

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

99年民眾對政府服務品質滿意度的看法:第一次調查

Study Documentation

August 27, 2019

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99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	AE140015
Version	Production Date: 2019-08-30 1
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。 99年第一次調查於民國99年4月26日至28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1099個樣本，在95%信心水準下，抽樣誤差為正負2.96%。	
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2010
Countries	台灣 (Taiwan, ROC)
Geographic Coverage 臺灣地區	
Universe 台灣地區18歲以上的民眾	

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

Sampling

Sampling Procedure

以台灣地區住宅電話號碼簿(尾數2位隨機)為抽樣架構，進行分層隨機抽樣

Weighting

調查結果已對受訪者性別、年齡、教育程度及地區進行樣本代表性檢定後加權處理

Data Collection

Data Collection Dates	start 2010-04-26 end 2010-04-28
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

Access Conditions

標準版(一般會員、院內會員申請下載)

Files Description

Dataset contains 1 file(s)

data99s1	
# Cases	1099
# Variable(s)	68

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	q1	01.在過去一年內，請問您有沒有去考過汽機車的考照，或是去換過行照及駕照？	discrete	numeric-2.0	1099	0	-
2	q2	01-1.請問您對「汽機車考照、行駕照換發」的服務滿不滿意?(表第2-6題)	discrete	numeric-2.0	1099	0	-
3	q3	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？	discrete	numeric-2.0	1099	0	-
4	q4	02-1.請問您對「繳稅或其他稅務業務」的服務滿不滿意?(表第2-4題)	discrete	numeric-2.0	1099	0	-
5	q5	03.在過去一年內，請問您有沒有到公立醫院或衛生所看診就醫過？	discrete	numeric-2.0	1099	0	-
6	q6	03-1.請問您對「到公立醫療院所就醫或門診」的服務滿不滿意?(表第2-10題)	discrete	numeric-2.0	1099	0	-
7	q7	04.在過去一年內，請問您有沒有找過警察來替您服務或處理事情？	discrete	numeric-2.0	1099	0	-
8	q8	04-1.請問您對「尋求警察服務」的服務滿不滿意?(表第2-14題)	discrete	numeric-2.0	1099	0	-
9	q9	05.在過去一年內，請問您有沒有接受或申請就業服務？	discrete	numeric-2.0	1099	0	-
10	q10	05-1.請問您對「就業服務」的服務滿不滿意?(表第2-18題)	discrete	numeric-2.0	1099	0	-
11	q11	06.在過去一年內，請問您有沒有辦理護照申請、換護照、簽證、居留證、工作證或國籍歸化等業務？	discrete	numeric-2.0	1099	0	-
12	q12	06-1.請問您對「辦理護照、簽證、居留證、工作證或國籍歸化等業務」的服務滿不滿意?(表第2-16題)	discrete	numeric-2.0	1099	0	-
13	q13	07.在過去一年內，請問您有沒有到郵局去辦過事情？	discrete	numeric-2.0	1099	0	-
14	q14	07-1.請問您對「郵局」的服務滿不滿意?(表第2-1題)	discrete	numeric-2.0	1099	0	-
15	q15	08.在過去一年內，請問您有沒有申請過土地登記務的相關服務？	discrete	numeric-2.0	1099	0	-
16	q16	08-1.請問您對「土地登記業務」的服務滿不滿意?(表第2-15題)	discrete	numeric-2.0	1099	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
17	q17	09.在過去一年內，請問您有沒有接受過政府清運垃圾及資源回收的服務?	discrete	numeric-2.0	1099	0	-
18	q18	09-1.請問您對「垃圾處理及資源回收」的服務滿不滿意?(表第2-2題)	discrete	numeric-2.0	1099	0	-
