

台灣 (Taiwan, ROC)

黃良志
林淑慧

高績效工作系統對組織公民行為與主動行為的影響研究：關係作為與主管部屬關係品質之調節效果

Study Documentation

March 30, 2020

Metadata Production

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| Metadata Producer(s) | 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 |
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高績效工作系統對組織公民行為與主動行為的影響研究：關係作為與主管部屬關係品質之調節效果

The Relationship Between the High Performance Work System, Organizational Citizen Behavior, and Proactive Behavior: The Guanxi Practice and Supervisor-Subordinate Guanxi Differentiation Moderation Effect

| Overview | |
|--|------------------------------------|
| Identification | E10625 |
| Version | Production Date: 2021-08-01 v.1 |
| Abstract 本研究的目的在於將高績效工作系統的影響歷程分為實際高績效工作系統與認知高績效工作系統，並探討後者是否才是管理實踐能有效引導員工從事組織公民行為與主動行為的關鍵。 透過主管與部屬配對及二階段問卷調查方法，於2017年10月16日至2017年11月30日針對連鎖服務業進行資料蒐集，最後回收有效配對問卷，主管147份、員工 478份。 經信效度檢驗後，分析發現研究結果(1)實際 HPWS對認知HPWS具正向顯著的影響(2)關係作為在實際HPWS對認知HPWS的影響關係不具調節效果(3)主管部屬關係品質在實際 HPWS對認知HPWS的影響關係具調節效果(4)認知HPWS對服務導向組織公民行為具正向顯著的影響(5)認知HPWS對主動行為具正向顯著的影響(6)實際HPWS對員工服務導向組織公民行為與主動行為的影響，是透過認知HPWS產生，而認知HPWS的中介效果也受到關係作為和主管部屬關係差異的調節作用所影響。 | |
| Kind of Data | 抽查 |
| Unit of Analysis | 個人 |

| Scope & Coverage | |
|------------------------------------|------------------|
| Time Period(s) | 2017 |
| Countries | 台灣 (Taiwan, ROC) |
| Geographic Coverage 台灣地區 | |
| Universe 連鎖服務業各分店店的員工及主管 | |

| Producers & Sponsors | |
|-------------------------|--------------|
| Primary Investigator(s) | 黃良志 林淑慧 |
| Other Producer(s) | 國立中正大學勞工關係學系 |
| Funding Agency/ies | 科技部 |

| Data Collection | |
|-----------------------|--|
| Data Collection Dates | start 2017-10-16 end 2017-10-31 start 2017-11-16 end 2017-11-30 |

| | |
|-----------------------------|------------------------------------|
| Time Period(s) | start 2017-08-01 end 2018-07-31 |
| Data Collection Mode | 郵寄自填問卷 |

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。

Other Processing

第一階段針對主管和員工進行施測，經配對後，再針對員工進行第二次施測。

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) | 國立中正大學勞工關係學系 |

Access Conditions

標準版(一般會員、院內會員直接下載)

Files Description

Dataset contains 1 file(s)

| data | |
|---------------|-----|
| # Cases | 329 |
| # Variable(s) | 111 |

Variables Group(s)

Dataset contains 7 group(s)

| Group 員工基本資料 | | | | | | | |
|--------------|--------|-----------|------------|-------------|-------|---------|----------|
| # | Name | Label | Type | Format | Valid | Invalid | Question |
| 1 | ssn | 店家編號 | discrete | character-3 | 329 | 0 | - |
| 2 | isn | 員工編號 | continuous | numeric-8.0 | 329 | 0 | - |
| 3 | t1q0_1 | 員工出生年(民國) | continuous | numeric-8.0 | 329 | 0 | - |
| 4 | t1q0_2 | 員工性別 | discrete | numeric-8.0 | 329 | 0 | - |
| 5 | t1q0_3 | 員工教育程度 | discrete | numeric-8.0 | 329 | 0 | - |
| 6 | t1q0_4 | 員工分店年資(月) | continuous | numeric-8.0 | 329 | 0 | - |
| 7 | t1q0_5 | 店長共事年資(月) | continuous | numeric-8.0 | 329 | 0 | - |
| 8 | t1q0_6 | 員工職稱 | discrete | numeric-8.0 | 329 | 0 | - |
| 9 | t1q0_7 | 員工崗位 | discrete | numeric-8.0 | 329 | 0 | - |

| Group 管理措施 | | | | | | | |
|------------|---------|------------------------------------|----------|-------------|-------|---------|----------|
| # | Name | Label | Type | Format | Valid | Invalid | Question |
| 1 | t1q1_1 | 員工q1 招募員工時會綜合應徵者各方面的能力，挑選出最好人選 | discrete | numeric-8.0 | 329 | 0 | - |
| 2 | t1q1_2 | 員工q1 招募員工會優先考量學習潛力 | discrete | numeric-8.0 | 329 | 0 | - |
| 3 | t1q1_3 | 員工q1 招募員工會強調必須具備提供顧客高品質服務所需要的特質和能力 | discrete | numeric-8.0 | 329 | 0 | - |
| 4 | t1q1_4 | 員工q1 本店職務出缺時，會優先考量由內部晉升 | discrete | numeric-8.0 | 329 | 0 | - |
| 5 | t1q1_5 | 員工q1 符合資格的員工便有機會可以晉升到較高的職務 | discrete | numeric-8.0 | 329 | 0 | - |
| 6 | t1q1_6 | 員工q1 本店會舉辦新進員工訓練來幫助他們瞭解公司 | discrete | numeric-8.0 | 329 | 0 | - |
| 7 | t1q1_7 | 員工q1 本店會持續不斷地舉辦教育訓練 | discrete | numeric-8.0 | 329 | 0 | - |
| 8 | t1q1_8 | 員工q1 本店會投入大量時間和金錢舉辦教育訓練 | discrete | numeric-8.0 | 329 | 0 | - |
| 9 | t1q1_9 | 員工q1 本店員工教育訓練的內容很廣泛，不限於專業訓練 | discrete | numeric-8.0 | 329 | 0 | - |
| 10 | t1q1_10 | 員工q1 本店教育訓練會強調高品質的顧客服務 | discrete | numeric-8.0 | 329 | 0 | - |
| 11 | t1q1_11 | 員工q1 若所做的決定可能影響員工，本店會事先徵詢他們的意見 | discrete | numeric-7.0 | 329 | 0 | - |
| 12 | t1q1_12 | 員工q1 本店會經常就工作相關事宜請員工參與做決定 | discrete | numeric-8.0 | 329 | 0 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|---------|--|----------|-------------|-------|---------|----------|
| 13 | t1q1_13 | 員工q1 本店員工可以有自主權來處理顧客的額外要求 | discrete | numeric-8.0 | 329 | 0 | - |
| 14 | t1q1_14 | 員工q1 本店員工有自主權解決顧客的抱怨，不一定要經由主管或其他專門人員處理 | discrete | numeric-8.0 | 329 | 0 | - |
| 15 | t1q1_15 | 員工q1 本店允許員工可以視需要改變工作方式 | discrete | numeric-8.0 | 329 | 0 | - |
| 16 | t1q1_16 | 員工q1 本店會全力支援員工所需的設備和資源來提供顧客高品質的服務 | discrete | numeric-8.0 | 329 | 0 | - |
| 17 | t1q1_17 | 員工q1 本店不會和員工分享營運、銷售狀況等相關資訊 | discrete | numeric-8.0 | 329 | 0 | - |
| 18 | t1q1_18 | 員工q1 員工工作表現的評量會給員工改善建議，以幫助他們進步發展 | discrete | numeric-8.0 | 329 | 0 | - |
| 19 | t1q1_19 | 員工q1 員工的工作表現會由多方評定(自己、同事、主管、顧客等) | discrete | numeric-8.0 | 329 | 0 | - |
| 20 | t1q1_20 | 員工q1 員工工作表現的評量會以客觀、量化的數據結果為依據 | discrete | numeric-8.0 | 329 | 0 | - |
| 21 | t1q1_21 | 員工q1 本店主管不會和員工一起訂定個人的工作目標 | discrete | numeric-8.0 | 329 | 0 | - |
| 22 | t1q1_22 | 員工q1 讓顧客滿意是本店要求員工工作的最重要依據 | discrete | numeric-8.0 | 329 | 0 | - |
| 23 | t1q1_23 | 員工q1 員工工作表現的評量會重視員工滿足顧客需求的程度 | discrete | numeric-8.0 | 329 | 0 | - |
| 24 | t1q1_24 | 員工q1 本店員工的薪資(含獎金)基本上比其他競爭同業高 | discrete | numeric-8.0 | 329 | 0 | - |
| 25 | t1q1_25 | 員工q1 員工的薪資和獎勵會由員工的工作績效表現決定 | discrete | numeric-8.0 | 329 | 0 | - |
| 26 | t1q1_26 | 員工q1 本店會獎勵員工提出新想法來提升顧客服務 | discrete | numeric-8.0 | 329 | 0 | - |
| 27 | t1q1_27 | 員工q1 本店會提供員工許多福利項目 | discrete | numeric-8.0 | 329 | 0 | - |
| 28 | t1q1_28 | 員工q1 本店不重視員工薪資和獎勵的公平性 | discrete | numeric-8.0 | 329 | 0 | - |
| 29 | t1q1_29 | 員工q1 努力付出、表現良好的員工就可得到金錢或其他形式的獎勵 | discrete | numeric-8.0 | 329 | 0 | - |
| 30 | t1q1_30 | 員工q1 本店對於服務顧客表現優異的員工會特別給予獎勵 | discrete | numeric-8.0 | 329 | 0 | - |
| 31 | t1q1_31 | 員工q1 本店排班時會考量員工工作以外的情況(例如家庭、學業等) | discrete | numeric-8.0 | 329 | 0 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|---------|---------------------------|----------|-------------|-------|---------|----------|
| 32 | t1q1_32 | 員工q1 本店重視員工在工作上的安全 and 健康 | discrete | numeric-8.0 | 329 | 0 | - |
| 33 | t1q1_33 | 員工q1 本店重視員工家庭生活與工作的平衡和品質 | discrete | numeric-8.0 | 329 | 0 | - |
| 34 | t1q1_34 | 員工q1 本店有相關措施或管道來幫助員工舒緩壓力 | discrete | numeric-8.0 | 329 | 0 | - |
| 35 | t1q1_35 | 員工q1 本店有正式管道處理員工的抱怨或申訴 | discrete | numeric-8.0 | 329 | 0 | - |

