

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

96年民眾對政府服務品質滿意度的看法：第二次調查

Study Documentation

February 13, 2018

Metadata Production

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96年民眾對政府服務品質滿意度的看法：第二次調查

Overview

Type	民眾對政府服務品質滿意度的看法
Identification	AE140011
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。 96年第二次調查於民國96年9月27日至28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1081個樣本，在95%信心水準下，抽樣誤差為正負3.0%。	
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2007
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 2007-09-27 end 2007-09-28
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)

data96s2	
# Cases	1081
# Variable(s)	25

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	v1	1.請問您對戶政工作人員的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-
2	v2	2.請問您對地政工作人員的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-
3	v3	3.請問您對衛生所工作人員的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-
4	v4	4.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	1081	0	-
5	v5	5.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	1081	0	-
6	v6	6.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	1081	0	-
7	v7	7.請問您對交通警察的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-
8	v8	8.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	1081	0	-
9	v9	9.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	1081	0	-
10	v10	10.請問您對郵局工作人員的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-
11	v11	11.請問您對健保局工作人員的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-
12	v12	12.請問您對稅務工作人員的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-
13	v13	13.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	1081	0	-
14	v14	14.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	1081	0	-
15	v15	15.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	1081	0	-
16	v16	16.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	1081	0	-
17	v18	18.一般而言，請問您對於公務人員的電話禮貌滿不滿意？	discrete	numeric-1.0	1081	0	-
18	v19	19.整體而言，請問您對公務人員的服務品質滿不滿意？	discrete	numeric-1.0	1081	0	-

Group 基本資料							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	v20	20.請問您今年大約幾歲?	discrete	numeric-1.0	1081	0	-
2	v21	21.請問您的教育程度是?	discrete	numeric-1.0	1081	0	-
3	v22	22.請問您目前從事什麼工作?	discrete	numeric-2.0	1081	0	-
4	v23	23.請問您目前住在哪一個縣市?	discrete	numeric-2.0	1081	0	-
5	sex	24.受訪者性別	discrete	numeric-1.0	1081	0	-
6	date	訪問日期	discrete	numeric-4.0	1081	0	-

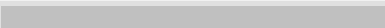

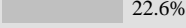
Group 權數							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	加權權數	continuous	numeric-8.6	1081	0	-

Variables Description

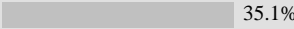

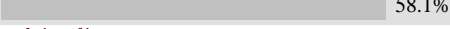
Dataset contains 25 variable(s)

File : data96s2

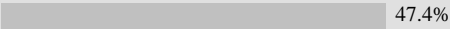

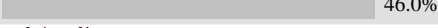
v1: 1.請問您對戶政工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]		
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	776	 71.8%
2	不滿意	61	 5.6%
3	無明確反應	244	 22.6%
<i>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.</i>			

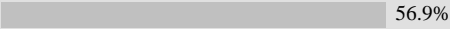


v2: 2.請問您對地政工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]		
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	379	 35.1%
2	不滿意	74	 6.8%
3	無明確反應	628	 58.1%
<i>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.</i>			




v3: 3.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=1081 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	512	 47.4%
2	不滿意	72	 6.7%
3	無明確反應	497	 46.0%
<i>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.</i>			

v4: 4.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=1081 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	615	 56.9%
2	不滿意	139	 12.9%
3	無明確反應	327	 30.2%
<i>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.</i>			

v5: 5.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=1081 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	152	 14.1%
2	不滿意	144	 13.3%
3	無明確反應	785	 72.6%
<i>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.</i>			

v6: 6.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=*]		
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File : data96s2

v6: 6.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?

Statistics [NW/ W] [Valid=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	761	<div><div></div></div> 70.4%
2	不滿意	210	<div><div></div></div> 19.4%
3	無明確反應	110	<div><div></div></div> 10.2%

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.

v7: 7.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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	477	<div><div></div></div> 44.1%
2	不滿意	389	<div><div></div></div> 36.0%
3	無明確反應	215	<div><div></div></div> 19.9%

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.

v8: 8.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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	503	<div><div></div></div> 46.5%
2	不滿意	306	<div><div></div></div> 28.3%
3	無明確反應	272	<div><div></div></div> 25.2%

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.

v9: 9.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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	541	<div><div></div></div> 50.0%
2	不滿意	169	<div><div></div></div> 15.6%
3	無明確反應	371	<div><div></div></div> 34.3%

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.

v10: 10.請問您對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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	843	<div><div></div></div> 78.0%
2	不滿意	132	<div><div></div></div> 12.2%
3	無明確反應	106	<div><div></div></div> 9.8%

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.

v11: 11.請問您對健保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=1081 /-] [Invalid=0 /-]

File : data96s2

v11: 11.請問您對健保局工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
1	滿意	435	<div><div></div></div> 40.2%
2	不滿意	143	<div><div></div></div> 13.2%
3	無明確反應	503	<div><div></div></div> 46.5%

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.

v12: 12.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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	490	<div><div></div></div> 45.3%
2	不滿意	132	<div><div></div></div> 12.2%
3	無明確反應	459	<div><div></div></div> 42.5%

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.

v13: 13.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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	556	<div><div></div></div> 51.4%
2	不滿意	180	<div><div></div></div> 16.7%
3	無明確反應	345	<div><div></div></div> 31.9%