19	q19	10.在過去一年內，請問您有沒有搭乘過台鐵?	discrete	numeric-2.0	1099	0	-
20	q20	10-1.請問您對「搭乘台鐵」的服務滿不滿意?(表第2-9題)	discrete	numeric-2.0	1099	0	-
21	q21	11.在過去一年內，請問您有沒有搭乘過高鐵?	discrete	numeric-2.0	1099	0	-
22	q22	11-1.請問您對「搭乘高鐵」的服務滿不滿意?(表第2-11題)	discrete	numeric-2.0	1099	0	-
23	q23	12.在過去一年內，請問您有沒有搭乘過捷運?	discrete	numeric-2.0	1099	0	-
24	q24	12-1.請問您對「搭乘捷運」的服務滿不滿意?(表第2-3題)	discrete	numeric-2.0	1099	0	-
25	q25	13.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?	discrete	numeric-2.0	1099	0	-
26	q26	13-1.請問您對「戶籍謄本申請、戶口及結婚登記或換發身分證」的服務滿不滿意?(表第2-8題)	discrete	numeric-2.0	1099	0	-
27	q27	14.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?	discrete	numeric-2.0	1099	0	-
28	q28	14-1.請問您對「尋求消防服務」的服務滿不滿意?(表第2-17題)	discrete	numeric-2.0	1099	0	-
29	q29	15.在過去一年內，請問您有沒有申請或接受社會福利服務?	discrete	numeric-2.0	1099	0	-
30	q30	15-1.請問您對「申請或接受社會福利」的服務滿不滿意?(表第2-13題)	discrete	numeric-2.0	1099	0	-
31	q31	16.在過去一年內，請問您有沒有辦理健保卡、重大傷病卡換發?	discrete	numeric-2.0	1099	0	-
32	q32	16-1.請問您對「辦理健保卡、重大傷病卡換發」的服務滿不滿意?(表第2-12題)	discrete	numeric-2.0	1099	0	-
33	q33	17.在過去一年內，請問您有沒有去過公立的藝文場所?	discrete	numeric-2.0	1099	0	-
34	q34	17-1.請問您對「使用公立藝文機構」的服務滿不滿意?(表第2-7題)	discrete	numeric-2.0	1099	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
35	q35	18.在過去一年內，請問您有沒有去過公立的遊樂場所？	discrete	numeric-2.0	1099	0	-
36	q36	18-1.請問您對「使用公立遊憩設施」的服務滿不滿意?(表第2-5題)	discrete	numeric-2.0	1099	0	-
37	q37	19.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？	discrete	numeric-2.0	1099	0	-
38	q38	19-1.請問您對「辦理公司登記、工廠登記、商業登記或進出口貨物通關」的服務滿不滿意?(表第2-19題)	discrete	numeric-2.0	1099	0	-
39	q39	20.對承辦服務人員專業知識，請問您滿不滿意？	discrete	numeric-2.0	1099	0	-
40	q40	21.對承辦服務人員服務態度，請問您滿不滿意？	discrete	numeric-2.0	1099	0	-
41	q41	22.對於政府單位所提供的服務效率，請問您滿不滿意？	discrete	numeric-2.0	1099	0	-
42	q42	23.在您接受或申請政府單位的服務過程中，請問您覺得有沒有獲得公平的對待？	discrete	numeric-2.0	1099	0	-
43	q43	24.整體而言，對於您所接受政府單位的服務，請問您滿不滿意？	discrete	numeric-2.0	1099	0	-
44	q44	25.整體而言，對於您所接受政府單位的服務，請問有沒有符合您的期待？	discrete	numeric-2.0	1099	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	id	樣本編號	continuous	numeric-6.0	1099	0	-
2	q45	26.請問您今年大約幾歲？(大約是在那一個年齡層)？	discrete	numeric-2.0	1099	0	-
3	q46	27.請問您的教育程度是？	discrete	numeric-2.0	1099	0	-
4	q47	28.請問您目前從事什麼工作？	discrete	numeric-2.0	1099	0	-
5	q48	29.請問您目前住在哪一個縣市？	discrete	numeric-2.0	1099	0	-
6	q49	30.請問您每個月總收入大約是多少？	discrete	numeric-2.0	1099	0	-
7	q50	31.國內有好幾個常聽到的政黨，國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張，跟您比較接近？	discrete	numeric-2.0	1099	0	-
8	q51	32.受訪者性別	discrete	numeric-1.0	1099	0	-

