

台灣 (Taiwan, ROC)

行政院研究發展考核委員會社會發展處

**94**年民眾對電子化政府相關議題的看法

**Study Documentation**

June 23, 2016

# Metadata Production

|                             |   |
|-----------------------------|---|
| <b>Metadata Producer(s)</b> | 學術調查研究資料庫(Survey Research Data Archive) (SRDA) , 中央研究院人社中心調查研究專題中心, DDI文件製作 |
| <b>Production Date</b>      | June 22, 2016   |
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| <b>Identification</b>       | AE130003  |

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## 94年民眾對電子化政府相關議題的看法

| Overview  |  |
|---|--|
| Type  | 民眾對電子化政府相關議題的看法                            |
| Identification  | AE130003                                   |
| Version   | Production Date: 2016-06-22<br>-v1.0 釋出第一版 |
| <b>Abstract</b><br>「行政院研究發展考核委員會（現已併入國家發展委員會）」為瞭解民眾對電子化政府的看法，於94年辦理「民眾對電子化政府相關議題的看法」民意調查。<br>訪問時間為94年5月31日，調查對象是臺灣地區20歲以上的成年人。本次調查共完成1,090有效樣本。 |  |
| Kind of Data  | 抽樣調查資料 (Sample survey data)                |

| Scope & Coverage                   |                  |
|------------------------------------|------------------|
| Time Period(s)                     | 2005             |
| Countries                          | 台灣 (Taiwan, ROC) |
| <b>Geographic Coverage</b><br>台灣地區 |                  |
| <b>Universe</b><br>台灣地區20歲以上成年人    |                  |

| Producers & Sponsors    |                   |
|-------------------------|-------------------|
| Primary Investigator(s) | 行政院研究發展考核委員會社會發展處 |
| Other Producer(s)       | 行政院研究發展考核委員會社會發展處 |
| Funding Agency/ies      | 行政院研究發展考核委員會社會發展處 |

| Data Collection       |                                    |
|-----------------------|------------------------------------|
| Data Collection Dates | start 2005-05-31<br>end 2005-05-31 |
| Time Period(s)        | start 2005-05-01<br>end 2005-05-31 |
| Data Collection Mode  | 電話訪問(Telephone Interviews)         |

| Data Processing & Appraisal                                       |  |
|---|--|
| <b>Data Editing</b><br>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。 |  |

| <b>Accessibility</b>   |   |
|--|---|
| <b>Contact(s)</b>  | 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), <a href="https://srda.sinica.edu.tw">https://srda.sinica.edu.tw</a> , <a href="mailto:srda@gate.sinica.edu.tw">srda@gate.sinica.edu.tw</a> |
| <b>Distributor(s)</b>  | 學術調查研究資料庫(Survey Research Data Archive)   |
| <b>Depositor(s)</b>  | 行政院研究發展考核委員會社會發展處   |
| <b><u>Access Conditions</u></b><br>會員版(一般會員、院內會員)--申請審核通過後下載 |   |

# Files Description

Dataset contains 1 file(s)

|                      |      |
|----------------------|------|
| <b>AE130003</b>      |      |
| <b># Cases</b>       | 1090 |
| <b># Variable(s)</b> | 33   |

# Variables Group(s)

Dataset contains 4 group(s)

| Group 基本資料 |      |       |            |              |       |         |          |
|------------|------|-------|------------|--------------|-------|---------|----------|
| #          | Name | Label | Type       | Format       | Valid | Invalid | Question |
| 1          | id1  | 席位    | continuous | numeric-11.0 | 1090  | 0       | -        |
| 2          | id2  | 取樣代號  | continuous | numeric-11.0 | 1090  | 0       | -        |
| 3          | t1   | 居住地   | discrete   | numeric-9.0  | 1065  | 25      | -        |
| 4          | age  | 年齡    | discrete   | numeric-9.0  | 1090  | 0       | -        |
| 5          | t18  | 教育程度  | discrete   | numeric-9.0  | 1090  | 0       | -        |
| 6          | t19  | 職業    | discrete   | numeric-9.0  | 1090  | 0       | -        |
| 7          | t20  | 家庭月收入 | discrete   | numeric-9.0  | 1090  | 0       | -        |
| 8          | sex  | 性別    | discrete   | numeric-9.0  | 1090  | 0       | -        |
| 9          | w    | 權值    | continuous | numeric-8.2  | 1090  | 0       | -        |

