

台灣 (Taiwan, ROC)

黃建榮, 致理科技大學行銷與流通管理系

運籌服務業的績效與其決定因素: 人力資本觀點

Study Documentation

November 9, 2016

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運籌服務業的績效與其決定因素:人力資本觀點

Logistics Service Providers' Performance and Its Determinants: Human Capital Perspective

Overview

Type	無
Identification	E10326
Version	Production Date: 2016-11-08
Abstract 本研究以台灣運籌服務業者做為研究樣本，共寄發放出2,100份問卷，回收有效問卷117份，整體的有效問卷回收率為5.6%。最後利用結構方程模式(Structural Equation Modeling, SEM)分析，研究結果發現：運籌服務業者的人力資本與運籌能耐會正向影響運籌績效人力資本也會正向影響運籌服務業者的運籌能耐。雖然人力資本對運籌績效沒有顯著關係存在，然由分析結果發現人力資本可透過運籌能耐之中介效果間接影響運籌績效。因此，本研究建議運籌服務業者欲提升運籌績效時，應積極強化其人力資本，進而提升運籌能耐，以提升運籌績效。	
Kind of Data	抽樣調查資料 (Sample survey data)
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2014-2015
Countries	台灣 (Taiwan, ROC)
Geographic Coverage 台灣地區	
Universe 運籌服務業者	

Producers & Sponsors

Primary Investigator(s)	黃建榮, 致理科技大學行銷與流通管理系
Other Producer(s)	致理科技大學行銷與流通管理系
Funding Agency/ies	科技部

Data Collection

Data Collection Dates	start 2014-08-01 end 2015-07-31
Time Period(s)	start 2014-08-01 end 2015-07-31
Data Collection Mode	面對面訪問 (Face-to-face Interviews)

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)	致理科技大學行銷與流通管理系
<u>Access Conditions</u>	
會員版(一般會員、院內會員)--直接下載	

Files Description

Dataset contains 1 file(s)

data	
# Cases	117
# Variable(s)	46

Variables Group(s)

Dataset contains 4 group(s)

Group 公司人力資本							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	hc1	1-1 公司員工的專業技能很強	discrete	numeric-1.0	117	0	-
2	hc2	1-2 公司員工的素質在業界中是最好的	discrete	numeric-1.0	117	0	-
3	hc3	1-3 公司員工創造力且聰明	discrete	numeric-1.0	117	0	-
4	hc4	1-4 公司員工對自己的工作任務具有高度專業性	discrete	numeric-1.0	117	0	-
5	hc5	1-5 公司員工常提供新想法和新知識	discrete	numeric-1.0	117	0	-
6	hc6	1-6 公司擁有完善的教育訓練	discrete	numeric-1.0	117	0	-
7	hc7	1-7 公司盡全力在人才的培育和訓練	discrete	numeric-1.0	117	0	-
8	hc8	1-8 公司的教育訓練很有效率	discrete	numeric-1.0	117	0	-
9	hc9	1-9 公司員工的教育訓練時數平均高於同業	discrete	numeric-1.0	117	0	-
10	hc10	1-10 公司員工的教育訓練經費平均高於同業	discrete	numeric-1.0	117	0	-