Group 權數							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	w1	加權值1	continuous	numeric-8.6	1099	0	-
2	w2	加權值2	continuous	numeric-8.6	1099	0	-
3	w3	加權值3	continuous	numeric-8.6	1099	0	-
4	w4	加權值4	continuous	numeric-8.6	1099	0	-
5	w5	加權值5	continuous	numeric-8.6	1099	0	-
6	w6	加權值6	continuous	numeric-8.6	1099	0	-
7	w7	加權值7	continuous	numeric-8.6	1099	0	-
8	w8	加權值8	continuous	numeric-8.6	1099	0	-
9	w9	加權值9	continuous	numeric-8.6	1099	0	-
10	w10	加權值10	continuous	numeric-8.6	1099	0	-
11	w11	加權值11	continuous	numeric-8.6	1099	0	-
12	w12	加權值12	continuous	numeric-8.6	1099	0	-
13	w13	加權值13	continuous	numeric-8.6	1099	0	-
14	w14	加權值14	continuous	numeric-8.6	1099	0	-
15	w15	加權值15	continuous	numeric-8.6	1099	0	-
16	w16	加權值16	continuous	numeric-8.6	1099	0	-

Variables Description

Dataset contains 68 variable(s)

File : data99s1			
# id: 樣本編號			
Information		[Type= continuous] [Format=numeric] [Range= 1-900010] [Missing=*]	
Statistics [NW/ W]		[Valid=1099 /-] [Invalid=0 /-] [Mean=41707.76 /-] [StdDev=51379.533 /-]	
# q1: 01.在過去一年內， 請問您有沒有去考過汽機車的考照，或是去換過行照及駕照？			
Information		[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]	
Statistics [NW/ W]		[Valid=1099 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	有	569	51.8%
2	沒有	530	48.2%
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.			
# q2: 01-1.請問您對「汽機車考照、行駕照換發」的服務滿不滿意?(表第2-6題)			
Information		[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]	
Statistics [NW/ W]		[Valid=1099 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	非常滿意	157	14.3%
2	還算滿意	718	65.3%
3	不太滿意	61	5.6%
4	非常不滿意	22	2.0%
98	不知道、很難說、沒意見、未回答	141	12.8%
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.			
# q3: 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？			
Information		[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]	
Statistics [NW/ W]		[Valid=1099 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	有	734	66.8%
2	沒有	365	33.2%
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.			
# q4: 02-1.請問您對「繳稅或其他稅務業務」的服務滿不滿意?(表第2-4題)			
Information		[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]	
Statistics [NW/ W]		[Valid=1099 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	非常滿意	137	12.5%
2	還算滿意	672	61.1%
3	不太滿意	97	8.8%
4	非常不滿意	33	3.0%
98	不知道、很難說、沒意見、未回答	160	14.6%
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.			
# q5: 03.在過去一年內， 請問您有沒有到公立醫院或衛生所看診就醫過？			
Information		[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]	
Statistics [NW/ W]		[Valid=1099 /-] [Invalid=0 /-]	

File : data99s1

q5: 03.在過去一年內，請問您有沒有到公立醫院或衛生所看診就醫過？

Value	Label	Cases	Percentage
1	有	494	44.9%
2	沒有	605	55.1%

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.

q6: 03-1.請問您對「到公立醫療院所就醫或門診」的服務滿不滿意?(表第2-10題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	107	9.7%
2	還算滿意	545	49.6%
3	不太滿意	187	17.0%
4	非常不滿意	51	4.6%
98	不知道、很難說、沒意見、未回答	209	19.0%

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.

q7: 04.在過去一年內，請問您有沒有找過警察來替您服務或處理事情？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	216	19.7%
2	沒有	883	80.3%

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.

q8: 04-1.請問您對「尋求警察服務」的服務滿不滿意?(表第2-14題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	70	6.4%
2	還算滿意	510	46.4%
3	不太滿意	199	18.1%
4	非常不滿意	100	9.1%
98	不知道、很難說、沒意見、未回答	220	20.0%

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.

