

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

94年民眾對公務人員服務品質滿意度調查：第一次調查

Study Documentation

February 13, 2018

Metadata Production

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Table of Contents

Overview.....	4
Scope & Coverage.....	4
Producers & Sponsors.....	4
Data Collection.....	4
Data Processing & Appraisal.....	4
Accessibility.....	5
Files Description.....	6
data94s1.....	6
Variables Group(s).....	7
縣市.....	7
對公務人員服務品質的看法.....	7
基本資料.....	8
權數.....	8
Variables Description.....	9
data94s1.....	10

94年民眾對公務人員服務品質滿意度調查：第一次調查

Overview

Type	民眾對政府服務品質滿意度的看法
Identification	AE140007
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。 94年第一次調查於民國94年3月29日至30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1108個樣本，在95%信心水準下，抽樣誤差為正負2.9%。	
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2005
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 2005-03-29 end 2005-03-30
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)

data94s1	
# Cases	1108
# 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	1093	15	-

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	1108	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	1108	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	1108	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	1108	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	1108	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	1108	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	1108	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	1108	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	1108	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	1108	0	-
11	v12	12.請問您對中華電信公司工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-
12	v13	13.請問您對公營銀行工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-
13	v14	14.請問您對稅務工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-
14	v15	15.請問您對公立醫院醫護人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-
15	v16	16.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
16	v17	17.請問您對台灣電力公司工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-
17	v18	18.請問您對台灣省自來水公司(或台北自來水事業處)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-
18	v19	19.一般而言,請問您對於公務人員的電話禮貌滿不滿意?	discrete	numeric-1.0	1108	0	-
19	v20	20.整體而言,請問您對公務人員的服務品質滿不滿意?	discrete	numeric-1.0	1108	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	v21	21.請問您今年大約幾歲?	discrete	numeric-1.0	1108	0	-
2	v22	22.請問您的教育程度是?	discrete	numeric-1.0	1108	0	-
3	v23	23.請問您目前從事什麼工作?	discrete	numeric-1.0	1108	0	-
4	v24	24.受訪者性別	discrete	numeric-1.0	1108	0	-

Group 權數

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	加權權數	continuous	numeric-8.6	1108	0	-

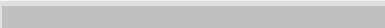
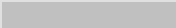
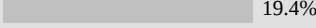
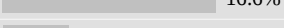
Variables Description

Dataset contains 25 variable(s)

File : data94s1

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?

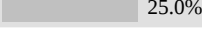
Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1093 /-] [Invalid=15 /-]

Value	Label	Cases	Percentage
1	北北基	326	 29.8%
2	桃竹苗	152	 13.9%
3	中彰投	212	 19.4%
4	雲嘉南	166	 15.2%
5	高屏澎	181	 16.6%
6	宜花東	56	 5.1%
Sysmiss		15	

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?

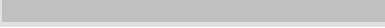
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	787	 71.0%
2	不滿意	44	 4.0%
3	無明確反應	277	 25.0%

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.

v3: 3.請問您對地政工作人員的服務品質滿不滿意?

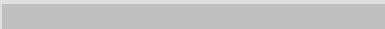
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	451	 40.7%
2	不滿意	60	 5.4%
3	無明確反應	597	 53.9%

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.

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=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	552	 49.8%
2	不滿意	48	 4.3%
3	無明確反應	508	 45.8%

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.

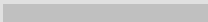
v5: 5.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	668	 60.3%
2	不滿意	74	 6.7%

File : data94s1

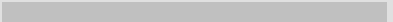
v5: 5.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
3	無明確反應	366	 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.

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?

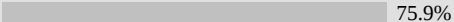
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	165	 14.9%
2	不滿意	79	 7.1%
3	無明確反應	864	 78.0%

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.

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?

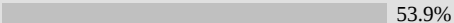
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	841	 75.9%
2	不滿意	166	 15.0%
3	無明確反應	101	 9.1%

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

v8: 8.請問您對交通警察的服務品質滿不滿意?