Group 公司運籌能耐							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	sc1	2-1 提供快速正確的配送系統	discrete	numeric-1.0	117	0	-
2	sc2	2-2 提供戶到戶運送服務	discrete	numeric-1.0	117	0	-
3	sc3	2.3 提供良好的安全與風險預防系統	discrete	numeric-1.0	117	0	-
4	sc4	2.4 快速回應顧客需求	discrete	numeric-1.0	117	0	-
5	sc5	2.5 提供特殊貨物服務	discrete	numeric-1.0	117	0	-
6	sc6	2.6 提供完善的顧客管理制度與系統	discrete	numeric-1.0	117	0	-
7	sc7	2.7 提供完善的售後服務	discrete	numeric-1.0	117	0	-
8	sc8	2.8 貨物毀損及失竊的比例很低	discrete	numeric-1.0	117	0	-
9	sc9	2.9 提供貨物追蹤服務	discrete	numeric-1.0	117	0	-
10	sc10	2.10 提供快速的貨損理賠	discrete	numeric-1.0	117	0	-
11	sc11	2.11 與相關業者間資訊系統整合能力強	discrete	numeric-1.0	117	0	-
12	sc12	2.12 提供完善的物流回收系統	discrete	numeric-1.0	117	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
13	ic1	2.13 能提出有利於達成組織目標的作業方式	discrete	numeric-1.0	117	0	-
14	ic2	2.14 定期討論改善現有的作業方式	discrete	numeric-1.0	117	0	-
15	ic3	2.15 引進新的機具設備或檢貨系統	discrete	numeric-1.0	117	0	-
16	ic4	2.16 運用新的作業流程以提升工作效率	discrete	numeric-1.0	117	0	-
17	ic5	2.17 公司能引進新的搬運與配送作業技術	discrete	numeric-1.0	117	0	-
18	ic6	2.18 能快速開拓新的服務路線	discrete	numeric-1.0	117	0	-
19	ic7	2.19 公司能注意並隨時引進新的技術	discrete	numeric-1.0	117	0	-
20	ic8	2.20 公司能提出創新與改善方案	discrete	numeric-1.0	117	0	-
21	fc1	2.21 公司具備安排特殊或非例行路線配送的能力	discrete	numeric-1.0	117	0	-
22	fc2	2.22 公司具備異常狀況的處置能力	discrete	numeric-1.0	117	0	-
23	fc3	2.23 公司能提供彈性的作業區使用空間	discrete	numeric-1.0	117	0	-
24	fc4	2.24 公司具備彈性的作業流程與方式	discrete	numeric-1.0	117	0	-

Group 公司運籌績效

#	Name	Label	Type	Format	Valid	Invalid	Question
1	lp1	3.1 公司透過有效率的作業以降低物流成本	discrete	numeric-1.0	117	0	-
2	lp2	3.2 公司透過提高運送量以將低物流成本	discrete	numeric-1.0	117	0	-
3	lp3	3.3 公司的訂單準時出貨率很高	discrete	numeric-1.0	117	0	-
4	lp4	3.4 公司的完整訂單出貨率很高	discrete	numeric-1.0	117	0	-
5	lp5	3.5 公司的訂單準時交達率很高	discrete	numeric-1.0	117	0	-
6	lp6	3.6 公司的完整訂單交達率很高	discrete	numeric-1.0	117	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	v1	4.1 請問您目前職稱為何？	discrete	numeric-1.0	117	0	-
2	v2	4.2 請問貴公司成立幾年？	discrete	numeric-1.0	117	0	-
3	v3	4.3 請問貴公司所有權型態為何？	discrete	numeric-1.0	117	0	-
4	v4	4.4 請問貴公司的經營型態為何？	discrete	numeric-1.0	117	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
5	v5	4.5 請問貴公司在台灣的員工總數約為幾人?	discrete	numeric-1.0	117	0	-
6	v6	4.6 請問貴公司去年(2009年)的營業額大約為多少新台幣?	discrete	numeric-1.0	117	0	-

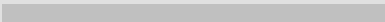
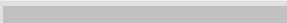
Variables Description

Dataset contains 46 variable(s)

File : data

hc1: 1-1 公司員工的專業技能很強

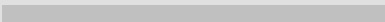
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	13	 11.1%
3	中等	59	 50.4%
4	同意	44	 37.6%
5	非常同意	1	 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.

hc2: 1-2 公司員工的素質在業界中是最好的

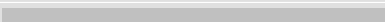
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	13	 11.1%
3	中等	70	 59.8%
4	同意	32	 27.4%
5	非常同意	2	 1.7%

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.

hc3: 1-3 公司員工工具創造力且聰明

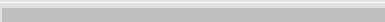
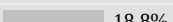
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	7	 6.0%
3	中等	30	 25.6%
4	同意	77	 65.8%
5	非常同意	3	 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.

hc4: 1-4 公司員工對自己的工作任務具有高度專業性

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	10	 8.5%
3	中等	84	 71.8%
4	同意	22	 18.8%
5	非常同意	1	 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.

hc5: 1-5 公司員工常提供新想法和新知識

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

hc5: 1-5 公司員工常提供新想法和新知識

Statistics [NW/ W] [Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	8	6.8%
3	中等	88	75.2%
4	同意	20	17.1%
5	非常同意	1	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.

hc6: 1-6 公司擁有完善的教育訓練

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

Statistics [NW/ W] [Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	2.6%
3	中等	67	57.3%
4	同意	45	38.5%
5	非常同意	2	1.7%

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.

hc7: 1-7 公司盡全力在人才的培育和訓練

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

Statistics [NW/ W] [Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	4.3%
3	中等	38	32.5%
4	同意	72	61.5%
5	非常同意	2	1.7%