q9: 05.在過去一年內，請問您有沒有接受或申請就業服務？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	66	6.0%
2	沒有	1033	94.0%

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.

q10: 05-1.請問您對「就業服務」的服務滿不滿意?(表第2-18題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

File : data99s1

q10: 05-1.請問您對「就業服務」的服務滿不滿意?(表第2-18題)

Value	Label	Cases	Percentage
1	非常滿意	70	6.4%
2	還算滿意	408	37.1%
3	不太滿意	144	13.1%
4	非常不滿意	58	5.3%
98	不知道、很難說、沒意見、未回答	419	38.1%

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.

q11: 06.在過去一年內，請問您有沒有辦理護照申請、換護照、簽證、居留證、工作證或國籍歸化等業務？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	199	18.1%
2	沒有	900	81.9%

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.

q12: 06-1.請問您對「辦理護照、簽證、居留證、工作證或國籍歸化等業務」的服務滿不滿意?(表第2-16題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	63	5.7%
2	還算滿意	467	42.5%
3	不太滿意	78	7.1%
4	非常不滿意	21	1.9%
98	不知道、很難說、沒意見、未回答	470	42.8%

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.

q13: 07.在過去一年內，請問您有沒有到郵局去辦過事情？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	930	84.6%
2	沒有	169	15.4%

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.

q14: 07-1.請問您對「郵局」的服務滿不滿意?(表第2-1題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	236	21.5%
2	還算滿意	630	57.3%
3	不太滿意	127	11.6%
4	非常不滿意	56	5.1%
98	不知道、很難說、沒意見、未回答	50	4.5%

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.

File : data99s1

q15: 08.在過去一年內，請問您有沒有申請過土地登記務的相關服務？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	232	21.1%
2	沒有	867	78.9%

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.

q16: 08-1.請問您對「土地登記業務」的服務滿不滿意?(表第**2-15**題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	105	9.6%
2	還算滿意	506	46.0%
3	不太滿意	70	6.4%
4	非常不滿意	30	2.7%
98	不知道、很難說、沒意見、未回答	388	35.3%

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.

q17: 09.在過去一年內，請問您有沒有接受過政府清運垃圾及資源回收的服務？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	868	79.0%
2	沒有	231	21.0%

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.

q18: 09-1.請問您對「垃圾處理及資源回收」的服務滿不滿意?(表第**2-2**題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	297	27.0%
2	還算滿意	601	54.7%
3	不太滿意	96	8.7%
4	非常不滿意	42	3.8%
98	不知道、很難說、沒意見、未回答	63	5.7%

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.

q19: 10.在過去一年內，請問您有沒有搭乘過台鐵？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	537	48.9%
2	沒有	562	51.1%

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 : data99s1

q20: 10-1.請問您對「搭乘台鐵」的服務滿不滿意?(表第2-9題)

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	113	10.3%
2	還算滿意	633	57.6%
3	不太滿意	138	12.6%
4	非常不滿意	38	3.5%
98	不知道、很難說、沒意見、未回答	177	16.1%

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.

q21: 11.在過去一年內，請問您有沒有搭乘過高鐵？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	472	42.9%
2	沒有	627	57.1%

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.

q22: 11-1.請問您對「搭乘高鐵」的服務滿不滿意?(表第2-11題)

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	171	15.6%
2	還算滿意	555	50.5%
3	不太滿意	93	8.5%
4	非常不滿意	20	1.8%
98	不知道、很難說、沒意見、未回答	260	23.7%

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.

q23: 12.在過去一年內，請問您有沒有搭乘過捷運？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	728	66.2%
2	沒有	371	33.8%

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.

q24: 12-1.請問您對「搭乘捷運」的服務滿不滿意?(表第2-3題)

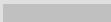
Information [Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	257	23.4%
2	還算滿意	590	53.7%
3	不太滿意	50	4.5%
4	非常不滿意	29	2.6%

File : data99s1

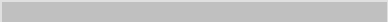
q24: 12-1.請問您對「搭乘捷運」的服務滿不滿意?(表第2-3題)

Value	Label	Cases	Percentage
98	不知道、很難說、沒意見、未回答	173	 15.7%

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.

q25: 13.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?