| Group 一、使用電腦及上網情形 |      |                            |          |              |       |         |          |
|-------------------|------|----------------------------|----------|--------------|-------|---------|----------|
| #                 | Name | Label                      | Type     | Format       | Valid | Invalid | Question |
| 1                 | t2   | 2.請問您家裡有沒有電腦?              | discrete | numeric-9.0  | 1090  | 0       | -        |
| 2                 | t3   | 3.請問您有沒有使用過電腦上網?           | discrete | numeric-9.0  | 1090  | 0       | -        |
| 3                 | t4   | 4.請問您經常上網的地點在哪裡?(複選)       | discrete | character-50 | 462   | 0       | -        |
| 4                 | t4_1 | 4-1.請問您經常上網的地點在哪裡?(複選)-(1) | discrete | numeric-8.0  | 462   | 628     | -        |
| 5                 | t4_2 | 4.請問您經常上網的地點在哪裡?(複選)-(2)   | discrete | numeric-8.0  | 213   | 877     | -        |

| Group 二、電子化政府 |      |  |          |              |       |         |          |
|---------------|------|--|----------|--------------|-------|---------|----------|
| #             | Name | Label  | Type     | Format       | Valid | Invalid | Question |
| 1             | t5   | 5.請問您知不知道政府目前正在推動「電子化政府」?(就是民眾可以利用電腦網路來查詢政府機關的相關資料、申辦服務以及向政府表達意見)? | discrete | numeric-9.0  | 1090  | 0       | -        |
| 2             | t6   | 6.請問您對於「電子化政府」的推動成效滿不滿意?   | discrete | numeric-9.0  | 372   | 718     | -        |
| 3             | t7   | 7.請問您有沒有到政府機關的網站找過資料?  | discrete | numeric-9.0  | 372   | 718     | -        |
| 4             | t8   | 8.請問您有沒有到政府機關的網站下載過申請書表等資料?  | discrete | numeric-9.0  | 216   | 874     | -        |
| 5             | t9   | 9.請問您有沒有到政府機關網站辦理過以下的事情?(複選)                                       | discrete | character-50 | 216   | 0       | -        |
| 6             | t9_1 | 9.請問您有沒有到政府機關網站辦理過以下的事情?   | discrete | numeric-8.0  | 216   | 874     | -        |

| #  | Name | Label  | Type     | Format      | Valid | Invalid | Question |
|----|------|--|----------|-------------|-------|---------|----------|
|    |      | (提示(1)至(10)選項,可複選)-(1)                             |          |             |       |         |          |
| 7  | t9_2 | 9.請問您有沒有到政府機關網站辦理過以下的事情?<br>(提示(1)至(10)選項,可複選)-(2) | discrete | numeric-8.0 | 156   | 934     | -        |
| 8  | t9_3 | 9.請問您有沒有到政府機關網站辦理過以下的事情?<br>(提示(1)至(10)選項,可複選)-(3) | discrete | numeric-8.0 | 99    | 991     | -        |
| 9  | t9_4 | 9.請問您有沒有到政府機關網站辦理過以下的事情?<br>(提示(1)至(10)選項,可複選)-(4) | discrete | numeric-8.0 | 59    | 1031    | -        |
| 10 | t10  | 10.整體來說,請問您對政府機關網站資料更新的速度滿不滿意?                     | discrete | numeric-9.0 | 216   | 874     | -        |

### Group 三、我的e政府-電子化政府入口網

| # | Name  | Label  | Type     | Format       | Valid | Invalid | Question |
|---|-------|--|----------|--------------|-------|---------|----------|
| 1 | t11   | 11.請問您知不知道現在有一個「我的e政府-電子化政府入口網(www.gov.tw)」? | discrete | numeric-9.0  | 1090  | 0       | -        |
| 2 | t12   | 12.請問您有沒有使用過「電子化政府入口網」?                      | discrete | numeric-9.0  | 161   | 929     | -        |
| 3 | t13   | 13.請問您到「電子化政府入口網」的目的是?(複選)                   | discrete | character-50 | 50    | 0       | -        |
| 4 | t13_1 | 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選)-(1)  | discrete | numeric-8.0  | 50    | 1040    | -        |
| 5 | t13_2 | 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選)-(2)  | discrete | numeric-8.0  | 30    | 1060    | -        |
| 6 | t13_3 | 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選)-(3)  | discrete | numeric-8.0  | 20    | 1070    | -        |
| 7 | t13_4 | 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選)-(4)  | discrete | numeric-8.0  | 10    | 1080    | -        |
| 8 | t14   | 14.請問您曾經使用過「電子化政府入口網」幾次?                     | discrete | numeric-9.0  | 50    | 1040    | -        |
| 9 | t15   | 15.整體來說,請問您對於「電子化政府入口網」提供的服務滿不滿意?            | discrete | numeric-9.0  | 50    | 1040    | -        |



# Variables Description

Dataset contains 33 variable(s)