Group 公司現況

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|------|----------------------|----------|-------------|-------|---------|----------|
| 1 | gx1 | 員工q1 很多人是透過關係加入本公司 | discrete | numeric-8.0 | 329 | 0 | - |
| 2 | gx2 | 員工q1 很多人是透過關係得到升遷 | discrete | numeric-8.0 | 329 | 0 | - |
| 3 | gx3 | 員工q1 紅利與薪資通常是由關係來決定的 | discrete | numeric-8.0 | 329 | 0 | - |
| 4 | gx4 | 員工q1 工作分配通常是由關係來決定的 | discrete | numeric-8.0 | 329 | 0 | - |
| 5 | gx5 | 員工q1 績效考核通常會因關係而異 | discrete | numeric-8.0 | 329 | 0 | - |

Group 店長/店主管(或分店經理)的行事風格以及對他的看法

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|------|------------------------------------|----------|-------------|-------|---------|----------|
| 1 | lmx1 | 員工q1 一般來說，我很清楚店長是否滿意我的工作表現 | discrete | numeric-8.0 | 329 | 0 | - |
| 2 | lmx2 | 員工q1 店長非常瞭解我在工作上的問題與需要 | discrete | numeric-8.0 | 329 | 0 | - |
| 3 | lmx3 | 員工q1 店長相當清楚我在工作上的潛力 | discrete | numeric-8.0 | 329 | 0 | - |
| 4 | lmx4 | 員工q1 店長會運用他的職權，來幫助我解決工作上的問題 | discrete | numeric-8.0 | 329 | 0 | - |
| 5 | lmx5 | 員工q1 店長會犧牲他自己的利益，來幫助我擺脫工作上的困境 | discrete | numeric-8.0 | 329 | 0 | - |
| 6 | lmx6 | 員工q1 我很信任店長，即使他不在場，我也會為他的決策提出辯護和解釋 | discrete | numeric-8.0 | 329 | 0 | - |
| 7 | lmx7 | 員工q1 我和店長在工作上的關係相當良好 | discrete | numeric-8.0 | 329 | 0 | - |

Group 對工作的感受

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|--------|--------------------------|----------|-------------|-------|---------|----------|
| 1 | socba1 | 員工q2 我會告訴其他人，這裡是一個工作的好地方 | discrete | numeric-8.0 | 329 | 0 | - |
| 2 | socba2 | 員工q2 我對這家公司有很強個人的連結 | discrete | numeric-8.0 | 329 | 0 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|--------|------------------------------|----------|-------------|-------|---------|----------|
| 3 | socba3 | 員工q2 我很驕傲的告訴其他人我在目前的公司工作 | discrete | numeric-8.0 | 329 | 0 | - |
| 4 | socba4 | 員工q2 在這個公司工作對我個人來說意義重大 | discrete | numeric-8.0 | 329 | 0 | - |
| 5 | socbb1 | 員工q2 我在服務顧客時會非常謹慎遵守公司既有規定和方針 | discrete | numeric-8.0 | 329 | 0 | - |
| 6 | socbb2 | 員工q2 我真的覺得公司所面對到的事情也是我的事情 | discrete | numeric-8.0 | 329 | 0 | - |
| 7 | socbb3 | 員工q2 我相信我有能力勝任我的工作 | discrete | numeric-8.0 | 329 | 0 | - |
| 8 | socbc1 | 員工q2 我提供了很多建設性的建議，使公司的服務更好 | discrete | numeric-8.0 | 329 | 0 | - |
| 9 | socbc2 | 員工q2 在我的工作上，我是這個方面的專家 | discrete | numeric-8.0 | 329 | 0 | - |
| 10 | socbc3 | 員工q2 對於自己的工作能力，我感到非常自豪 | discrete | numeric-8.0 | 329 | 0 | - |
| 11 | socbc4 | 員工q2 我會經常考慮辭去現在的工作 | discrete | numeric-8.0 | 329 | 0 | - |

Group 店長基本資料

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|---------|-----------|------------|---------------|-------|---------|----------|
| 1 | sq0_1 | 主管出生年(民國) | continuous | numeric-8.0 | 329 | 0 | - |
| 2 | sq0_2 | 主管性別 | discrete | numeric-8.0 | 329 | 0 | - |
| 3 | sq0_3 | 主管教育程度 | discrete | numeric-8.0 | 329 | 0 | - |
| 4 | sq0_4 | 主管服務年資(月) | continuous | numeric-8.0 | 329 | 0 | - |
| 5 | sq0_5 | 全職人員 | continuous | numeric-8.0 | 329 | 0 | - |
| 6 | sq0_5_2 | 兼職人員 | continuous | numeric-8.0 | 329 | 0 | - |
| 7 | sq0_5_3 | 派遣人員 | discrete | numeric-8.0 | 329 | 0 | - |
| 8 | sq0_5_4 | 建教合作生 | continuous | numeric-8.0 | 329 | 0 | - |
| 9 | sq0_6 | 行業 | discrete | character-120 | 329 | 0 | - |

Group 分店的管理措施

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|---|-------|----------------------------------|----------|-------------|-------|---------|----------|
| 1 | sq1_1 | 主管:招募員工時會綜合應徵者各方面的能力，挑選出最好人選 | discrete | numeric-8.0 | 329 | 0 | - |
| 2 | sq1_2 | 主管:招募員工會優先考量學習潛力 | discrete | numeric-8.0 | 329 | 0 | - |
| 3 | sq1_3 | 主管:招募員工會強調必須具備提供顧客高品質服務所需要的特質和能力 | discrete | numeric-8.0 | 329 | 0 | - |
| 4 | sq1_4 | 主管:本店職務出缺時，會優先考量由內部晉升 | discrete | numeric-8.0 | 329 | 0 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|--------|---|----------|-------------|-------|---------|----------|
| 5 | sq1_5 | 主管:符合資格的員工便有 機會可以晉升到較高的職 務 | discrete | numeric-8.0 | 329 | 0 | - |
| 6 | sq1_6 | 主管:本店會舉辦新進員工 訓練來幫助他們瞭解公司 | discrete | numeric-8.0 | 329 | 0 | - |
| 7 | sq1_7 | 主管:本店會持續不斷地舉 辦教育訓練 | discrete | numeric-8.0 | 329 | 0 | - |
| 8 | sq1_8 | 主管:本店會投入大量時間 和金錢舉辦教育訓練 | discrete | numeric-8.0 | 329 | 0 | - |
| 9 | sq1_9 | 主管:本店員工教育訓練的 內容很廣泛, 不限於專業 訓練 | discrete | numeric-8.0 | 329 | 0 | - |
| 10 | sq1_10 | 主管:本店教育訓練會強調 高品質的顧客服務 | discrete | numeric-8.0 | 329 | 0 | - |
| 11 | sq1_11 | 主管:若所做的決定可能影 響員工, 本店會事先徵詢 他們的意見 | discrete | numeric-8.0 | 329 | 0 | - |
| 12 | sq1_12 | 主管:本店會經常就工作相 關事宜請員工參與做決定 | discrete | numeric-8.0 | 329 | 0 | - |
| 13 | sq1_13 | 主管:本店員工可以有自主 權來處理顧客的額外要求 | discrete | numeric-8.0 | 329 | 0 | - |
| 14 | sq1_14 | 主管:本店員工有自主權解 決顧客的抱怨, 不一定要 經由主管或其他專門人員 處理 | discrete | numeric-8.0 | 329 | 0 | - |
| 15 | sq1_15 | 主管:本店允許員工可以視 需要改變工作方式 | discrete | numeric-8.0 | 329 | 0 | - |
| 16 | sq1_16 | 主管:本店會全力支援員工 所需的設備和資源來提供 顧客高品質的服務 | discrete | numeric-8.0 | 329 | 0 | - |
| 17 | sq1_17 | 主管:本店不會和員工分享 營運、銷售狀況等相關資 訊 | discrete | numeric-8.0 | 329 | 0 | - |
| 18 | sq1_18 | 主管:員工工作表現的評量 會給員工改善建議, 以幫 助他們進步發展 | discrete | numeric-8.0 | 329 | 0 | - |
| 19 | sq1_19 | 主管:員工的工作表現會由 多方評定(自己、同事、主 管、顧客等) | discrete | numeric-8.0 | 329 | 0 | - |
| 20 | sq1_20 | 主管:員工工作表現的評量 會以客觀、量化的數據結 果為依據 | discrete | numeric-8.0 | 329 | 0 | - |
| 21 | sq1_21 | 主管:本店主管不會和員工 一起訂定個人的工作目標 | discrete | numeric-8.0 | 329 | 0 | - |
| 22 | sq1_22 | 主管:讓顧客滿意是本店要 求員工工作的最重要依據 | discrete | numeric-8.0 | 329 | 0 | - |
| 23 | sq1_23 | 主管:員工工作表現的評量 會重視員工滿足顧客需求 的程度而定 | discrete | numeric-8.0 | 329 | 0 | - |
| 24 | sq1_24 | 主管:本店員工的薪資(含 獎金)基本上比其他競爭同 業高 | discrete | numeric-8.0 | 329 | 0 | - |