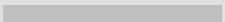
Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	575	 52.3%
2	沒有	524	 47.7%

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.

q26: 13-1.請問您對「戶籍謄本申請、戶口及結婚登記或換發身分證」的服務滿不滿意?(表第2-8題)

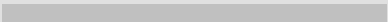
Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	344	 31.3%
2	還算滿意	605	 55.1%
3	不太滿意	46	 4.2%
4	非常不滿意	20	 1.8%
98	不知道、很難說、沒意見、未回答	84	 7.6%

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.

q27: 14.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?

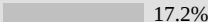
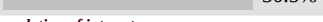
Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	114	 10.4%
2	沒有	985	 89.6%

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.

q28: 14-1.請問您對「尋求消防服務」的服務滿不滿意?(表第2-17題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	189	 17.2%
2	還算滿意	515	 46.9%
3	不太滿意	39	 3.5%
4	非常不滿意	21	 1.9%
98	不知道、很難說、沒意見、未回答	335	 30.5%

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.

q29: 15.在過去一年內，請問您有沒有申請或接受社會福利服務?

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

File : data99s1

q29: 15.在過去一年內，請問您有沒有申請或接受社會福利服務？

Value	Label	Cases	Percentage
1	有	201	18.3%
2	沒有	898	81.7%

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.

q30: 15-1.請問您對「申請或接受社會福利」的服務滿不滿意?(表第2-13題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	134	12.2%
2	還算滿意	477	43.4%
3	不太滿意	109	9.9%
4	非常不滿意	62	5.6%
98	不知道、很難說、沒意見、未回答	317	28.8%

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.

q31: 16.在過去一年內，請問您有沒有辦理健保卡、重大傷病卡換發？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	248	22.6%
2	沒有	851	77.4%

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.

q32: 16-1.請問您對「辦理健保卡、重大傷病卡換發」的服務滿不滿意?(表第2-12題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	143	13.0%
2	還算滿意	568	51.7%
3	不太滿意	98	8.9%
4	非常不滿意	35	3.2%
98	不知道、很難說、沒意見、未回答	255	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.

q33: 17.在過去一年內，請問您有沒有去過公立的藝文場所？

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	584	53.1%
2	沒有	515	46.9%

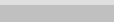
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

q34: 17-1.請問您對「使用公立藝文機構」的服務滿不滿意?(表第2-7題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

File : data99s1

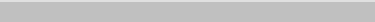
q34: 17-1.請問您對「使用公立藝文機構」的服務滿不滿意?(表第2-7題)

Value	Label	Cases	Percentage
1	非常滿意	183	 16.7%
2	還算滿意	592	 53.9%
3	不太滿意	55	 5.0%
4	非常不滿意	14	 1.3%
98	不知道、很難說、沒意見、未回答	255	 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.

q35: 18.在過去一年內，請問您有沒有去過公立的遊樂場所？

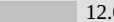
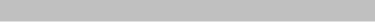
Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	621	 56.5%
2	沒有	478	 43.5%

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.

q36: 18-1.請問您對「使用公立遊憩設施」的服務滿不滿意?(表第2-5題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	139	 12.6%
2	還算滿意	656	 59.7%
3	不太滿意	89	 8.1%
4	非常不滿意	20	 1.8%
98	不知道、很難說、沒意見、未回答	195	 17.7%

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.

q37: 19.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？

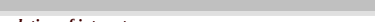
Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	有	69	 6.3%
2	沒有	1030	 93.7%

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.

q38: 19-1.請問您對「辦理公司登記、工廠登記、商業登記或進出口貨物通關」的服務滿不滿意?(表第2-19題)

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	29	 2.6%
2	還算滿意	334	 30.4%
3	不太滿意	88	 8.0%
4	非常不滿意	17	 1.5%
98	不知道、很難說、沒意見、未回答	631	 57.4%

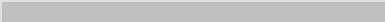
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

File : data99s1

q39: 20.對承辦服務人員專業知識，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	121	 11.0%
2	還算滿意	652	 59.3%
3	不太滿意	181	 16.5%
4	非常不滿意	39	 3.5%
98	不知道、很難說、沒意見、未回答	106	 9.6%