## File : AE130003

### # id1: 席位

**Information** [Type= continuous] [Format=numeric] [Range= 1-35] [Missing=\*]

**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-] [Mean=16.977 /-] [StdDev=9.82 /-]

### # id2: 取樣代號

**Information** [Type= continuous] [Format=numeric] [Range= 5456-5478] [Missing=\*]

**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-] [Mean=5465.814 /-] [StdDev=7.778 /-]

### # t1: 居住地

**Information** [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=\*]

**Statistics [NW/ W]** [Valid=1065 /-] [Invalid=25 /-]

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 北北基   | 324   | 30.4%      |
| 2       | 桃竹苗   | 142   | 13.3%      |
| 3       | 中彰投   | 204   | 19.2%      |
| 4       | 雲嘉南   | 166   | 15.6%      |
| 5       | 高屏澎   | 180   | 16.9%      |
| 6       | 宜花東   | 49    | 4.6%       |
| Sysmiss |       | 25    |            |

*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.*

### # t2: 2.請問您家裡有沒有電腦?

**Information** [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=\*]

**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1     | 有     | 726   | 66.6%      |
| 2     | 沒有    | 361   | 33.1%      |
| 3     | 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.*

### # t3: 3.請問您有沒有使用過電腦上網?

**Information** [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=\*]

**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1     | 有     | 462   | 42.4%      |
| 2     | 沒有    | 628   | 57.6%      |
| 3     | 未回答   | 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.*

### # t4: 4.請問您經常上網的地點在哪裡?(複選)

**Information** [Type= discrete] [Format=character] [Missing=\*]

**Statistics [NW/ W]** [Valid=462 /-] [Invalid=0 /-]

| Value  | Label | Cases | Percentage |
|--------|-------|-------|------------|
| 1,     |       | 185   | 40.0%      |
| 1,2,   |       | 158   | 34.2%      |
| 1,2,3, |       | 3     | 0.6%       |
| 1,2,4, |       | 4     | 0.9%       |

## File : AE130003

### # t4: 4.請問您經常上網的地點在哪裡?(複選)

| Value    | Label | Cases | Percentage |
|----------|-------|-------|------------|
| 1,2,4,5, |       | 1     | 0.2%       |
| 1,2,5,   |       | 1     | 0.2%       |
| 1,2,7,   |       | 1     | 0.2%       |
| 1,3,     |       | 24    | 5.2%       |
| 1,3,4,   |       | 2     | 0.4%       |
| 1,4,     |       | 11    | 2.4%       |
| 1,4,7,   |       | 1     | 0.2%       |
| 1,7,     |       | 1     | 0.2%       |
| 2,       |       | 40    | 8.7%       |
| 2,3,     |       | 1     | 0.2%       |
| 2,4,     |       | 2     | 0.4%       |
| 2,5,     |       | 1     | 0.2%       |
| 3,       |       | 4     | 0.9%       |
| 3,4,     |       | 1     | 0.2%       |
| 4,       |       | 10    | 2.2%       |
| 4,7,     |       | 1     | 0.2%       |
| 7,       |       | 5     | 1.1%       |
| 8,       |       | 5     | 1.1%       |

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.

### # t4\_1: 4-1.請問您經常上網的地點在哪裡?(複選)-(1)

| Value   | Label    | Cases | Percentage |
|---------|----------|-------|------------|
| 1       | 家裡       | 392   | 84.8%      |
| 2       | 公司、辦公室   | 44    | 9.5%       |
| 3       | 學校       | 5     | 1.1%       |
| 4       | 網路咖啡屋等店家 | 11    | 2.4%       |
| 5       | 公共資訊站    | 0     |            |
| 6       | 移動上網     | 0     |            |
| 7       | 其他       | 5     | 1.1%       |
| 8       | 未回答      | 5     | 1.1%       |
| Sysmiss |          | 628   |            |

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.

### # t4\_2: 4.請問您經常上網的地點在哪裡?(複選)-(2)

| Value | Label    | Cases | Percentage |
|-------|----------|-------|------------|
| 1     | 家裡       | 0     |            |
| 2     | 公司、辦公室   | 168   | 78.9%      |
| 3     | 學校       | 27    | 12.7%      |
| 4     | 網路咖啡屋等店家 | 15    | 7.0%       |
| 5     | 公共資訊站    | 1     | 0.5%       |

**File : AE130003**

# t4\_2: 4.請問您經常上網的地點在哪裡?(複選)-(2)

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 6       | 移動上網  | 0     |            |
| 7       | 其他    | 2     | 0.9%       |
| 8       | 未回答   | 0     |            |
| Sysmiss |       | 877   |            |