| # | Name | Label | Type | Format | Valid | Invalid | Question |
|----|--------|--------------------------------|----------|-------------|-------|---------|----------|
| 25 | sq1_25 | 主管:員工的薪資和獎勵會由員工的工作績效表現決定 | discrete | numeric-8.0 | 329 | 0 | - |
| 26 | sq1_26 | 主管:本店會獎勵員工提出新想法來提升顧客服務 | discrete | numeric-8.0 | 329 | 0 | - |
| 27 | sq1_27 | 主管:本店會提供員工許多福利項目 | discrete | numeric-8.0 | 329 | 0 | - |
| 28 | sq1_28 | 主管:本店不重視員工薪資和獎勵的公平性 | discrete | numeric-8.0 | 329 | 0 | - |
| 29 | sq1_29 | 主管:努力付出、表現良好的員工就可得到金錢或其他形式的獎勵 | discrete | numeric-8.0 | 329 | 0 | - |
| 30 | sq1_30 | 主管:本店對於服務顧客表現優異的員工會特別給予獎勵 | discrete | numeric-8.0 | 329 | 0 | - |
| 31 | sq1_31 | 主管:本店排班時會考量員工工作以外的情況(例如家庭、學業等) | discrete | numeric-8.0 | 329 | 0 | - |
| 32 | sq1_32 | 主管:本店重視員工在工作上的安全和健康 | discrete | numeric-8.0 | 329 | 0 | - |
| 33 | sq1_33 | 主管:本店重視員工家庭生活與工作的平衡和品質 | discrete | numeric-8.0 | 329 | 0 | - |
| 34 | sq1_34 | 主管:本店有相關措施或管道來幫助員工舒緩壓力 | discrete | numeric-8.0 | 329 | 0 | - |
| 35 | sq1_35 | 主管:本店有正式管道處理員工的抱怨或申訴 | discrete | numeric-8.0 | 329 | 0 | - |

Variables Description

Dataset contains 111 variable(s)

File : data

ssn: 店家編號

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | | 3 | 0.9% |
| 10 | | 4 | 1.2% |
| 11 | | 3 | 0.9% |
| 12 | | 4 | 1.2% |
| 13 | | 5 | 1.5% |
| 14 | | 3 | 0.9% |
| 15 | | 3 | 0.9% |
| 16 | | 4 | 1.2% |
| 17 | | 4 | 1.2% |
| 18 | | 4 | 1.2% |
| 19 | | 5 | 1.5% |
| 2 | | 3 | 0.9% |
| 20 | | 5 | 1.5% |
| 21 | | 3 | 0.9% |
| 22 | | 2 | 0.6% |
| 23 | | 5 | 1.5% |
| 24 | | 3 | 0.9% |
| 25 | | 3 | 0.9% |
| 26 | | 3 | 0.9% |
| 27 | | 4 | 1.2% |
| 28 | | 3 | 0.9% |
| 29 | | 4 | 1.2% |
| 3 | | 5 | 1.5% |
| 30 | | 3 | 0.9% |
| 31 | | 3 | 0.9% |
| 32 | | 3 | 0.9% |
| 33 | | 3 | 0.9% |
| 34 | | 3 | 0.9% |
| 35 | | 3 | 0.9% |
| 36 | | 3 | 0.9% |
| 37 | | 3 | 0.9% |
| 38 | | 3 | 0.9% |
| 39 | | 3 | 0.9% |
| 4 | | 4 | 1.2% |
| 40 | | 3 | 0.9% |
| 41 | | 5 | 1.5% |
| 42 | | 3 | 0.9% |
| 43 | | 3 | 0.9% |
| 44 | | 3 | 0.9% |
| 45 | | 3 | 0.9% |
| 46 | | 3 | 0.9% |

File : data

ssn: 店家編號

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 47 | | 3 | 0.9% |
| 48 | | 3 | 0.9% |
| 49 | | 3 | 0.9% |
| 5 | | 3 | 0.9% |
| 50 | | 3 | 0.9% |
| 51 | | 3 | 0.9% |
| 52 | | 3 | 0.9% |
| 53 | | 4 | 1.2% |
| 54 | | 3 | 0.9% |
| 55 | | 3 | 0.9% |
| 56 | | 3 | 0.9% |
| 57 | | 3 | 0.9% |
| 58 | | 5 | 1.5% |
| 59 | | 5 | 1.5% |
| 6 | | 4 | 1.2% |
| 60 | | 5 | 1.5% |
| 61 | | 5 | 1.5% |
| 62 | | 5 | 1.5% |
| 63 | | 4 | 1.2% |
| 64 | | 3 | 0.9% |
| 65 | | 5 | 1.5% |
| 66 | | 5 | 1.5% |
| 67 | | 5 | 1.5% |
| 68 | | 5 | 1.5% |
| 69 | | 5 | 1.5% |
| 7 | | 4 | 1.2% |
| 70 | | 4 | 1.2% |
| 71 | | 5 | 1.5% |
| 72 | | 5 | 1.5% |
| 73 | | 5 | 1.5% |
| 74 | | 3 | 0.9% |
| 75 | | 3 | 0.9% |
| 76 | | 4 | 1.2% |
| 77 | | 4 | 1.2% |
| 78 | | 3 | 0.9% |
| 79 | | 5 | 1.5% |
| 8 | | 3 | 0.9% |
| 80 | | 3 | 0.9% |
| 81 | | 5 | 1.5% |
| 82 | | 4 | 1.2% |
| 83 | | 3 | 0.9% |
| 84 | | 3 | 0.9% |
| 85 | | 3 | 0.9% |

File : data

ssn: 店家編號

| Value | Label | Cases | Percentage |
|-------|-------|-------|-----------------------------|
| 86 | | 5 | <div><div></div></div> 1.5% |
| 87 | | 3 | <div><div></div></div> 0.9% |
| 88 | | 3 | <div><div></div></div> 0.9% |
| 89 | | 3 | <div><div></div></div> 0.9% |
| 9 | | 3 | <div><div></div></div> 0.9% |
| 90 | | 3 | <div><div></div></div> 0.9% |

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

isn: 員工編號

| | |
|--------------------|--|
| Information | [Type= continuous] [Format=numeric] [Range= 1-329] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] [Mean=165 /-] [StdDev=95.118 /-] |

t1q0_1: 員工出生年(民國)

| | |
|--------------------|--|
| Information | [Type= continuous] [Format=numeric] [Range= 40-89] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] [Mean=74.261 /-] [StdDev=8.976 /-] |

t1q0_2: 員工性別

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-4] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------------------------|
| 1 | 男 | 127 | <div><div></div></div> 38.6% |
| 2 | 女 | 201 | <div><div></div></div> 61.1% |
| 4 | 遺漏值 | 1 | <div><div></div></div> 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.

t1q0_3: 員工教育程度

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|---------|-------|------------------------------|
| 1 | 高中/高職以下 | 104 | <div><div></div></div> 31.6% |
| 2 | 大專/專科 | 219 | <div><div></div></div> 66.6% |
| 3 | 研究所以上 | 6 | <div><div></div></div> 1.8% |

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.

t1q0_4: 員工分店年資(月)

| | |
|--------------------|---|
| Information | [Type= continuous] [Format=numeric] [Range= 2-336] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] [Mean=43.213 /-] [StdDev=46.983 /-] |

t1q0_5: 店長共事年資(月)

| | |
|--------------------|---|
| Information | [Type= continuous] [Format=numeric] [Range= 1-240] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] [Mean=36.304 /-] [StdDev=40.133 /-] |

t1q0_6: 員工職稱

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

File : data

t1q0_6: 員工職稱

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------------------------|
| 1 | 正職員工 | 258 | <div><div></div></div> 78.4% |
| 2 | 約聘員工 | 6 | <div><div></div></div> 1.8% |
| 3 | 工讀生 | 54 | <div><div></div></div> 16.4% |
| 4 | 建教合作生 | 6 | <div><div></div></div> 1.8% |
| 5 | 其他 | 2 | <div><div></div></div> 0.6% |
| 6 | 大學產學生 | 1 | <div><div></div></div> 0.3% |
| 7 | 兼職 | 1 | <div><div></div></div> 0.3% |
| 8 | 實習生 | 1 | <div><div></div></div> 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.

t1q0_7: 員工崗位

| Information | [Type= discrete] [Format=numeric] [Range= 1-4] [Missing=*] | | |
|--------------------|--|-------|------------------------------|
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 售前服務人員 | 51 | <div><div></div></div> 15.5% |
| 2 | 售後服務人員 | 22 | <div><div></div></div> 6.7% |
| 3 | 門市服務人員 | 255 | <div><div></div></div> 77.5% |
| 4 | 遺漏值 | 1 | <div><div></div></div> 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.

t1q1_1: 員工q1 招募員工時會綜合應徵者各方面的能力，挑選出最好人選

| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
|--------------------|--|-------|------------------------------|
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 1 | <div><div></div></div> 0.3% |
| 2 | 不同意 | 6 | <div><div></div></div> 1.8% |
| 3 | 有點不同意 | 17 | <div><div></div></div> 5.2% |
| 4 | 有點同意 | 58 | <div><div></div></div> 17.6% |
| 5 | 同意 | 178 | <div><div></div></div> 54.1% |
| 6 | 非常同意 | 69 | <div><div></div></div> 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.

t1q1_2: 員工q1 招募員工會優先考量學習潛力

| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
|--------------------|--|-------|------------------------------|
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 2 | <div><div></div></div> 0.6% |
| 2 | 不同意 | 2 | <div><div></div></div> 0.6% |
| 3 | 有點不同意 | 20 | <div><div></div></div> 6.1% |
| 4 | 有點同意 | 92 | <div><div></div></div> 28.0% |
| 5 | 同意 | 158 | <div><div></div></div> 48.0% |
| 6 | 非常同意 | 55 | <div><div></div></div> 16.7% |

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.