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.

q40: 21.對承辦服務人員服務態度，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	142	 12.9%
2	還算滿意	683	 62.1%
3	不太滿意	163	 14.8%
4	非常不滿意	48	 4.4%
98	不知道、很難說、沒意見、未回答	63	 5.7%

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.

q41: 22.對於政府單位所提供的服務效率，請問您滿不滿意？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	95	 8.6%
2	還算滿意	583	 53.0%
3	不太滿意	280	 25.5%
4	非常不滿意	85	 7.7%
98	不知道、很難說、沒意見、未回答	56	 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.

q42: 23.在您接受或申請政府單位的服務過程中，請問您覺得有沒有獲得公平的對待？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常公平	109	 9.9%
2	還算公平	656	 59.7%
3	不太公平	174	 15.8%
4	非常不公平	58	 5.3%
98	不知道、很難說、沒意見、未回答	102	 9.3%

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.

q43: 24.整體而言，對於您所接受政府單位的服務，請問您滿不滿意？

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

File : data99s1

q43: 24.整體而言，對於您所接受政府單位的服務，請問您滿不滿意？

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	85	7.7%
2	還算滿意	716	65.2%
3	不太滿意	201	18.3%
4	非常不滿意	43	3.9%
98	不知道、很難說、沒意見、未回答	54	4.9%

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.

q44: 25.整體而言，對於您所接受政府單位的服務，請問有沒有符合您的期待？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常符合	56	5.1%
2	還算符合	614	55.9%
3	不太符合	287	26.1%
4	完全不符合	55	5.0%
98	不知道、很難說、沒意見、未回答	87	7.9%

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.

q45: 26.請問您今年大約幾歲?(大約是在那一個年齡層)？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	18~19歲	19	1.7%
2	20~29歲	110	10.0%
3	30~39歲	197	17.9%
4	40~49歲	286	26.0%
5	50~59歲	279	25.4%
6	60歲及以上	206	18.7%
98	未回答	2	0.2%

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.

q46: 27.請問您的教育程度是？

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

Statistics [NW/ W] [Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	131	11.9%
2	國、初中	134	12.2%
3	高中、職	377	34.3%
4	專科	155	14.1%
5	大學	239	21.7%
6	研究所及以上	62	5.6%
98	未回答	1	0.1%

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 : data99s1

q47: 28.請問您目前從事什麼工作？

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	41	3.7%
2	軍人	1	0.1%
3	中小學教師	26	2.4%
4	高中教師、大專院校教授	11	1.0%
5	受僱於國營事業	14	1.3%
6	民營、工商機構主管	66	6.0%
7	民營、工商機構普通職員	172	15.7%
8	勞動工人、工頭、領班	143	13.0%
9	自由業<含律師、醫師、會計師>	13	1.2%
10	文化工作者	1	0.1%
11	研究人員	2	0.2%
12	雇主/企業家	26	2.4%
13	自營商<含獨資公司>	82	7.5%
14	運輸業<包括計程車司機>	6	0.5%
15	工程師、專業技師	21	1.9%
16	農林漁牧鹽礦業從業人員	48	4.4%
17	學生	35	3.2%
18	退休/無業/待業	176	16.0%
19	家管/家庭主婦	209	19.0%
98	未回答	6	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.

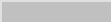
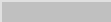
q48: 29.請問您目前住在哪一個縣市？

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	98	8.9%
2	高雄市	74	6.7%
3	基隆市	24	2.2%
4	新竹市	18	1.6%
5	台中市	38	3.5%
6	嘉義市	9	0.8%
7	台南市	37	3.4%
8	台北縣	214	19.5%
9	宜蘭縣	16	1.5%
10	桃園縣	89	8.1%
11	新竹縣	22	2.0%
12	苗栗縣	24	2.2%
13	台中縣	66	6.0%
14	彰化縣	84	7.6%
15	南投縣	23	2.1%

