v23	23.受訪者性別	discrete	numeric-1.0	1079	0	-
5	date	訪問日期	discrete	numeric-4.0	1079	0	-

Group 權數

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	加權權數	continuous	numeric-8.6	1079	0	-

Variables Description

Dataset contains 25 variable(s)

File : data95s1

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	128	11.9%
2	高雄市	84	7.8%
3	基隆市	17	1.6%
4	新竹市	21	1.9%
5	台中市	53	4.9%
6	嘉義市	13	1.2%
7	台南市	39	3.6%
8	台北縣	179	16.6%
9	宜蘭縣	23	2.1%
10	桃園縣	80	7.4%
11	新竹縣	19	1.8%
12	苗栗縣	27	2.5%
13	台中縣	63	5.8%
14	彰化縣	61	5.7%
15	南投縣	26	2.4%
16	雲林縣	34	3.2%
17	嘉義縣	28	2.6%
18	台南縣	51	4.7%
19	高雄縣	44	4.1%
20	屏東縣	42	3.9%
21	台東縣	13	1.2%
22	花蓮縣	18	1.7%
23	澎湖縣	5	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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	759	70.3%
2	不滿意	62	5.7%
3	不知道、很難說、沒意見、未回答	258	23.9%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	385	35.7%
2	不滿意	75	7.0%

File : data95s1

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	619	57.4%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	480	44.5%
2	不滿意	65	6.0%
3	不知道、很難說、沒意見、未回答	534	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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	619	57.4%
2	不滿意	116	10.8%
3	不知道、很難說、沒意見、未回答	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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	140	13.0%
2	不滿意	132	12.2%
3	不知道、很難說、沒意見、未回答	807	74.8%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	764	70.8%
2	不滿意	202	18.7%
3	不知道、很難說、沒意見、未回答	113	10.5%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	521	48.3%
2	不滿意	334	31.0%

File : data95s1

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	224	20.8%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	506	46.9%
2	不滿意	335	31.0%
3	不知道、很難說、沒意見、未回答	238	22.1%

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= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	545	50.5%
2	不滿意	161	14.9%
3	不知道、很難說、沒意見、未回答	373	34.6%

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: 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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	838	77.7%
2	不滿意	165	15.3%
3	不知道、很難說、沒意見、未回答	76	7.0%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	508	47.1%
2	不滿意	207	19.2%
3	不知道、很難說、沒意見、未回答	364	33.7%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	477	44.2%
2	不滿意	161	14.9%

File : data95s1

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	441	40.9%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	510	47.3%
2	不滿意	195	18.1%
3	不知道、很難說、沒意見、未回答	374	34.7%

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	387	35.9%
2	不滿意	187	17.3%
3	不知道、很難說、沒意見、未回答	505	46.8%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	644	59.7%
2	不滿意	101	9.4%
3	不知道、很難說、沒意見、未回答	334	31.0%

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.

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	492	45.6%
2	不滿意	140	13.0%
3	不知道、很難說、沒意見、未回答	447	41.4%

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.

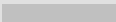
v18: 18.一般而言,請問您對於公務人員的電話禮貌滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	722	66.9%
2	不滿意	133	12.3%

File : data95s1

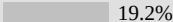
v18: 18.一般而言,請問您對於公務人員的電話禮貌滿不滿意?

Value	Label	Cases	Percentage
3	不知道、很難說、沒意見、未回答	224	 20.8%

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.

v19: 19.整體而言,請問您對公務人員的服務品質滿不滿意?

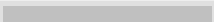
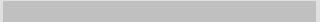
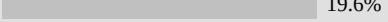
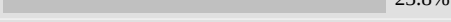
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	755	 70.0%
2	不滿意	207	 19.2%
3	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.

v20: 20.請問您今年大約幾歲?

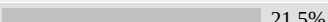
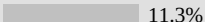
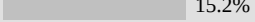
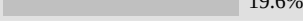
Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	20-29歲	140	 13.0%
2	30-39歲	210	 19.5%
3	40-49歲	258	 23.9%
4	50-59歲	211	 19.6%
5	60歲及以上	257	 23.8%
6	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.

v21: 21.請問您的教育程度是?

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	232	 21.5%
2	初中、國中	122	 11.3%
3	高中、高職	345	 32.0%
4	專科	164	 15.2%
5	大學及研究所及以上	212	 19.6%
6	未回答	4	 0.4%

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

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=1079 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	21	 1.9%
2	軍人	4	 0.4%
3	中小學教師	17	 1.6%
4	高中教師、大專院校教授	7	 0.6%
5	受僱於國營事業	22	 2.0%

File : data95s1

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	56	5.2%
7	民營、工商機構普通職員	191	17.7%
8	勞動工人、工頭、領班	118	10.9%
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	5	0.5%
12	雇主/企業家	23	2.1%
13	自營商【含獨資公司】	102	9.5%
14	運輸業【包括計程車司機】	11	1.0%
15	工程師、專業技師	25	2.3%
16	農林漁牧鹽礦業從業人員	48	4.4%
17	學生	21	1.9%
18	退休/無業/待業	169	15.7%
19	家管/家庭主婦	220	20.4%
20	其他	6	0.6%
21	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.

v23: 23.受訪者性別

Information		[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]	
Statistics [NW/ W]		[Valid=1079 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	男	526	48.7%
2	女	553	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.

date: 訪問日期

Information		[Type= discrete] [Format=numeric] [Range= 424-426] [Missing=*]	
Statistics [NW/ W]		[Valid=1079 /-] [Invalid=0 /-] [Mean=424.918 /-] [StdDev=0.822 /-]	
Value	Label	Cases	Percentage
424		412	38.2%
425		343	31.8%
426		324	30.0%

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.

w: 加權權數

Information	[Type= continuous] [Format=numeric] [Range= 0-1.81474563197026] [Missing=*]
Statistics [NW/ W]	[Valid=1079 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.321 /-]