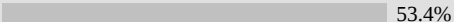
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	597	 53.9%
2	不滿意	252	 22.7%
3	無明確反應	259	 23.4%

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: 9.請問您對警察單位工作人員的服務品質滿不滿意?

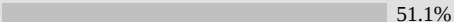
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	592	 53.4%
2	不滿意	196	 17.7%
3	無明確反應	320	 28.9%

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.

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=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	566	 51.1%
2	不滿意	115	 10.4%

File : data94s1

v10: 10.請問您對監理處(所)工作人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
3	無明確反應	427	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.

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=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	862	77.8%
2	不滿意	142	12.8%
3	無明確反應	104	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.

v12: 12.請問您對中華電信公司工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	772	69.7%
2	不滿意	108	9.7%
3	無明確反應	228	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.

v13: 13.請問您對公營銀行工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	567	51.2%
2	不滿意	150	13.5%
3	無明確反應	391	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.

v14: 14.請問您對稅務工作人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	527	47.6%
2	不滿意	115	10.4%
3	無明確反應	466	42.1%

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

v15: 15.請問您對公立醫院醫護人員的服務品質滿不滿意?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	533	48.1%
2	不滿意	176	15.9%

File : data94s1

v15: 15.請問您對公立醫院醫護人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
3	無明確反應	399	36.0%

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: 16.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	450	40.6%
2	不滿意	109	9.8%
3	無明確反應	549	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.

v17: 17.請問您對台灣電力公司工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	634	57.2%
2	不滿意	67	6.0%
3	無明確反應	407	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.

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

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	551	49.7%
2	不滿意	94	8.5%
3	無明確反應	463	41.8%

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: 19.一般而言,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=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	820	74.0%
2	不滿意	114	10.3%
3	無明確反應	174	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.

v20: 20.整體而言,請問您對公務人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	824	74.4%
2	不滿意	149	13.4%

File : data94s1

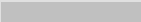
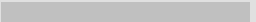
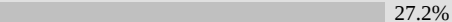
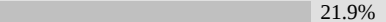
v20: 20.整體而言,請問您對公務人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
3	無明確反應	135	 12.2%

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.

v21: 21.請問您今年大約幾歲?

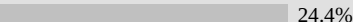
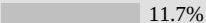
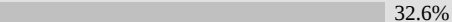
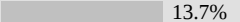
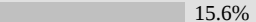
Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	20-29歲	116	 10.5%
2	30-39歲	195	 17.6%
3	40-49歲	301	 27.2%
4	50-59歲	243	 21.9%
5	60歲及以上	244	 22.0%
6	未回答	9	 0.8%

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.

v22: 22.請問您的教育程度是?

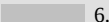
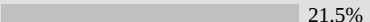
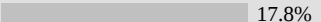
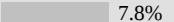
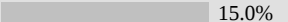
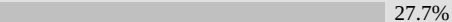
Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	270	 24.4%
2	初中、國中	130	 11.7%
3	高中、高職	361	 32.6%
4	專科	152	 13.7%
5	大學及研究所以上	173	 15.6%
6	未回答	22	 2.0%

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.

v23: 23.請問您目前從事什麼工作?

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	軍公教	67	 6.0%
2	白領	238	 21.5%
3	勞動者	197	 17.8%
4	自由業及專技人員	32	 2.9%
5	企業家及雇主	86	 7.8%
6	退休無業	166	 15.0%
7	家管及學生	307	 27.7%
8	無明確反應	15	 1.4%

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.

v24: 24.受訪者性別

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-]

File : data94s1

v24: 24.受訪者性別

Value	Label	Cases	Percentage
1	男	491	44.3%
2	女	617	55.7%

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.

w: 加權權數

Information	[Type= continuous] [Format=numeric] [Range= 0.470665-2.294142] [Missing=*]
Statistics [NW/ W]	[Valid=1108 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.515 /-]