File : data99s1

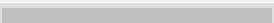
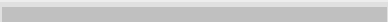
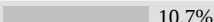
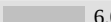
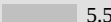
q48: 29.請問您目前住在哪一個縣市？

Value	Label	Cases	Percentage
16	雲林縣	39	 3.5%
17	嘉義縣	31	 2.8%
18	台南縣	62	 5.6%
19	高雄縣	62	 5.6%
20	屏東縣	33	 3.0%
21	台東縣	12	 1.1%
22	花蓮縣	14	 1.3%
23	澎湖縣	5	 0.5%
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.

q49: 30.請問您每個月總收入大約是多少？

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	15,000元以下	218	 19.8%
2	15,001-30,000元	311	 28.3%
3	30,001-45,000元	215	 19.6%
4	45,001-60,000元	118	 10.7%
5	60,001-80,000元	66	 6.0%
6	80,001-100,000元	20	 1.8%
7	100,001元以上	39	 3.5%
95	很難說、不知道	60	 5.5%
98	未回答	52	 4.7%

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.

q50: 31.國內有好幾個常聽到的政黨，國民黨、民進黨、親民黨、新黨、無黨團結聯盟、台灣團結聯盟。請問那一個政黨的理念和主張，跟您比較接近？

Information	[Type= discrete] [Format=numeric] [Range= 1-98] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	國民黨	371	33.8%
2	民進黨	190	17.3%
3	親民黨	2	0.2%
4	新黨	3	0.3%
5	無黨團結聯盟	5	0.5%
6	台灣團結聯盟	5	0.5%
8	不傾向任何政黨	438	39.9%
98	很難說、不知道、未回答	85	7.7%

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.

q51: 32.受訪者性別

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男性	533	48.5%
2	女性	566	51.5%

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.

w1: 加權值1

Information	[Type= continuous] [Format=numeric] [Range= 0.974148939929329-1.02745159474672] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.0267 /-]

w2: 加權值2

Information	[Type= continuous] [Format=numeric] [Range= 0.681546720848563-2.08029746680359] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.374 /-]

w3: 加權值3

Information	[Type= continuous] [Format=numeric] [Range= 0.502756685741096-3.59380652580719] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.397 /-]

w4: 加權值4

Information	[Type= continuous] [Format=numeric] [Range= 0.353439951951304-3.05549102005324] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.428 /-]

w5: 加權值5

Information	[Type= continuous] [Format=numeric] [Range= 0.347992116891914-3.10442252624581] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.429 /-]

w6: 加權值6

Information	[Type= continuous] [Format=numeric] [Range= 0.317706558094577-3.74407751738834] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.486 /-]

w7: 加權值7

Information	[Type= continuous] [Format=numeric] [Range= 0.273662435062199-4.52546228038126] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.513 /-]

# w8: 加權值8	
Information	[Type= continuous] [Format=numeric] [Range= 0.267476668106375-4.43775178922092] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.52 /-]
# w9: 加權值9	
Information	[Type= continuous] [Format=numeric] [Range= 0.263123616448957-4.51292187054854] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.521 /-]
# w10: 加權值10	
Information	[Type= continuous] [Format=numeric] [Range= 0.251999807599248-4.57811586550098] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.547 /-]
# w11: 加權值11	
Information	[Type= continuous] [Format=numeric] [Range= 0.236440047637901-5.16997569040921] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.565 /-]
# w12: 加權值12	
Information	[Type= continuous] [Format=numeric] [Range= 0.233641164929983-5.1230004406705] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.568 /-]
# w13: 加權值13	
Information	[Type= continuous] [Format=numeric] [Range= 0.231278872383239-5.17623143989877] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.568 /-]
# w14: 加權值14	
Information	[Type= continuous] [Format=numeric] [Range= 0.22593135793543-5.24497996641763] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.583 /-]
# w15: 加權值15	
Information	[Type= continuous] [Format=numeric] [Range= 0.219099969256721-5.56306366899958] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.592 /-]
# w16: 加權值16	
Information	[Type= continuous] [Format=numeric] [Range= 0.219079945872115-5.56255526471358] [Missing=*]
Statistics [NW/ W]	[Valid=1099 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.592 /-]