File : data

t1q1_3: 員工q1 招募員工會強調必須具備提供顧客高品質服務所需要的特質和能力

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 2 | 0.6% |
| 3 | 有點不同意 | 8 | 2.4% |
| 4 | 有點同意 | 77 | 23.4% |
| 5 | 同意 | 162 | 49.2% |
| 6 | 非常同意 | 80 | 24.3% |

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.

t1q1_4: 員工q1 本店職務出缺時，會優先考量由內部晉升

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 4 | 1.2% |
| 2 | 不同意 | 4 | 1.2% |
| 3 | 有點不同意 | 20 | 6.1% |
| 4 | 有點同意 | 73 | 22.2% |
| 5 | 同意 | 150 | 45.6% |
| 6 | 非常同意 | 78 | 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.

t1q1_5: 員工q1 符合資格的員工便有機會可以晉升到較高的職務

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 2 | 0.6% |
| 2 | 不同意 | 5 | 1.5% |
| 3 | 有點不同意 | 12 | 3.6% |
| 4 | 有點同意 | 64 | 19.5% |
| 5 | 同意 | 163 | 49.5% |
| 6 | 非常同意 | 83 | 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.

t1q1_6: 員工q1 本店會舉辦新進員工訓練來幫助他們瞭解公司

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 4 | 1.2% |
| 2 | 不同意 | 5 | 1.5% |
| 3 | 有點不同意 | 18 | 5.5% |
| 4 | 有點同意 | 67 | 20.4% |
| 5 | 同意 | 129 | 39.2% |
| 6 | 非常同意 | 106 | 32.2% |

| | | | |
|--|--|--------------|-------------------|
| File : data | | | |
| # t1q1_6: 員工q1 本店會舉辦新進員工訓練來幫助他們瞭解公司 | | | |
| <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> | | | |
| # t1q1_7: 員工q1 本店會持續不斷地舉辦教育訓練 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 | 1.5% |
| 2 | 不同意 | 8 | 2.4% |
| 3 | 有點不同意 | 26 | 7.9% |
| 4 | 有點同意 | 71 | 21.6% |
| 5 | 同意 | 130 | 39.5% |
| 6 | 非常同意 | 89 | 27.1% |
| <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> | | | |
| # t1q1_8: 員工q1 本店會投入大量時間和金錢舉辦教育訓練 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 7 | 2.1% |
| 2 | 不同意 | 16 | 4.9% |
| 3 | 有點不同意 | 45 | 13.7% |
| 4 | 有點同意 | 107 | 32.5% |
| 5 | 同意 | 104 | 31.6% |
| 6 | 非常同意 | 50 | 15.2% |
| <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> | | | |
| # t1q1_9: 員工q1 本店員工教育訓練的內容很廣泛， 不限於專業訓練 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 6 | 1.8% |
| 2 | 不同意 | 14 | 4.3% |
| 3 | 有點不同意 | 32 | 9.7% |
| 4 | 有點同意 | 78 | 23.7% |
| 5 | 同意 | 129 | 39.2% |
| 6 | 非常同意 | 70 | 21.3% |
| <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> | | | |
| # t1q1_10: 員工q1 本店教育訓練會強調高品質的顧客服務 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 1 | 0.3% |
| 2 | 不同意 | 9 | 2.7% |
| 3 | 有點不同意 | 13 | 4.0% |
| 4 | 有點同意 | 62 | 18.8% |

| | | | |
|--|--|--------------|---|
| File : data | | | |
| # t1q1_10: 員工q1 本店教育訓練會強調高品質的顧客服務 | | | |
| Value | Label | Cases | Percentage |
| 5 | 同意 | 149 |  45.3% |
| 6 | 非常同意 | 95 |  28.9% |
| <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> | | | |
| # t1q1_11: 員工q1 若所做的決定可能影響員工，本店會事先徵詢他們的意見 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 6 |  1.8% |
| 2 | 不同意 | 16 |  4.9% |
| 3 | 有點不同意 | 27 |  8.2% |
| 4 | 有點同意 | 72 |  21.9% |
| 5 | 同意 | 153 |  46.5% |
| 6 | 非常同意 | 55 |  16.7% |
| <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> | | | |
| # t1q1_12: 員工q1 本店會經常就工作相關事宜請員工參與做決定 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 |  1.5% |
| 2 | 不同意 | 16 |  4.9% |
| 3 | 有點不同意 | 30 |  9.1% |
| 4 | 有點同意 | 90 |  27.4% |
| 5 | 同意 | 136 |  41.3% |
| 6 | 非常同意 | 52 |  15.8% |
| <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> | | | |
| # t1q1_13: 員工q1 本店員工可以有自主權來處理顧客的額外要求 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 20 |  6.1% |
| 2 | 不同意 | 31 |  9.4% |
| 3 | 有點不同意 | 61 |  18.5% |
| 4 | 有點同意 | 87 |  26.4% |
| 5 | 同意 | 97 |  29.5% |
| 6 | 非常同意 | 33 |  10.0% |
| <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> | | | |
| # t1q1_14: 員工q1 本店員工有自主權解決顧客的抱怨，不一定要經由主管或其他專門人員處理 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 26 |  7.9% |

| | | | |
|--|--|--------------|------------------------------|
| File : data | | | |
| # t1q1_14: 員工 q1 本店員工有自主權解決顧客的抱怨，不一定要經由主管或其他專門人員處理 | | | |
| Value | Label | Cases | Percentage |
| 2 | 不同意 | 35 | <div><div></div></div> 10.6% |
| 3 | 有點不同意 | 52 | <div><div></div></div> 15.8% |
| 4 | 有點同意 | 88 | <div><div></div></div> 26.7% |
| 5 | 同意 | 97 | <div><div></div></div> 29.5% |
| 6 | 非常同意 | 31 | <div><div></div></div> 9.4% |
| <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> | | | |
| # t1q1_15: 員工 q1 本店允許員工可以視需要改變工作方式 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 20 | <div><div></div></div> 6.1% |
| 2 | 不同意 | 24 | <div><div></div></div> 7.3% |
| 3 | 有點不同意 | 41 | <div><div></div></div> 12.5% |
| 4 | 有點同意 | 99 | <div><div></div></div> 30.1% |
| 5 | 同意 | 108 | <div><div></div></div> 32.8% |
| 6 | 非常同意 | 37 | <div><div></div></div> 11.2% |
| <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> | | | |
| # t1q1_16: 員工 q1 本店會全力支援員工所需的設備和資源來提供顧客高品質的服務 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 6 | <div><div></div></div> 1.8% |
| 2 | 不同意 | 10 | <div><div></div></div> 3.0% |
| 3 | 有點不同意 | 25 | <div><div></div></div> 7.6% |
| 4 | 有點同意 | 95 | <div><div></div></div> 28.9% |
| 5 | 同意 | 144 | <div><div></div></div> 43.8% |
| 6 | 非常同意 | 49 | <div><div></div></div> 14.9% |
| <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> | | | |
| # t1q1_17: 員工 q1 本店不會和員工分享營運、銷售狀況等相關資訊 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 2 | <div><div></div></div> 0.6% |
| 2 | 不同意 | 5 | <div><div></div></div> 1.5% |
| 3 | 有點不同意 | 1 | <div><div></div></div> 0.3% |
| 4 | 有點同意 | 115 | <div><div></div></div> 35.0% |
| 5 | 同意 | 132 | <div><div></div></div> 40.1% |
| 6 | 非常同意 | 74 | <div><div></div></div> 22.5% |
| <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> | | | |
| # t1q1_18: 員工 q1 員工工作表現的評量會給員工改善建議，以幫助他們進步發展 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |

File : data

t1q1_18: 員工**q1** 員工工作表現的評量會給員工改善建議，以幫助他們進步發展

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 5 | 1.5% |
| 2 | 不同意 | 9 | 2.7% |
| 3 | 有點不同意 | 15 | 4.6% |
| 4 | 有點同意 | 94 | 28.6% |
| 5 | 同意 | 146 | 44.4% |
| 6 | 非常同意 | 60 | 18.2% |

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.

t1q1_19: 員工**q1** 員工的工作表現會由多方評定(自己、同事、主管、顧客等)

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 8 | 2.4% |
| 2 | 不同意 | 6 | 1.8% |
| 3 | 有點不同意 | 20 | 6.1% |
| 4 | 有點同意 | 86 | 26.1% |
| 5 | 同意 | 140 | 42.6% |
| 6 | 非常同意 | 69 | 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.

t1q1_20: 員工**q1** 員工工作表現的評量會以客觀、量化的數據結果為依據

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 11 | 3.3% |
| 2 | 不同意 | 9 | 2.7% |
| 3 | 有點不同意 | 21 | 6.4% |
| 4 | 有點同意 | 99 | 30.1% |
| 5 | 同意 | 140 | 42.6% |
| 6 | 非常同意 | 49 | 14.9% |

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.