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.

hc8: 1-8 公司的教育訓練很有效率

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

Statistics [NW/ W] [Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	2	1.7%
3	中等	27	23.1%
4	同意	82	70.1%
5	非常同意	6	5.1%

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.

hc9: 1-9 公司員工的教育訓練時數平均高於同業

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

Statistics [NW/ W] [Valid=117 /-] [Invalid=0 /-]

File : data

hc9: 1-9 公司員工的教育訓練時數平均高於同業

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	2.6%
3	中等	37	31.6%
4	同意	77	65.8%
5	非常同意	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.

hc10: 1-10 公司員工的教育訓練經費平均高於同業

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	12	10.3%
3	中等	84	71.8%
4	同意	20	17.1%
5	非常同意	1	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.

sc1: 2-1 提供快速正確的配送系統

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	4.3%
3	中等	76	65.0%
4	同意	34	29.1%
5	非常同意	2	1.7%

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.

sc2: 2-2 提供戶到戶運送服務

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	1	0.9%
3	中等	73	62.4%
4	同意	42	35.9%
5	非常同意	1	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.

sc3: 2.3 提供良好的安全與風險預防系統

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]		

File : data

sc3: 2.3 提供良好的安全與風險預防系統

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	1	0.9%
3	中等	50	42.7%
4	同意	63	53.8%
5	非常同意	3	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.

sc4: 2.4 快速回應顧客需求

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	2	1.7%
3	中等	53	45.3%
4	同意	61	52.1%
5	非常同意	1	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.

sc5: 2.5 提供特殊貨物服務

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	2	1.7%
3	中等	48	41.0%
4	同意	66	56.4%
5	非常同意	1	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.

sc6: 2.6 提供完善的顧客管理制度與系統

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	4	3.4%
3	中等	58	49.6%
4	同意	55	47.0%
5	非常同意	0	

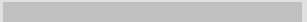
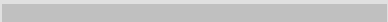
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

sc7: 2.7 提供完善的售後服務

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

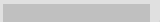
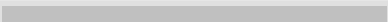
sc7: 2.7 提供完善的售後服務

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	 4.3%
3	中等	49	 41.9%
4	同意	63	 53.8%
5	非常同意	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.

sc8: 2.8 貨物毀損及失竊的比例很低

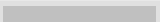
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	 4.3%
3	中等	31	 26.5%
4	同意	81	 69.2%
5	非常同意	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.

sc9: 2.9 提供貨物追蹤服務

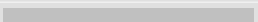
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Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	4	 3.4%
3	中等	31	 26.5%
4	同意	78	 66.7%
5	非常同意	4	 3.4%

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.

sc10: 2.10 提供快速的貨損理賠

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	 2.6%
3	中等	69	 59.0%
4	同意	45	 38.5%
5	非常同意	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.

sc11: 2.11 與相關業者間資訊系統整合能力強

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

File : data

sc11: 2.11 與相關業者間資訊系統整合能力強

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	4	3.4%
3	中等	59	50.4%
4	同意	51	43.6%
5	非常同意	3	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.

sc12: 2.12 提供完善的物流回收系統

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	2.6%
3	中等	42	35.9%
4	同意	71	60.7%
5	非常同意	1	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.

ic1: 2.13 能提出有利於達成組織目標的作業方式

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	4.3%
3	中等	54	46.2%
4	同意	58	49.6%
5	非常同意	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.

ic2: 2.14 定期討論改善現有的作業方式

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	4	3.4%
3	中等	56	47.9%
4	同意	56	47.9%
5	非常同意	1	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.

ic3: 2.15 引進新的機具設備或檢貨系統

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

File : data

ic3: 2.15 引進新的機具設備或檢貨系統

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	2.6%
3	中等	58	49.6%
4	同意	54	46.2%
5	非常同意	2	1.7%

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.

ic4: 2.16 運用新的作業流程以提升工作效率

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	7	6.0%
3	中等	42	35.9%
4	同意	68	58.1%
5	非常同意	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.

ic5: 2.17 公司能引進新的搬運與配送作業技術

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	0	
3	中等	34	29.1%
4	同意	80	68.4%
5	非常同意	3	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.

ic6: 2.18 能快速開拓新的服務路線

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	7	6.0%
2	不同意	41	35.0%
3	中等	58	49.6%
4	同意	11	9.4%
5	非常同意	0	