*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.*

# t5: 5.請問您知不知道政府目前正在推動「電子化政府」?(就是民眾可以利用電腦 網路來查詢政府機關的相關資料、申辦服務以及向政府表達意見)?

**Information** [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=\*]**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1     | 知道    | 372   | 34.1%      |
| 2     | 不知道   | 717   | 65.8%      |
| 3     | 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.*

# t6: 6.請問您對於「電子化政府」的推動成效滿不滿意?

**Information** [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=\*]**Statistics [NW/ W]** [Valid=372 /-] [Invalid=718 /-]

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 滿意    | 165   | 44.4%      |
| 2       | 不滿意   | 44    | 11.8%      |
| 3       | 無明確反應 | 163   | 43.8%      |
| Sysmiss |       | 718   |            |

*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.*

# t7: 7.請問您有沒有到政府機關的網站找過資料?

**Information** [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=\*]**Statistics [NW/ W]** [Valid=372 /-] [Invalid=718 /-]

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 有     | 216   | 58.1%      |
| 2       | 沒有    | 155   | 41.7%      |
| 3       | 未回答   | 1     | 0.3%       |
| Sysmiss |       | 718   |            |

*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.*

# t8: 8.請問您有沒有到政府機關的網站下載過申請書表等資料?

**Information** [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=\*]**Statistics [NW/ W]** [Valid=216 /-] [Invalid=874 /-]

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 有     | 97    | 44.9%      |
| 2       | 沒有    | 119   | 55.1%      |
| 3       | 未回答   | 0     |            |
| Sysmiss |       | 874   |            |

*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 : AE130003

# t9: 9.請問您有沒有到政府機關網站辦理過以下的事情?(複選)

Information [Type= discrete] [Format=character] [Missing=\*]

Statistics [NW/ W] [Valid=216 /-] [Invalid=0 /-]

| Value             | Label | Cases | Percentage |
|-------------------|-------|-------|------------|
| 1,2,3,4,5,9,      |       | 1     | 0.5%       |
| 1,2,6,            |       | 1     | 0.5%       |
| 1,2,6,7,8,9,10,   |       | 1     | 0.5%       |
| 1,2,6,7,9,10,     |       | 1     | 0.5%       |
| 1,3,4,5,6,7,      |       | 1     | 0.5%       |
| 1,3,4,5,6,7,10,   |       | 1     | 0.5%       |
| 1,3,4,5,6,7,8,10, |       | 1     | 0.5%       |
| 1,3,4,7,8,9,10,   |       | 1     | 0.5%       |
| 1,3,5,6,7,9,      |       | 1     | 0.5%       |
| 1,4,5,7,8,9,10,   |       | 1     | 0.5%       |
| 1,4,7,10,         |       | 1     | 0.5%       |
| 1,4,7,9,10,       |       | 1     | 0.5%       |
| 1,5,6,7,9,10,     |       | 1     | 0.5%       |
| 1,6,              |       | 3     | 1.4%       |
| 1,6,10,           |       | 3     | 1.4%       |
| 1,6,7,8,          |       | 1     | 0.5%       |
| 1,6,7,8,9,        |       | 2     | 0.9%       |
| 1,6,7,8,9,10,     |       | 1     | 0.5%       |
| 1,6,7,9,          |       | 3     | 1.4%       |
| 1,6,7,9,10,       |       | 3     | 1.4%       |
| 1,6,9,            |       | 1     | 0.5%       |
| 1,7,10,           |       | 1     | 0.5%       |
| 1,7,8,            |       | 1     | 0.5%       |
| 1,7,8,9,10,       |       | 1     | 0.5%       |
| 1,7,9,            |       | 2     | 0.9%       |
| 1,7,9,10,         |       | 3     | 1.4%       |
| 1,9,              |       | 1     | 0.5%       |
| 1,9,10,           |       | 1     | 0.5%       |
| 10,               |       | 4     | 1.9%       |
| 12,               |       | 31    | 14.4%      |
| 2,                |       | 1     | 0.5%       |
| 2,10,             |       | 2     | 0.9%       |
| 2,6,              |       | 1     | 0.5%       |
| 2,6,7,            |       | 1     | 0.5%       |
| 2,6,7,8,          |       | 1     | 0.5%       |
| 2,6,7,8,9,        |       | 2     | 0.9%       |
| 2,6,7,8,9,10,     |       | 2     | 0.9%       |
| 2,6,7,9,          |       | 1     | 0.5%       |
| 2,6,8,10,         |       | 1     | 0.5%       |
| 2,7,10,           |       | 3     | 1.4%       |
| 2,7,9,            |       | 1     | 0.5%       |