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

v14: 14.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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	406	<div><div></div></div> 37.6%
2	不滿意	187	<div><div></div></div> 17.3%
3	無明確反應	488	<div><div></div></div> 45.1%

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=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	676	<div><div></div></div> 62.5%
2	不滿意	91	<div><div></div></div> 8.4%
3	無明確反應	314	<div><div></div></div> 29.0%

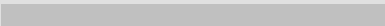

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

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=1081 /-] [Invalid=0 /-]

File : data96s2

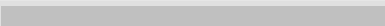

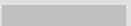
v16: 16.請問您對台灣省自來水公司(或台北自來水事業處)工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
1	滿意	570	 52.7%
2	不滿意	120	 11.1%
3	無明確反應	391	 36.2%

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.

v18: 18.一般而言，請問您對於公務人員的電話禮貌滿不滿意？

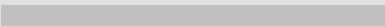


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Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	721	 66.7%
2	不滿意	128	 11.8%
3	無明確反應	232	 21.5%

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.

v19: 19.整體而言，請問您對公務人員的服務品質滿不滿意？

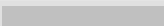
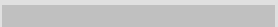
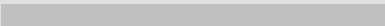
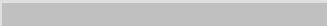
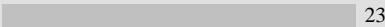

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	780	 72.2%
2	不滿意	181	 16.7%
3	無明確反應	120	 11.1%

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.

v20: 20.請問您今年大約幾歲？

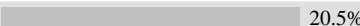

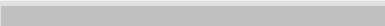

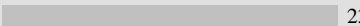
Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	20-29歲	118	 10.9%
2	30-39歲	195	 18.0%
3	40-49歲	275	 25.4%
4	50-59歲	237	 21.9%
5	60歲及以上	253	 23.4%
6	未回答	3	 0.3%

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

v21: 21.請問您的教育程度是？

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	222	 20.5%
2	初中、國中	147	 13.6%
3	高中、高職	286	 26.5%
4	專科	170	 15.7%
5	大學及研究所及以上	250	 23.1%

File : data96s2

v21: 21.請問您的教育程度是？

Value	Label	Cases	Percentage
6	未回答	6	0.6%

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.

v22: 22.請問您目前從事什麼工作？

Information	[Type= discrete] [Format=numeric] [Range= 1-21] [Missing=*]
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	17	1.6%
2	軍人	6	0.6%
3	中小學教師	19	1.8%
4	高中教師、大專院校教授	11	1.0%
5	受僱於國營事業	12	1.1%
6	民營、工商機構主管	60	5.6%
7	民營、工商機構普通職員	186	17.2%
8	勞動工人、工頭、領班	104	9.6%
9	自由業【含律師、醫師、會計師】	6	0.6%
10	文化工作者	3	0.3%
11	研究人員	3	0.3%
12	雇主/企業家	25	2.3%
13	自營商【含獨資公司】	93	8.6%
14	運輸業【包括計程車司機】	9	0.8%
15	工程師、專業技師	23	2.1%
16	農林漁牧鹽礦業從業人員	51	4.7%
17	學生	18	1.7%
18	退休/無業/待業	181	16.7%
19	家管/家庭主婦	246	22.8%
20	其他	0	
21	未回答	8	0.7%

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.

v23: 23.請問您目前住在哪一個縣市？

Information	[Type= discrete] [Format=numeric] [Range= 1-24] [Missing=*]
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	131	12.1%
2	高雄市	78	7.2%
3	基隆市	18	1.7%
4	新竹市	26	2.4%
5	台中市	54	5.0%
6	嘉義市	18	1.7%
7	台南市	46	4.3%
8	台北縣	169	15.6%
9	宜蘭縣	23	2.1%
10	桃園縣	83	7.7%

File : data96s2

v23: 23.請問您目前住在哪一個縣市?

Value	Label	Cases	Percentage
11	新竹縣	15	1.4%
12	苗栗縣	28	2.6%
13	台中縣	63	5.8%
14	彰化縣	61	5.6%
15	南投縣	26	2.4%
16	雲林縣	38	3.5%
17	嘉義縣	22	2.0%
18	台南縣	45	4.2%
19	高雄縣	51	4.7%
20	屏東縣	44	4.1%
21	台東縣	12	1.1%
22	花蓮縣	19	1.8%
23	澎湖縣	4	0.4%
24	未回答	7	0.6%

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.

sex: 24.受訪者性別

Information		[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]	
Statistics [NW/ W]		[Valid=1081 /-] [Invalid=0 /-]	
Value	Label	Cases	Percentage
1	男	529	<div></div> 48.9%
2	女	552	<div></div> 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.

date: 訪問日期

Information		[Type= discrete] [Format=numeric] [Range= 927-928] [Missing=*]	
Statistics [NW/ W]		[Valid=1081 /-] [Invalid=0 /-] [Mean=927.411 /-] [StdDev=0.492 /-]	
Value	Label	Cases	Percentage
927		637	<div></div> 58.9%
928		444	<div></div> 41.1%

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.

w: 加權權數

Information	[Type= continuous] [Format=numeric] [Range= 0-2.82947100389005] [Missing=*]
Statistics [NW/ W]	[Valid=1081 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.413 /-]