t1q1_21: 員工**q1** 本店主管不會和員工一起訂定個人的工作目標

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 2 | 0.6% |
| 2 | 不同意 | 4 | 1.2% |
| 3 | 有點不同意 | 1 | 0.3% |
| 4 | 有點同意 | 123 | 37.4% |
| 5 | 同意 | 132 | 40.1% |
| 6 | 非常同意 | 67 | 20.4% |

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 : data

t1q1_22: 員工q1 讓顧客滿意是本店要求員工工作的最重要依據

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 1 | 0.3% |
| 2 | 不同意 | 3 | 0.9% |
| 3 | 有點不同意 | 10 | 3.0% |
| 4 | 有點同意 | 77 | 23.4% |
| 5 | 同意 | 153 | 46.5% |
| 6 | 非常同意 | 85 | 25.8% |

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.

t1q1_23: 員工q1 員工工作表現的評量會重視員工滿足顧客需求的程度

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 2 | 0.6% |
| 2 | 不同意 | 7 | 2.1% |
| 3 | 有點不同意 | 16 | 4.9% |
| 4 | 有點同意 | 89 | 27.1% |
| 5 | 同意 | 167 | 50.8% |
| 6 | 非常同意 | 48 | 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.

t1q1_24: 員工q1 本店員工的薪資(含獎金)基本上比其他競爭同業高

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 14 | 4.3% |
| 2 | 不同意 | 30 | 9.1% |
| 3 | 有點不同意 | 63 | 19.1% |
| 4 | 有點同意 | 97 | 29.5% |
| 5 | 同意 | 88 | 26.7% |
| 6 | 非常同意 | 37 | 11.2% |

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.

t1q1_25: 員工q1 員工的薪資和獎勵會由員工的工作績效表現決定

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

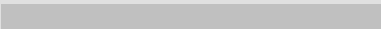

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 13 | 4.0% |
| 2 | 不同意 | 17 | 5.2% |
| 3 | 有點不同意 | 29 | 8.8% |
| 4 | 有點同意 | 90 | 27.4% |
| 5 | 同意 | 130 | 39.5% |
| 6 | 非常同意 | 50 | 15.2% |

| | | | |
|--|--|--------------|-------------------|
| File : data | | | |
| # t1q1_25: 員工q1 員工的薪資和獎勵會由員工的工作績效表現決定 | | | |
| <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> | | | |
| # t1q1_26: 員工q1 本店會獎勵員工提出新想法來提升顧客服務 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 11 | 3.3% |
| 2 | 不同意 | 20 | 6.1% |
| 3 | 有點不同意 | 41 | 12.5% |
| 4 | 有點同意 | 95 | 28.9% |
| 5 | 同意 | 117 | 35.6% |
| 6 | 非常同意 | 45 | 13.7% |
| <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> | | | |
| # t1q1_27: 員工q1 本店會提供員工許多福利項目 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 13 | 4.0% |
| 2 | 不同意 | 16 | 4.9% |
| 3 | 有點不同意 | 37 | 11.2% |
| 4 | 有點同意 | 105 | 31.9% |
| 5 | 同意 | 117 | 35.6% |
| 6 | 非常同意 | 41 | 12.5% |
| <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> | | | |
| # t1q1_28: 員工q1 本店不重視員工薪資和獎勵的公平性 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 | 1.5% |
| 2 | 不同意 | 3 | 0.9% |
| 3 | 有點不同意 | 1 | 0.3% |
| 4 | 有點同意 | 114 | 34.7% |
| 5 | 同意 | 116 | 35.3% |
| 6 | 非常同意 | 90 | 27.4% |
| <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> | | | |
| # t1q1_29: 員工q1 努力付出、表現良好的員工就可得到金錢或其他形式的獎勵 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 8 | 2.4% |
| 2 | 不同意 | 16 | 4.9% |
| 3 | 有點不同意 | 35 | 10.6% |
| 4 | 有點同意 | 96 | 29.2% |

File : data



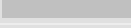
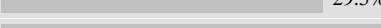
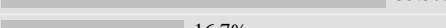

t1q1_29: 員工**q1** 努力付出、表現良好的員工就可得到金錢或其他形式的獎勵

| Value | Label | Cases | Percentage |
|-------|-------|-------|---|
| 5 | 同意 | 125 |  38.0% |
| 6 | 非常同意 | 49 |  14.9% |

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.

t1q1_30: 員工**q1** 本店對於服務顧客表現優異的員工會特別給予獎勵




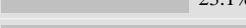
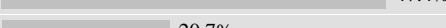

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|---|
| 1 | 完全不同意 | 10 |  3.0% |
| 2 | 不同意 | 10 |  3.0% |
| 3 | 有點不同意 | 41 |  12.5% |
| 4 | 有點同意 | 97 |  29.5% |
| 5 | 同意 | 116 |  35.3% |
| 6 | 非常同意 | 55 |  16.7% |

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.

t1q1_31: 員工**q1** 本店排班時會考量員工工作以外的情況(例如家庭、學業等)




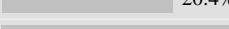


| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|---|
| 1 | 完全不同意 | 6 |  1.8% |
| 2 | 不同意 | 5 |  1.5% |
| 3 | 有點不同意 | 18 |  5.5% |
| 4 | 有點同意 | 76 |  23.1% |
| 5 | 同意 | 156 |  47.4% |
| 6 | 非常同意 | 68 |  20.7% |

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.

t1q1_32: 員工**q1** 本店重視員工在工作上的安全 and 健康

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|---|
| 1 | 完全不同意 | 3 |  0.9% |
| 2 | 不同意 | 6 |  1.8% |
| 3 | 有點不同意 | 18 |  5.5% |
| 4 | 有點同意 | 67 |  20.4% |
| 5 | 同意 | 151 |  45.9% |
| 6 | 非常同意 | 84 |  25.5% |

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.

t1q1_33: 員工**q1** 本店重視員工家庭生活與工作的平衡和品質

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|--|
| 1 | 完全不同意 | 5 |  1.5% |

File : data

t1q1_33: 員工q1 本店重視員工家庭生活與工作的平衡和品質

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------------------------|
| 2 | 不同意 | 6 | <div><div></div></div> 1.8% |
| 3 | 有點不同意 | 29 | <div><div></div></div> 8.8% |
| 4 | 有點同意 | 85 | <div><div></div></div> 25.8% |
| 5 | 同意 | 143 | <div><div></div></div> 43.5% |
| 6 | 非常同意 | 61 | <div><div></div></div> 18.5% |

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.

t1q1_34: 員工q1 本店有相關措施或管道來幫助員工舒緩壓力

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------------------------|
| 1 | 完全不同意 | 15 | <div><div></div></div> 4.6% |
| 2 | 不同意 | 21 | <div><div></div></div> 6.4% |
| 3 | 有點不同意 | 46 | <div><div></div></div> 14.0% |
| 4 | 有點同意 | 103 | <div><div></div></div> 31.3% |
| 5 | 同意 | 100 | <div><div></div></div> 30.4% |
| 6 | 非常同意 | 44 | <div><div></div></div> 13.4% |

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.

t1q1_35: 員工q1 本店有正式管道處理員工的抱怨或申訴

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------------------------|
| 1 | 完全不同意 | 13 | <div><div></div></div> 4.0% |
| 2 | 不同意 | 26 | <div><div></div></div> 7.9% |
| 3 | 有點不同意 | 35 | <div><div></div></div> 10.6% |
| 4 | 有點同意 | 82 | <div><div></div></div> 24.9% |
| 5 | 同意 | 124 | <div><div></div></div> 37.7% |
| 6 | 非常同意 | 49 | <div><div></div></div> 14.9% |

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.

gx1: 員工q1 很多人是透過關係加入本公司

| | |
|--------------------|--|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] |

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------------------------|
| 1 | 完全不同意 | 58 | <div><div></div></div> 17.6% |
| 2 | 不同意 | 68 | <div><div></div></div> 20.7% |
| 3 | 有點不同意 | 70 | <div><div></div></div> 21.3% |
| 4 | 有點同意 | 66 | <div><div></div></div> 20.1% |
| 5 | 同意 | 59 | <div><div></div></div> 17.9% |
| 6 | 非常同意 | 8 | <div><div></div></div> 2.4% |

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.

gx2: 員工q1 很多人是透過關係得到升遷

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




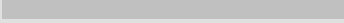
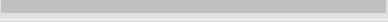
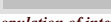
| | | | |
|---|--------------|--|------------------------------|
| File : data | | | |
| # gx2: 員工 q1 很多人是透過關係得到升遷 | | | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 74 | <div><div></div></div> 22.5% |
| 2 | 不同意 | 75 | <div><div></div></div> 22.8% |
| 3 | 有點不同意 | 82 | <div><div></div></div> 24.9% |
| 4 | 有點同意 | 52 | <div><div></div></div> 15.8% |
| 5 | 同意 | 31 | <div><div></div></div> 9.4% |
| 6 | 非常同意 | 15 | <div><div></div></div> 4.6% |
| 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. | | | |
| # gx3: 員工 q1 紅利與薪資通常是由關係來決定的 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 96 | <div><div></div></div> 29.2% |
| 2 | 不同意 | 89 | <div><div></div></div> 27.1% |
| 3 | 有點不同意 | 68 | <div><div></div></div> 20.7% |
| 4 | 有點同意 | 33 | <div><div></div></div> 10.0% |
| 5 | 同意 | 37 | <div><div></div></div> 11.2% |
| 6 | 非常同意 | 6 | <div><div></div></div> 1.8% |
| 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. | | | |
| # gx4: 員工 q1 工作分配通常是由關係來決定的 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 88 | <div><div></div></div> 26.7% |
| 2 | 不同意 | 83 | <div><div></div></div> 25.2% |
| 3 | 有點不同意 | 69 | <div><div></div></div> 21.0% |
| 4 | 有點同意 | 49 | <div><div></div></div> 14.9% |
| 5 | 同意 | 30 | <div><div></div></div> 9.1% |
| 6 | 非常同意 | 10 | <div><div></div></div> 3.0% |
| 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. | | | |
| # gx5: 員工 q1 績效考核通常會因關係而異 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 87 | <div><div></div></div> 26.4% |
| 2 | 不同意 | 89 | <div><div></div></div> 27.1% |
| 3 | 有點不同意 | 72 | <div><div></div></div> 21.9% |
| 4 | 有點同意 | 38 | <div><div></div></div> 11.6% |
| 5 | 同意 | 32 | <div><div></div></div> 9.7% |
| 6 | 非常同意 | 11 | <div><div></div></div> 3.3% |
| 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. | | | |