## File : AE130003

# 19: 9.請問您有沒有到政府機關網站辦理過以下的事情?(複選)

| Value        | Label | Cases | Percentage |
|--------------|-------|-------|------------|
| 2,7,9,10,    |       | 1     | 0.5%       |
| 2,8,9,10,    |       | 1     | 0.5%       |
| 3,4,9,       |       | 1     | 0.5%       |
| 3,5,6,7,10,  |       | 1     | 0.5%       |
| 3,6,7,8,9,   |       | 1     | 0.5%       |
| 3,6,7,9,     |       | 1     | 0.5%       |
| 3,6,9,       |       | 1     | 0.5%       |
| 3,7,8,       |       | 1     | 0.5%       |
| 3,9,         |       | 1     | 0.5%       |
| 5,10,        |       | 1     | 0.5%       |
| 5,6,         |       | 1     | 0.5%       |
| 5,6,7,8,     |       | 1     | 0.5%       |
| 5,6,8,9,     |       | 2     | 0.9%       |
| 5,7,         |       | 1     | 0.5%       |
| 5,7,9,       |       | 1     | 0.5%       |
| 5,7,9,10,    |       | 1     | 0.5%       |
| 6,           |       | 6     | 2.8%       |
| 6,10,        |       | 2     | 0.9%       |
| 6,7,         |       | 9     | 4.2%       |
| 6,7,10,      |       | 1     | 0.5%       |
| 6,7,8,       |       | 1     | 0.5%       |
| 6,7,8,10,    |       | 1     | 0.5%       |
| 6,7,8,9,     |       | 2     | 0.9%       |
| 6,7,8,9,10,  |       | 2     | 0.9%       |
| 6,7,8,9,11,  |       | 1     | 0.5%       |
| 6,7,9,       |       | 2     | 0.9%       |
| 6,7,9,10,    |       | 5     | 2.3%       |
| 6,8,         |       | 3     | 1.4%       |
| 6,8,10,      |       | 1     | 0.5%       |
| 6,8,9,       |       | 2     | 0.9%       |
| 6,8,9,10,    |       | 1     | 0.5%       |
| 6,9,         |       | 3     | 1.4%       |
| 6,9,10,      |       | 4     | 1.9%       |
| 7,           |       | 7     | 3.2%       |
| 7,10,        |       | 5     | 2.3%       |
| 7,8,         |       | 7     | 3.2%       |
| 7,8,10,      |       | 4     | 1.9%       |
| 7,8,9,       |       | 1     | 0.5%       |
| 7,8,9,10,    |       | 4     | 1.9%       |
| 7,8,9,10,11, |       | 1     | 0.5%       |
| 7,9,         |       | 7     | 3.2%       |
| 7,9,10,      |       | 3     | 1.4%       |
| 8,           |       | 3     | 1.4%       |

## File : AE130003

# t9: 9.請問您有沒有到政府機關網站辦理過以下的事情?(複選)

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 8,9,    |       | 6     | 2.8%       |
| 8,9,10, |       | 2     | 0.9%       |
| 9,      |       | 8     | 3.7%       |
| 9,10,   |       | 4     | 1.9%       |

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.

# t9\_1: 9.請問您有沒有到政府機關網站辦理過以下的事情?(提示(1)至(10)選項,可複選)-(1)

|                           |   |
|---------------------------|---|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-13] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=216 /-] [Invalid=874 /-]                             |

| Value   | Label            | Cases | Percentage |
|---------|------------------|-------|------------|
| 1       | 有, 上網申辦自然人憑證     | 40    | 18.5%      |
| 2       | 有, 上網繳納監理規費、違規罰款 | 18    | 8.3%       |
| 3       | 有, 上網請領戶口名簿、戶籍謄本 | 7     | 3.2%       |
| 4       | 有, 上網申辦戶政登記      | 0     |            |
| 5       | 有, 上網申辦地政電子謄本    | 8     | 3.7%       |
| 6       | 有, 網路報稅          | 46    | 21.3%      |
| 7       | 有, 上網購買火車票       | 39    | 18.1%      |
| 8       | 有, 上網求職求才登記      | 11    | 5.1%       |
| 9       | 有, 醫院網路掛號        | 12    | 5.6%       |
| 10      | 有, 線上諮詢服務        | 4     | 1.9%       |
| 11      | 有, 其他            | 0     |            |
| 12      | 沒有               | 31    | 14.4%      |
| 13      | 未回答              | 0     |            |
| Sysmiss |                  | 874   |            |

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.