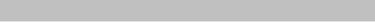
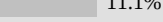
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

ic7: 2.19 公司能注意並隨時引進新的技術

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

File : data

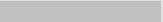
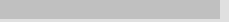
ic7: 2.19 公司能注意並隨時引進新的技術

Value	Label	Cases	Percentage
1	非常不同意	6	 5.1%
2	不同意	49	 41.9%
3	中等	49	 41.9%
4	同意	13	 11.1%
5	非常同意	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.

ic8: 2.20 公司能提出創新與改善方案

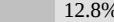
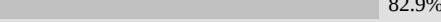
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	25	 21.4%
3	中等	58	 49.6%
4	同意	34	 29.1%
5	非常同意	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.

fc1: 2.21 公司具備安排特殊或非例行路線配送的能力

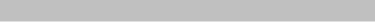
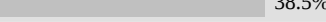
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	 4.3%
3	中等	15	 12.8%
4	同意	97	 82.9%
5	非常同意	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.

fc2: 2.22 公司具備異常狀況的處置能力

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	2	 1.7%
3	中等	6	 5.1%
4	同意	64	 54.7%
5	非常同意	45	 38.5%

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

fc3: 2.23 公司能提供彈性的作業區使用空間

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

File : data

fc3: 2.23 公司能提供彈性的作業區使用空間

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	2.6%
3	中等	10	8.5%
4	同意	34	29.1%
5	非常同意	70	59.8%

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.

fc4: 2.24 公司具備彈性的作業流程與方式

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	9	7.7%
3	中等	46	39.3%
4	同意	57	48.7%
5	非常同意	5	4.3%

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.

lp1: 3.1 公司透過有效率的作業以降低物流成本

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	1	0.9%
3	中等	20	17.1%
4	同意	84	71.8%
5	非常同意	12	10.3%

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.

lp2: 3.2 公司透過提高運送量以將低物流成本

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	4.3%
3	中等	54	46.2%
4	同意	55	47.0%
5	非常同意	3	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.

lp3: 3.3 公司的訂單準時出貨率很高

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

File : data

lp3: 3.3 公司的訂單準時出貨率很高

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	4	3.4%
3	中等	9	7.7%
4	同意	71	60.7%
5	非常同意	33	28.2%

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.

lp4: 3.4 公司的完整訂單出貨率很高

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	4.3%
3	中等	66	56.4%
4	同意	45	38.5%
5	非常同意	1	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.

lp5: 3.5 公司的訂單準時交達率很高

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	0	
3	中等	47	40.2%
4	同意	70	59.8%
5	非常同意	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.

lp6: 3.6 公司的完整訂單交達率很高

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	2	1.7%
3	中等	38	32.5%
4	同意	77	65.8%
5	非常同意	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.

v1: 4.1 請問您目前職稱為何？

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

File : data

v1: 4.1 請問您目前職稱為何？

Value	Label	Cases	Percentage
1	副總經理以上	45	38.5%
2	秘書、特助	72	61.5%
3	經理、協理	0	
4	廠長、主任	0	
5	其他	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: 4.2 請問貴公司成立幾年？

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	5 年以內	26	22.2%
2	6~10年	32	27.4%
3	11~20年	27	23.1%
4	21~30年	20	17.1%
5	31 年以上	12	10.3%

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.

v3: 4.3 請問貴公司所有權型態為何？

Information	[Type= discrete] [Format=numeric] [Range= 1-4] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台灣公司	70	59.8%
2	外國分公司	47	40.2%
3	台灣與外國公司聯營	0	
4	其他	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: 4.4 請問貴公司的經營型態為何？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	貨物運輸業	42	35.9%
2	倉儲服務業	42	35.9%
3	其他	33	28.2%

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.

v5: 4.5 請問貴公司在台灣的員工總數約為幾人？

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	50 人以下	72	61.5%
2	51~100 人	15	12.8%
3	101~500 人	10	8.5%

File : data

v5: 4.5 請問貴公司在台灣的員工總數約為幾人？

Value	Label	Cases	Percentage
4	501~1,000 人	20	17.1%
5	1,000 人以上	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.

v6: 4.6 請問貴公司去年(2009年) 的營業額大約為多少新台幣？

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=117 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	1 千萬元以下	23	19.7%
2	1 千~ 5 千萬元	13	11.1%
3	5 千萬元~1 億元	22	18.8%
4	1 億元~10 億元	59	50.4%
5	10 億元~1 百億元	0	
6	1 百億元以上	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.