File : data

lmx1: 員工**q1** 一般來說，我很清楚店長是否滿意我的工作表現

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

Statistics [NW/ W] [Valid=329 /-] [Invalid=0 /-]

| Value | Label | Cases | Percentage |
|-------|-------|-------|---|
| 1 | 完全不同意 | 5 |  1.5% |
| 2 | 不同意 | 7 |  2.1% |
| 3 | 有點不同意 | 27 |  8.2% |
| 4 | 有點同意 | 119 |  36.2% |
| 5 | 同意 | 133 |  40.4% |
| 6 | 非常同意 | 38 |  11.6% |

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.

| # lmx2: 員工q1 店長非常瞭解我在工作上的問題與需要 | | | |
|---|--|-------|------------------------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 | <div><div></div></div> 1.5% |
| 2 | 不同意 | 10 | <div><div></div></div> 3.0% |
| 3 | 有點不同意 | 27 | <div><div></div></div> 8.2% |
| 4 | 有點同意 | 100 | <div><div></div></div> 30.4% |
| 5 | 同意 | 137 | <div><div></div></div> 41.6% |
| 6 | 非常同意 | 50 | <div><div></div></div> 15.2% |
| 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. | | | |
| # lmx3: 員工q1 店長相當清楚我在工作上的潛力 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 6 | <div><div></div></div> 1.8% |
| 2 | 不同意 | 7 | <div><div></div></div> 2.1% |
| 3 | 有點不同意 | 20 | <div><div></div></div> 6.1% |
| 4 | 有點同意 | 110 | <div><div></div></div> 33.4% |
| 5 | 同意 | 137 | <div><div></div></div> 41.6% |
| 6 | 非常同意 | 49 | <div><div></div></div> 14.9% |
| 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. | | | |
| # lmx4: 員工q1 店長會運用他的職權，來幫助我解決工作上的問題 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 4 | <div><div></div></div> 1.2% |
| 2 | 不同意 | 15 | <div><div></div></div> 4.6% |
| 3 | 有點不同意 | 32 | <div><div></div></div> 9.7% |
| 4 | 有點同意 | 102 | <div><div></div></div> 31.0% |
| 5 | 同意 | 125 | <div><div></div></div> 38.0% |
| 6 | 非常同意 | 51 | <div><div></div></div> 15.5% |
| 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. | | | |
| # lmx5: 員工q1 店長會犧牲他自己的利益，來幫助我擺脫工作上的困境 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 11 | <div><div></div></div> 3.3% |
| 2 | 不同意 | 14 | <div><div></div></div> 4.3% |
| 3 | 有點不同意 | 33 | <div><div></div></div> 10.0% |
| 4 | 有點同意 | 92 | <div><div></div></div> 28.0% |
| 5 | 同意 | 132 | <div><div></div></div> 40.1% |
| 6 | 非常同意 | 47 | <div><div></div></div> 14.3% |
| 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. | | | |

| # lmx6: 員工q1 我很信任店長，即使他不在場，我也會為他的決策提出辯護和解釋 | | | |
|---|--|-------|------------------------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 6 | <div><div></div></div> 1.8% |
| 2 | 不同意 | 12 | <div><div></div></div> 3.6% |
| 3 | 有點不同意 | 29 | <div><div></div></div> 8.8% |
| 4 | 有點同意 | 100 | <div><div></div></div> 30.4% |
| 5 | 同意 | 125 | <div><div></div></div> 38.0% |
| 6 | 非常同意 | 57 | <div><div></div></div> 17.3% |
| 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. | | | |
| # lmx7: 員工q1我和店長在工作上的關係相當良好 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 4 | <div><div></div></div> 1.2% |
| 2 | 不同意 | 5 | <div><div></div></div> 1.5% |
| 3 | 有點不同意 | 13 | <div><div></div></div> 4.0% |
| 4 | 有點同意 | 81 | <div><div></div></div> 24.6% |
| 5 | 同意 | 153 | <div><div></div></div> 46.5% |
| 6 | 非常同意 | 73 | <div><div></div></div> 22.2% |
| 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. | | | |
| # socba1: 員工q2 我會告訴其他人，這裡是一個工作的好地方 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 11 | <div><div></div></div> 3.3% |
| 2 | 不同意 | 12 | <div><div></div></div> 3.6% |
| 3 | 有點不同意 | 27 | <div><div></div></div> 8.2% |
| 4 | 有點同意 | 110 | <div><div></div></div> 33.4% |
| 5 | 同意 | 112 | <div><div></div></div> 34.0% |
| 6 | 非常同意 | 57 | <div><div></div></div> 17.3% |
| 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. | | | |
| # socba2: 員工q2 我對這家公司有很強個人的連結 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 9 | <div><div></div></div> 2.7% |
| 2 | 不同意 | 8 | <div><div></div></div> 2.4% |
| 3 | 有點不同意 | 28 | <div><div></div></div> 8.5% |
| 4 | 有點同意 | 96 | <div><div></div></div> 29.2% |
| 5 | 同意 | 133 | <div><div></div></div> 40.4% |
| 6 | 非常同意 | 55 | <div><div></div></div> 16.7% |
| 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. | | | |

| # socba3: 員工q2 我很驕傲的告訴其他人我在目前的公司工作 | | | |
|---|--|-------|------------------------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 7 | <div><div></div></div> 2.1% |
| 2 | 不同意 | 12 | <div><div></div></div> 3.6% |
| 3 | 有點不同意 | 28 | <div><div></div></div> 8.5% |
| 4 | 有點同意 | 97 | <div><div></div></div> 29.5% |
| 5 | 同意 | 138 | <div><div></div></div> 41.9% |
| 6 | 非常同意 | 47 | <div><div></div></div> 14.3% |
| 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. | | | |
| # socba4: 員工q2 在這個公司工作對我個人來說意義重大 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 | <div><div></div></div> 1.5% |
| 2 | 不同意 | 5 | <div><div></div></div> 1.5% |
| 3 | 有點不同意 | 21 | <div><div></div></div> 6.4% |
| 4 | 有點同意 | 103 | <div><div></div></div> 31.3% |
| 5 | 同意 | 131 | <div><div></div></div> 39.8% |
| 6 | 非常同意 | 64 | <div><div></div></div> 19.5% |
| 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. | | | |
| # socbb1: 員工q2 我在服務顧客時會非常謹慎遵守公司既有規定和方針 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 | <div><div></div></div> 1.5% |
| 2 | 不同意 | 4 | <div><div></div></div> 1.2% |
| 3 | 有點不同意 | 2 | <div><div></div></div> 0.6% |
| 4 | 有點同意 | 67 | <div><div></div></div> 20.4% |
| 5 | 同意 | 160 | <div><div></div></div> 48.6% |
| 6 | 非常同意 | 91 | <div><div></div></div> 27.7% |
| 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. | | | |
| # socbb2: 員工q2 我真的覺得公司所面對到的事情也是我的事情 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 2 | <div><div></div></div> 0.6% |
| 2 | 不同意 | 2 | <div><div></div></div> 0.6% |
| 3 | 有點不同意 | 6 | <div><div></div></div> 1.8% |
| 4 | 有點同意 | 63 | <div><div></div></div> 19.1% |
| 5 | 同意 | 171 | <div><div></div></div> 52.0% |
| 6 | 非常同意 | 85 | <div><div></div></div> 25.8% |
| 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. | | | |

| # socbb3: 員工q2 我相信我有能力勝任我的工作 | | | |
|---|--|-------|------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 3 | 0.9% |
| 3 | 有點不同意 | 11 | 3.3% |
| 4 | 有點同意 | 78 | 23.7% |
| 5 | 同意 | 155 | 47.1% |
| 6 | 非常同意 | 82 | 24.9% |
| 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. | | | |
| # socbc1: 員工q2 我提供了很多建設性的建議, 使公司的服務更好 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 1 | 0.3% |
| 2 | 不同意 | 4 | 1.2% |
| 3 | 有點不同意 | 24 | 7.3% |
| 4 | 有點同意 | 109 | 33.1% |
| 5 | 同意 | 152 | 46.2% |
| 6 | 非常同意 | 39 | 11.9% |
| 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. | | | |
| # socbc2: 員工q2 在我的工作上, 我是這個方面的專家 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 1 | 0.3% |
| 2 | 不同意 | 9 | 2.7% |
| 3 | 有點不同意 | 20 | 6.1% |
| 4 | 有點同意 | 121 | 36.8% |
| 5 | 同意 | 146 | 44.4% |
| 6 | 非常同意 | 32 | 9.7% |
| 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. | | | |
| # socbc3: 員工q2 對於自己的工作能力, 我感到非常自豪 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 1 | 0.3% |
| 2 | 不同意 | 12 | 3.6% |
| 3 | 有點不同意 | 38 | 11.6% |
| 4 | 有點同意 | 127 | 38.6% |
| 5 | 同意 | 119 | 36.2% |
| 6 | 非常同意 | 32 | 9.7% |
| 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. | | | |