# t9\_2: 9.請問您有沒有到政府機關網站辦理過以下的事情?(提示(1)至(10)選項,可複選)-(2)

|                           |   |
|---------------------------|---|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-13] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=156 /-] [Invalid=934 /-]                             |

| Value   | Label            | Cases | Percentage |
|---------|------------------|-------|------------|
| 1       | 有, 上網申辦自然人憑證     | 0     |            |
| 2       | 有, 上網繳納監理規費、違規罰款 | 4     | 2.6%       |
| 3       | 有, 上網請領戶口名簿、戶籍謄本 | 5     | 3.2%       |
| 4       | 有, 上網申辦戶政登記      | 4     | 2.6%       |
| 5       | 有, 上網申辦地政電子謄本    | 2     | 1.3%       |
| 6       | 有, 網路報稅          | 33    | 21.2%      |
| 7       | 有, 上網購買火車票       | 41    | 26.3%      |
| 8       | 有, 上網求職求才登記      | 25    | 16.0%      |
| 9       | 有, 醫院網路掛號        | 28    | 17.9%      |
| 10      | 有, 線上諮詢服務        | 14    | 9.0%       |
| 11      | 有, 其他            | 0     |            |
| 12      | 沒有               | 0     |            |
| 13      | 未回答              | 0     |            |
| Sysmiss |                  | 934   |            |

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# t9\_2: 9.請問您有沒有到政府機關網站辦理過以下的事情?(提示(1)至(10)選項,可複選)-(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.*

# t9\_3: 9.請問您有沒有到政府機關網站辦理過以下的事情?(提示(1)至(10)選項,可複選)-(3)

**Information** [Type= discrete] [Format=numeric] [Range= 1-13] [Missing=\*]

**Statistics [NW/ W]** [Valid=99 /-] [Invalid=991 /-]

| Value   | Label            | Cases | Percentage |
|---------|------------------|-------|------------|
| 1       | 有, 上網申辦自然人憑證     | 0     |            |
| 2       | 有, 上網繳納監理規費、違規罰款 | 0     |            |
| 3       | 有, 上網請領戶口名簿、戶籍謄本 | 1     | 1.0%       |
| 4       | 有, 上網申辦戶政登記      | 4     | 4.0%       |
| 5       | 有, 上網申辦地政電子謄本    | 2     | 2.0%       |
| 6       | 有, 網路報稅          | 5     | 5.1%       |
| 7       | 有, 上網購買火車票       | 22    | 22.2%      |
| 8       | 有, 上網求職求才登記      | 13    | 13.1%      |
| 9       | 有, 醫院網路掛號        | 29    | 29.3%      |
| 10      | 有, 線上諮詢服務        | 23    | 23.2%      |
| 11      | 有, 其他            | 0     |            |
| 12      | 沒有               | 0     |            |
| 13      | 未回答              | 0     |            |
| Sysmiss |                  | 991   |            |

*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.*

# t9\_4: 9.請問您有沒有到政府機關網站辦理過以下的事情?(提示(1)至(10)選項,可複選)-(4)

**Information** [Type= discrete] [Format=numeric] [Range= 1-13] [Missing=\*]

**Statistics [NW/ W]** [Valid=59 /-] [Invalid=1031 /-]

| Value   | Label            | Cases | Percentage |
|---------|------------------|-------|------------|
| 1       | 有, 上網申辦自然人憑證     | 0     |            |
| 2       | 有, 上網繳納監理規費、違規罰款 | 0     |            |
| 3       | 有, 上網請領戶口名簿、戶籍謄本 | 0     |            |
| 4       | 有, 上網申辦戶政登記      | 1     | 1.7%       |
| 5       | 有, 上網申辦地政電子謄本    | 3     | 5.1%       |
| 6       | 有, 網路報稅          | 1     | 1.7%       |
| 7       | 有, 上網購買火車票       | 6     | 10.2%      |
| 8       | 有, 上網求職求才登記      | 11    | 18.6%      |
| 9       | 有, 醫院網路掛號        | 17    | 28.8%      |
| 10      | 有, 線上諮詢服務        | 20    | 33.9%      |
| 11      | 有, 其他            | 0     |            |
| 12      | 沒有               | 0     |            |
| 13      | 未回答              | 0     |            |
| Sysmiss |                  | 1031  |            |

*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.*

# t10: 10.整體來說,請問您對政府機關網站資料更新的速度滿不滿意?

**Information** [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=\*]

**Statistics [NW/ W]** [Valid=216 /-] [Invalid=874 /-]



## File : AE130003

# t10: 10. 整體來說, 請問您對政府機關網站資料更新的速度滿不滿意?

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 滿意    | 118   | 54.6%      |
| 2       | 不滿意   | 41    | 19.0%      |
| 3       | 無明確反應 | 57    | 26.4%      |
| Sysmiss |       | 874   |            |

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.