| | | | |
|---|---------|--|------------------------------|
| # socbc4: 員工q2 我會經常考慮辭去現在的工作 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 2 | <div><div></div></div> 0.6% |
| 2 | 不同意 | 12 | <div><div></div></div> 3.6% |
| 3 | 有點不同意 | 44 | <div><div></div></div> 13.4% |
| 4 | 有點同意 | 123 | <div><div></div></div> 37.4% |
| 5 | 同意 | 121 | <div><div></div></div> 36.8% |
| 6 | 非常同意 | 27 | <div><div></div></div> 8.2% |
| 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. | | | |
| # sq0_1: 主管出生年(民國) | | | |
| Information | | [Type= continuous] [Format=numeric] [Range= 48-80] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] [Mean=64.052 /-] [StdDev=7.681 /-] | |
| # sq0_2: 主管性別 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 男 | 152 | <div><div></div></div> 46.2% |
| 2 | 女 | 177 | <div><div></div></div> 53.8% |
| 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. | | | |
| # sq0_3: 主管教育程度 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 高中/高職以下 | 101 | <div><div></div></div> 30.7% |
| 2 | 大專/專科 | 212 | <div><div></div></div> 64.4% |
| 3 | 研究所以上 | 16 | <div><div></div></div> 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. | | | |
| # sq0_4: 主管服務年資(月) | | | |
| Information | | [Type= continuous] [Format=numeric] [Range= 4-420] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] [Mean=120.283 /-] [StdDev=88.668 /-] | |
| # sq0_5: 全職人員 | | | |
| Information | | [Type= continuous] [Format=numeric] [Range= 1-220] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] [Mean=14.328 /-] [StdDev=29.081 /-] | |
| # sq0_5_2: 兼職人員 | | | |
| Information | | [Type= continuous] [Format=numeric] [Range= 0-180] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] [Mean=7.274 /-] [StdDev=18.98 /-] | |
| # sq0_5_3: 派遣人員 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 0-4] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |

| # sq0_5_3: 派遣人員 | | | |
|---|---|-------|-------------------|
| Value | Label | Cases | Percentage |
| 0 | | 318 | <div></div> 96.7% |
| 1 | | 7 | <div></div> 2.1% |
| 4 | | 4 | <div></div> 1.2% |
| 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. | | | |
| # sq0_5_4: 建教合作生 | | | |
| Information | [Type= continuous] [Format=numeric] [Range= 0-23] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 -/] [Invalid=0 -/] [Mean=0.814 -/] [StdDev=2.678 -/] | | |
| # sq0_6: 行業 | | | |
| Information | [Type= discrete] [Format=character] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 -/] [Invalid=0 -/] | | |
| Value | Label | Cases | Percentage |
| 3C通路業 | | 12 | <div></div> 3.6% |
| 不動產經營業 | | 18 | <div></div> 5.5% |
| 便利商店 | | 9 | <div></div> 2.7% |
| 其他 | | 61 | <div></div> 18.5% |
| 服務業 | | 10 | <div></div> 3.0% |
| 汽車維修廠 | | 8 | <div></div> 2.4% |
| 眼鏡 | | 3 | <div></div> 0.9% |
| 美容美髮業 | | 12 | <div></div> 3.6% |
| 藥妝零售 | | 3 | <div></div> 0.9% |
| 醫藥業 | | 10 | <div></div> 3.0% |
| 鞋類/布類/服飾品零售業 | | 23 | <div></div> 7.0% |
| 餐飲服務業 | | 160 | <div></div> 48.6% |
| 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. | | | |
| # sq1_1: 主管:招募員工時會綜合應徵者各方面的能力，挑選出最好人選 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 -/] [Invalid=0 -/] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 20 | <div></div> 6.1% |
| 4 | 有點同意 | 45 | <div></div> 13.7% |
| 5 | 同意 | 121 | <div></div> 36.8% |
| 6 | 非常同意 | 143 | <div></div> 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. | | | |
| # sq1_2: 主管:招募員工會優先考量學習潛力 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 -/] [Invalid=0 -/] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 5 | <div></div> 1.5% |

| # sq1_2: 主管: 招募員工會優先考量學習潛力 | | | |
|---|--|-------|------------------------------|
| Value | Label | Cases | Percentage |
| 3 | 有點不同意 | 12 | <div><div></div></div> 3.6% |
| 4 | 有點同意 | 65 | <div><div></div></div> 19.8% |
| 5 | 同意 | 137 | <div><div></div></div> 41.6% |
| 6 | 非常同意 | 110 | <div><div></div></div> 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. | | | |
| # sq1_3: 主管: 招募員工會強調必須具備提供顧客高品質服務所需要的特質和能力 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 17 | <div><div></div></div> 5.2% |
| 4 | 有點同意 | 43 | <div><div></div></div> 13.1% |
| 5 | 同意 | 161 | <div><div></div></div> 48.9% |
| 6 | 非常同意 | 108 | <div><div></div></div> 32.8% |
| 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. | | | |
| # sq1_4: 主管: 本店職務出缺時，會優先考量由內部晉升 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 3 | <div><div></div></div> 0.9% |
| 3 | 有點不同意 | 8 | <div><div></div></div> 2.4% |
| 4 | 有點同意 | 44 | <div><div></div></div> 13.4% |
| 5 | 同意 | 88 | <div><div></div></div> 26.7% |
| 6 | 非常同意 | 186 | <div><div></div></div> 56.5% |
| 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. | | | |
| # sq1_5: 主管: 符合資格的員工便有機會可以晉升到較高的職務 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 0 | |
| 4 | 有點同意 | 28 | <div><div></div></div> 8.5% |
| 5 | 同意 | 123 | <div><div></div></div> 37.4% |
| 6 | 非常同意 | 178 | <div><div></div></div> 54.1% |
| 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. | | | |
| # sq1_6: 主管: 本店會舉辦新進員工訓練來幫助他們瞭解公司 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |

sq1_6: 主管:本店會舉辦新進員工訓練來幫助他們瞭解公司

| Value | Label | Cases | Percentage |
|-------|-------|-------|------------|
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 5 | 1.5% |
| 4 | 有點同意 | 46 | 14.0% |
| 5 | 同意 | 135 | 41.0% |
| 6 | 非常同意 | 143 | 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.

sq1_7: 主管:本店會持續不斷地舉辦教育訓練

| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
|--------------------|--|-------|------------|
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 12 | 3.6% |
| 4 | 有點同意 | 55 | 16.7% |
| 5 | 同意 | 138 | 41.9% |
| 6 | 非常同意 | 124 | 37.7% |

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.

sq1_8: 主管:本店會投入大量時間和金錢舉辦教育訓練

| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
|--------------------|--|-------|------------|
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 2 | 0.6% |
| 3 | 有點不同意 | 35 | 10.6% |
| 4 | 有點同意 | 102 | 31.0% |
| 5 | 同意 | 123 | 37.4% |
| 6 | 非常同意 | 67 | 20.4% |

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.

sq1_9: 主管:本店員工教育訓練的內容很廣泛, 不限於專業訓練

| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
|--------------------|--|-------|------------|
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 7 | 2.1% |
| 3 | 有點不同意 | 23 | 7.0% |
| 4 | 有點同意 | 57 | 17.3% |
| 5 | 同意 | 150 | 45.6% |
| 6 | 非常同意 | 92 | 28.0% |

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.

sq1_10: 主管:本店教育訓練會強調高品質的顧客服務

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

| # sql_10: 主管:本店教育訓練會強調高品質的顧客服務 | | | |
|---|-------|--|------------|
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 3 | 0.9% |
| 3 | 有點不同意 | 8 | 2.4% |
| 4 | 有點同意 | 34 | 10.3% |
| 5 | 同意 | 106 | 32.2% |
| 6 | 非常同意 | 178 | 54.1% |
| 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. | | | |
| # sql_11: 主管:若所做的決定可能影響員工，本店會事先徵詢他們的意見 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 3 | 0.9% |
| 3 | 有點不同意 | 21 | 6.4% |
| 4 | 有點同意 | 53 | 16.1% |
| 5 | 同意 | 173 | 52.6% |
| 6 | 非常同意 | 79 | 24.0% |
| 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. | | | |
| # sql_12: 主管:本店會經常就工作相關事宜請員工參與做決定 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 6 | 1.8% |
| 3 | 有點不同意 | 23 | 7.0% |
| 4 | 有點同意 | 95 | 28.9% |
| 5 | 同意 | 153 | 46.5% |
| 6 | 非常同意 | 52 | 15.8% |
| 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. | | | |
| # sql_13: 主管:本店員工可以有自主權來處理顧客的額外要求 | | | |
| Information | | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | |
| Statistics [NW/ W] | | [Valid=329 /-] [Invalid=0 /-] | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 3 | 0.9% |
| 2 | 不同意 | 21 | 6.4% |
| 3 | 有點不同意 | 63 | 19.1% |
| 4 | 有點同意 | 113 | 34.3% |
| 5 | 同意 | 100 | 30.4% |
| 6 | 非常同意 | 29 | 8.8% |
| 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. | | | |