# t11: 11. 請問您知不知道現在有一個「我的e政府-電子化政府入口網(www.gov.tw)」?

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=1090 /-] [Invalid=0 /-]                             |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1     | 知道    | 161   | 14.8%      |
| 2     | 不知道   | 927   | 85.0%      |
| 3     | 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.

# t12: 12. 請問您有沒有使用過「電子化政府入口網」?

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=161 /-] [Invalid=929 /-]                            |

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 有     | 50    | 31.1%      |
| 2       | 沒有    | 110   | 68.3%      |
| 3       | 未回答   | 1     | 0.6%       |
| Sysmiss |       | 929   |            |

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.

# t13: 13. 請問您到「電子化政府入口網」的目的是?(複選)

|                           |   |
|---------------------------|---|
| <b>Information</b>        | [Type= discrete] [Format=character] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=50 /-] [Invalid=0 /-]                    |

| Value      | Label | Cases | Percentage |
|------------|-------|-------|------------|
| 1,         |       | 9     | 18.0%      |
| 1,2,3,4,6, |       | 3     | 6.0%       |
| 1,2,5,6,   |       | 1     | 2.0%       |
| 1,3,       |       | 6     | 12.0%      |
| 1,3,4,     |       | 3     | 6.0%       |
| 1,3,4,5,6, |       | 1     | 2.0%       |
| 1,3,4,6,   |       | 4     | 8.0%       |
| 1,3,5,     |       | 1     | 2.0%       |
| 1,3,5,6,   |       | 1     | 2.0%       |
| 1,3,6,     |       | 2     | 4.0%       |
| 1,4,       |       | 1     | 2.0%       |
| 1,4,6,     |       | 3     | 6.0%       |
| 1,6,       |       | 1     | 2.0%       |
| 2,         |       | 1     | 2.0%       |
| 3,         |       | 1     | 2.0%       |

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# t13: 13.請問您到「電子化政府入口網」的目的是?(複選)

| Value  | Label | Cases | Percentage |
|--------|-------|-------|------------|
| 4,     |       | 1     | 2.0%       |
| 4,5,   |       | 1     | 2.0%       |
| 4,5,6, |       | 1     | 2.0%       |
| 4,6,   |       | 1     | 2.0%       |
| 6,     |       | 1     | 2.0%       |
| 7,     |       | 7     | 14.0%      |

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.

# t13\_1: 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選)-(1)

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=50 /-] [Invalid=1040 /-]                            |

| Value   | Label         | Cases | Percentage |
|---------|---------------|-------|------------|
| 1       | 找資料           | 36    | 72.0%      |
| 2       | 表達意見或陳情       | 1     | 2.0%       |
| 3       | 查詢申辦服務資訊或下載表單 | 1     | 2.0%       |
| 4       | 上網申辦          | 4     | 8.0%       |
| 5       | 參加抽獎活動        | 0     |            |
| 6       | 觀看台灣景點即時影像    | 1     | 2.0%       |
| 7       | 其他            | 7     | 14.0%      |
| 8       | 未回答           | 0     |            |
| Sysmiss |               | 1040  |            |

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.

# t13\_2: 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選)-(2)

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=30 /-] [Invalid=1060 /-]                            |

| Value   | Label         | Cases | Percentage |
|---------|---------------|-------|------------|
| 1       | 找資料           | 0     |            |
| 2       | 表達意見或陳情       | 4     | 13.3%      |
| 3       | 查詢申辦服務資訊或下載表單 | 18    | 60.0%      |
| 4       | 上網申辦          | 4     | 13.3%      |
| 5       | 參加抽獎活動        | 2     | 6.7%       |
| 6       | 觀看台灣景點即時影像    | 2     | 6.7%       |
| 7       | 其他            | 0     |            |
| 8       | 未回答           | 0     |            |
| Sysmiss |               | 1060  |            |

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.

# t13\_3: 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選)-(3)

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=20 /-] [Invalid=1070 /-]                            |

| Value | Label   | Cases | Percentage |
|-------|---------|-------|------------|
| 1     | 找資料     | 0     |            |
| 2     | 表達意見或陳情 | 0     |            |

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# t13\_3: 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選) - (3)

| Value   | Label         | Cases | Percentage |
|---------|---------------|-------|------------|
| 3       | 查詢申辦服務資訊或下載表單 | 3     | 15.0%      |
| 4       | 上網申辦          | 8     | 40.0%      |
| 5       | 參加抽獎活動        | 3     | 15.0%      |
| 6       | 觀看台灣景點即時影像    | 6     | 30.0%      |
| 7       | 其他            | 0     |            |
| 8       | 未回答           | 0     |            |
| Sysmiss |               | 1070  |            |

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.

# t13\_4: 13.請問您到「電子化政府入口網」的目的是?(提示(1)至(6)選項,可複選) - (4)

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=10 /-] [Invalid=1080 /-]                            |

| Value   | Label         | Cases | Percentage |
|---------|---------------|-------|------------|
| 1       | 找資料           | 0     |            |
| 2       | 表達意見或陳情       | 0     |            |
| 3       | 查詢申辦服務資訊或下載表單 | 0     |            |
| 4       | 上網申辦          | 3     | 30.0%      |
| 5       | 參加抽獎活動        | 1     | 10.0%      |
| 6       | 觀看台灣景點即時影像    | 6     | 60.0%      |
| 7       | 其他            | 0     |            |
| 8       | 未回答           | 0     |            |
| Sysmiss |               | 1080  |            |

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.

# t14: 14.請問您曾經使用過「電子化政府入口網」幾次?

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=50 /-] [Invalid=1040 /-]                            |

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 1次    | 6     | 12.0%      |
| 2       | 2次    | 3     | 6.0%       |
| 3       | 3-10次 | 13    | 26.0%      |
| 4       | 11次以上 | 26    | 52.0%      |
| 5       | 未回答   | 2     | 4.0%       |
| Sysmiss |       | 1040  |            |

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.

# t15: 15.整體來說,請問您對於「電子化政府入口網」提供的服務滿不滿意?

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=50 /-] [Invalid=1040 /-]                            |

| Value   | Label | Cases | Percentage |
|---------|-------|-------|------------|
| 1       | 滿意    | 32    | 64.0%      |
| 2       | 不滿意   | 8     | 16.0%      |
| 3       | 無明確反應 | 10    | 20.0%      |
| Sysmiss |       | 1040  |            |

**File : AE130003**

# t15: 15.整體來說,請問您對於「電子化政府入口網」提供的服務滿不滿意?

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

# age: 年齡

**Information** [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=\*]**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-]

| Value | Label  | Cases | Percentage |
|-------|--------|-------|------------|
| 1     | 20-29歲 | 132   | 12.1%      |
| 2     | 30-39歲 | 148   | 13.6%      |
| 3     | 40-49歲 | 275   | 25.2%      |
| 4     | 50-59歲 | 209   | 19.2%      |
| 5     | 60歲及以上 | 285   | 26.1%      |
| 6     | 未回答    | 41    | 3.8%       |

*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.*

# t18: 教育程度

**Information** [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=\*]**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-]

| Value | Label    | Cases | Percentage |
|-------|----------|-------|------------|
| 1     | 小學及以下    | 312   | 28.6%      |
| 2     | 初中、國中    | 134   | 12.3%      |
| 3     | 高中、高職    | 274   | 25.1%      |
| 4     | 專科       | 144   | 13.2%      |
| 5     | 大學及研究所以上 | 174   | 16.0%      |
| 6     | 未回答      | 52    | 4.8%       |

*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.*

# t19: 職業

**Information** [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=\*]**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-]

| Value | Label    | Cases | Percentage |
|-------|----------|-------|------------|
| 1     | 軍公教      | 70    | 6.4%       |
| 2     | 白領       | 222   | 20.4%      |
| 3     | 勞動者      | 157   | 14.4%      |
| 4     | 自由業及專技人員 | 21    | 1.9%       |
| 5     | 企業家及雇主   | 54    | 5.0%       |
| 6     | 退休無業     | 207   | 19.0%      |
| 7     | 家管及學生    | 300   | 27.5%      |
| 8     | 無明確反應    | 59    | 5.4%       |

*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.*

# t20: 家庭月收入

**Information** [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=\*]**Statistics [NW/ W]** [Valid=1090 /-] [Invalid=0 /-]

| Value | Label        | Cases | Percentage |
|-------|--------------|-------|------------|
| 1     | 30000元以下     | 209   | 19.2%      |
| 2     | 30001-60000元 | 237   | 21.7%      |

**File : AE130003**

## # t20: 家庭月收入

| Value | Label         | Cases | Percentage |
|-------|---------------|-------|------------|
| 3     | 60001-100000元 | 140   | 12.8%      |
| 4     | 100001元以上     | 140   | 12.8%      |
| 5     | 無明確反應         | 364   | 33.4%      |

*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.*

## # sex: 性別

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=1090 /-] [Invalid=0 /-]                             |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1     | 男     | 484   | 44.4%      |
| 2     | 女     | 606   | 55.6%      |

*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.*

## # w: 權值

|                           |  |
|---------------------------|--|
| <b>Information</b>        | [Type= continuous] [Format=numeric] [Range= 0.607855-1.895325] [Missing=*] |
| <b>Statistics [NW/ W]</b> | [Valid=1090 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.443 /-]               |