| # sq1_14: 主管:本店員工有自主權解決顧客的抱怨，不一定要經由主管或其他專門人員處理 | | | |
|---|--|-------|------------------------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 3 | <div><div></div></div> 0.9% |
| 2 | 不同意 | 32 | <div><div></div></div> 9.7% |
| 3 | 有點不同意 | 71 | <div><div></div></div> 21.6% |
| 4 | 有點同意 | 102 | <div><div></div></div> 31.0% |
| 5 | 同意 | 88 | <div><div></div></div> 26.7% |
| 6 | 非常同意 | 33 | <div><div></div></div> 10.0% |
| 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. | | | |
| # sq1_15: 主管:本店允許員工可以視需要改變工作方式 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 13 | <div><div></div></div> 4.0% |
| 2 | 不同意 | 30 | <div><div></div></div> 9.1% |
| 3 | 有點不同意 | 81 | <div><div></div></div> 24.6% |
| 4 | 有點同意 | 36 | <div><div></div></div> 10.9% |
| 5 | 同意 | 132 | <div><div></div></div> 40.1% |
| 6 | 非常同意 | 37 | <div><div></div></div> 11.2% |
| 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. | | | |
| # sq1_16: 主管:本店會全力支援員工所需的設備和資源來提供顧客高品質的服務 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 6 | <div><div></div></div> 1.8% |
| 3 | 有點不同意 | 19 | <div><div></div></div> 5.8% |
| 4 | 有點同意 | 79 | <div><div></div></div> 24.0% |
| 5 | 同意 | 159 | <div><div></div></div> 48.3% |
| 6 | 非常同意 | 66 | <div><div></div></div> 20.1% |
| 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. | | | |
| # sq1_17: 主管:本店不會和員工分享營運、銷售狀況等相關資訊 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 | <div><div></div></div> 1.5% |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 5 | <div><div></div></div> 1.5% |
| 4 | 有點同意 | 101 | <div><div></div></div> 30.7% |
| 5 | 同意 | 127 | <div><div></div></div> 38.6% |
| 6 | 非常同意 | 91 | <div><div></div></div> 27.7% |
| 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. | | | |

| # sq1_18: 主管:員工工作表現的評量會給員工改善建議, 以幫助他們進步發展 | | | |
|---|--|-------|------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 3 | 0.9% |
| 4 | 有點同意 | 57 | 17.3% |
| 5 | 同意 | 168 | 51.1% |
| 6 | 非常同意 | 101 | 30.7% |
| 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. | | | |
| # sq1_19: 主管:員工的工作表現會由多方評定(自己、同事、主管、顧客等) | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 3 | 0.9% |
| 2 | 不同意 | 4 | 1.2% |
| 3 | 有點不同意 | 8 | 2.4% |
| 4 | 有點同意 | 55 | 16.7% |
| 5 | 同意 | 168 | 51.1% |
| 6 | 非常同意 | 91 | 27.7% |
| 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. | | | |
| # sq1_20: 主管:員工工作表現的評量會以客觀、量化的數據結果為依據 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 3 | 0.9% |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 18 | 5.5% |
| 4 | 有點同意 | 66 | 20.1% |
| 5 | 同意 | 150 | 45.6% |
| 6 | 非常同意 | 92 | 28.0% |
| 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. | | | |
| # sq1_21: 主管:本店主管不會和員工一起訂定個人的工作目標 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 5 | 1.5% |
| 3 | 有點不同意 | 0 | |
| 4 | 有點同意 | 94 | 28.6% |
| 5 | 同意 | 141 | 42.9% |
| 6 | 非常同意 | 89 | 27.1% |
| 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. | | | |

| # sq1_22: 主管:讓顧客滿意是本店要求員工工作的最重要依據 | | | |
|---|--|-------|------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 3 | 0.9% |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 17 | 5.2% |
| 4 | 有點同意 | 54 | 16.4% |
| 5 | 同意 | 113 | 34.3% |
| 6 | 非常同意 | 142 | 43.2% |
| 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. | | | |
| # sq1_23: 主管:員工工作表現的評量會重視員工滿足顧客需求的程度而定 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 8 | 2.4% |
| 3 | 有點不同意 | 29 | 8.8% |
| 4 | 有點同意 | 87 | 26.4% |
| 5 | 同意 | 138 | 41.9% |
| 6 | 非常同意 | 67 | 20.4% |
| 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. | | | |
| # sq1_24: 主管:本店員工的薪資(含獎金)基本上比其他競爭同業高 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 17 | 5.2% |
| 3 | 有點不同意 | 75 | 22.8% |
| 4 | 有點同意 | 97 | 29.5% |
| 5 | 同意 | 85 | 25.8% |
| 6 | 非常同意 | 55 | 16.7% |
| 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. | | | |

| # sq1_25: 主管:員工的薪資和獎勵會由員工的工作績效表現決定 | | | |
|---|--|-------|------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 3 | 0.9% |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 19 | 5.8% |
| 4 | 有點同意 | 80 | 24.3% |
| 5 | 同意 | 126 | 38.3% |
| 6 | 非常同意 | 101 | 30.7% |
| 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. | | | |
| # sq1_26: 主管:本店會獎勵員工提出新想法來提升顧客服務 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 7 | 2.1% |
| 3 | 有點不同意 | 18 | 5.5% |
| 4 | 有點同意 | 89 | 27.1% |
| 5 | 同意 | 122 | 37.1% |
| 6 | 非常同意 | 93 | 28.3% |
| 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. | | | |
| # sq1_27: 主管:本店會提供員工許多福利項目 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 3 | 0.9% |
| 2 | 不同意 | 12 | 3.6% |
| 3 | 有點不同意 | 21 | 6.4% |
| 4 | 有點同意 | 94 | 28.6% |
| 5 | 同意 | 134 | 40.7% |
| 6 | 非常同意 | 65 | 19.8% |
| 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. | | | |
| # sq1_28: 主管:本店不重視員工薪資和獎勵的公平性 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 5 | 1.5% |
| 2 | 不同意 | 5 | 1.5% |
| 3 | 有點不同意 | 0 | |
| 4 | 有點同意 | 83 | 25.2% |
| 5 | 同意 | 113 | 34.3% |
| 6 | 非常同意 | 123 | 37.4% |
| 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. | | | |

| # sq1_29: 主管:努力付出、表現良好的員工就可得到金錢或其他形式的獎勵 | | | |
|---|--|-------|------------------------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 6 | <div><div></div></div> 1.8% |
| 3 | 有點不同意 | 16 | <div><div></div></div> 4.9% |
| 4 | 有點同意 | 75 | <div><div></div></div> 22.8% |
| 5 | 同意 | 132 | <div><div></div></div> 40.1% |
| 6 | 非常同意 | 100 | <div><div></div></div> 30.4% |
| 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. | | | |
| # sq1_30: 主管:本店對於服務顧客表現優異的員工會特別給予獎勵 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 11 | <div><div></div></div> 3.3% |
| 3 | 有點不同意 | 25 | <div><div></div></div> 7.6% |
| 4 | 有點同意 | 66 | <div><div></div></div> 20.1% |
| 5 | 同意 | 149 | <div><div></div></div> 45.3% |
| 6 | 非常同意 | 78 | <div><div></div></div> 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. | | | |
| # sq1_31: 主管:本店排班時會考量員工工作以外的情況(例如家庭、學業等) | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 3 | <div><div></div></div> 0.9% |
| 3 | 有點不同意 | 12 | <div><div></div></div> 3.6% |
| 4 | 有點同意 | 46 | <div><div></div></div> 14.0% |
| 5 | 同意 | 149 | <div><div></div></div> 45.3% |
| 6 | 非常同意 | 119 | <div><div></div></div> 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. | | | |
| # sq1_32: 主管:本店重視員工在工作上的安全 and 健康 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 0 | |
| 4 | 有點同意 | 27 | <div><div></div></div> 8.2% |
| 5 | 同意 | 159 | <div><div></div></div> 48.3% |
| 6 | 非常同意 | 143 | <div><div></div></div> 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. | | | |

| # sq1_33: 主管:本店重視員工家庭生活與工作的平衡和品質 | | | |
|---|--|-------|------------------------------|
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 0 | |
| 2 | 不同意 | 0 | |
| 3 | 有點不同意 | 9 | <div><div></div></div> 2.7% |
| 4 | 有點同意 | 60 | <div><div></div></div> 18.2% |
| 5 | 同意 | 156 | <div><div></div></div> 47.4% |
| 6 | 非常同意 | 104 | <div><div></div></div> 31.6% |
| 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. | | | |
| # sq1_34: 主管:本店有相關措施或管道來幫助員工舒緩壓力 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 9 | <div><div></div></div> 2.7% |
| 2 | 不同意 | 9 | <div><div></div></div> 2.7% |
| 3 | 有點不同意 | 27 | <div><div></div></div> 8.2% |
| 4 | 有點同意 | 97 | <div><div></div></div> 29.5% |
| 5 | 同意 | 140 | <div><div></div></div> 42.6% |
| 6 | 非常同意 | 47 | <div><div></div></div> 14.3% |
| 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. | | | |
| # sq1_35: 主管:本店有正式管道處理員工的抱怨或申訴 | | | |
| Information | [Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*] | | |
| Statistics [NW/ W] | [Valid=329 /-] [Invalid=0 /-] | | |
| Value | Label | Cases | Percentage |
| 1 | 完全不同意 | 6 | <div><div></div></div> 1.8% |
| 2 | 不同意 | 9 | <div><div></div></div> 2.7% |
| 3 | 有點不同意 | 14 | <div><div></div></div> 4.3% |
| 4 | 有點同意 | 67 | <div><div></div></div> 20.4% |
| 5 | 同意 | 161 | <div><div></div></div> 48.9% |
| 6 | 非常同意 | 72 | <div><div></div></div> 21.9% |
| 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. | | | |