

台灣 (Taiwan, ROC)

行政院研究發展考核委員會

92年民眾對公務人員服務品質的看法：第一次調查

Study Documentation

February 13, 2018

Metadata Production

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
Production Date	February 13, 2018
Version	2.0版, 參考IHSN Nesstar Template修改
Identification	AE140005

Table of Contents

Overview.....	4
Scope & Coverage.....	4
Producers & Sponsors.....	4
Data Collection.....	4
Data Processing & Appraisal.....	4
Accessibility.....	5
Files Description.....	6
data92s1.....	6
Variables Group(s).....	7
縣市.....	7
對公務人員服務品質的看法.....	7
基本資料.....	8
權數.....	9
新增變項.....	9
Variables Description.....	11
data92s1.....	12

92年民眾對公務人員服務品質的看法：第一次調查

Overview

Type	民眾對政府服務品質滿意度的看法
Identification	AE140005
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。 92年第一次調查於民國92年3月4日至5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1069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)	2003
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 2003-03-04 end 2003-03-05
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)

data92s1	
# Cases	1069
# Variable(s)	58

Variables Group(s)

Dataset contains 5 group(s)

Group 縣市							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	v1	1.這支電話是由電腦抽出的,請問您目前住在哪一個縣市?	discrete	numeric-2.0	1069	0	-

Group 對公務人員服務品質的看法							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	v2	2.請問您對戶政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
2	v3	3.請問您對地政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
3	v4	4.請問您對衛生所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
4	v5	5.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
5	v6	6.請問您對建築管理單位工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
6	v7	7.請問您對環保單位工作人員(包括垃圾清理及環保檢查人員)的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
7	v8	8.請問您對交通警察的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
8	v9	9.請問您對警察單位工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
9	v10	10.請問您對監理處(所)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
10	v11	11.請問您對中華郵政公司(郵局)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
11	v12	12.請問您對中華電信公司工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
12	v13	13.請問您對公營銀行工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
13	v14	14.請問您對稅務工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
14	v15	15.請問您對公立醫院醫護人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
15	v16	16.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
16	v17	17.一般而言,請問您對於公務人員的電話禮貌滿不滿意?	discrete	numeric-1.0	1069	0	-
17	v18	18.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	1069	0	-
18	v19	19.請問您知不知道政府目前正在推動「電子化政府」(就是民眾可以利用電腦網路來查詢政府機關的相關資料、申辦服務以及向政府表達意見)?	discrete	numeric-1.0	1069	0	-
19	v20	20.請問您對於「電子化政府」的推動成效滿不滿意?	discrete	numeric-1.0	556	513	-
20	v21	21.請問您有沒有使用過電腦上網?	discrete	numeric-1.0	1069	0	-
21	v22	22.請問您有沒有到政府機關的網站找過資料?	discrete	numeric-1.0	460	609	-
22	v23	23.請問您有沒有到政府機關的網站下載過申請書表等資料?	discrete	numeric-1.0	283	786	-
23	v24_1	24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇1	discrete	numeric-1.0	283	786	-
24	v24_2	24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇2	discrete	numeric-1.0	128	941	-
25	v24_3	24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇3	discrete	numeric-1.0	69	1000	-
26	v24_4	24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇4	discrete	numeric-1.0	18	1051	-
27	v24_5	24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇5	discrete	numeric-1.0	3	1066	-
28	v24_6	24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇6	discrete	numeric-1.0	0	1069	-
29	v25	25.請問您知不知道現在有一個「我的e政府-電子化政府入口網站」?	discrete	numeric-1.0	1069	0	-
30	v26	26.請問您有沒有使用過「我的e政府-電子化政府入口網」?	discrete	numeric-1.0	179	890	-
31	v27	27.請問您到「我的e政府-電子化政府入口網」的目的是?(可複選)	discrete	numeric-1.0	0	1069	-
32	v28	28.請問您最近一年與政府機關洽公的次數是____次(請填次數)	continuous	numeric-3.0	1069	0	-

Group 基本資料

#	Name	Label	Type	Format	Valid	Invalid	Question
1	v29	29.請問您今年幾歲?	discrete	numeric-1.0	1069	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
2	v30	30.請問您的教育程度是?	discrete	numeric-1.0	1069	0	-
3	v31	31.請問您目前從事什麼工作?	discrete	numeric-2.0	1069	0	-
4	v32	32.受訪者性別	discrete	numeric-1.0	1069	0	-

Group 權數

#	Name	Label	Type	Format	Valid	Invalid	Question
1	w	加權權數	continuous	numeric-8.6	1069	0	-

Group 新增變項

#	Name	Label	Type	Format	Valid	Invalid	Question
1	area	居住地	discrete	numeric-1.0	1068	1	-
2	r2	2.請問您對戶政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
3	r3	3.請問您對地政工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
4	r4	4.請問您對衛生所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
5	r5	5.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
6	r6	6.請問您對建築管理單位工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
7	r7	7.請問您對環保單位工作人員(包括垃圾清理及環保檢查人員)的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
8	r8	8.請問您對交通警察的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
9	r9	9.請問您對警察單位工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
10	r10	10.請問您對監理處(所)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
11	r11	11.請問您對中華郵政公司(郵局)工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
12	r12	12.請問您對中華電信公司工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
13	r13	13.請問您對公營銀行工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
14	r14	14.請問您對稅務工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
15	r15	15.請問您對公立醫院醫護人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-
16	r16	16.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意?	discrete	numeric-1.0	1069	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
17	r17	17.一般而言,請問您對於公務人員的電話禮貌滿不滿意?	discrete	numeric-1.0	1069	0	-
18	r18	18.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	1069	0	-
19	r20	20.請問您對於「電子化政府」的推動成效滿不滿意?	discrete	numeric-1.0	556	513	-
20	job	職業	discrete	numeric-2.0	1069	0	-

Variables Description

Dataset contains 58 variable(s)

File : data92s1

v1: 1.這支電話是由電腦抽出的,請問您目前住在哪一個縣市?

Information [Type= discrete] [Format=numeric] [Range= 1-24] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	台北市	128	12.0%
2	高雄市	69	6.5%
3	基隆市	18	1.7%
4	新竹市	21	2.0%
5	台中市	44	4.1%
6	嘉義市	8	0.7%
7	台南市	34	3.2%
8	台北縣	179	16.7%
9	宜蘭縣	22	2.1%
10	桃園縣	84	7.9%
11	新竹縣	20	1.9%
12	苗栗縣	30	2.8%
13	台中縣	71	6.6%
14	彰化縣	64	6.0%
15	南投縣	27	2.5%
16	雲林縣	35	3.3%
17	嘉義縣	27	2.5%
18	台南縣	51	4.8%
19	高雄縣	60	5.6%
20	屏東縣	40	3.7%
21	台東縣	13	1.2%
22	花蓮縣	18	1.7%
23	澎湖縣	5	0.5%
24	拒答	1	0.1%

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

v2: 2.請問您對戶政工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	139	13.0%
2	還算滿意	543	50.8%
3	不太滿意	32	3.0%
4	一點也不滿意	8	0.7%
5	不知道	332	31.1%
6	很難說	15	1.4%
7	沒意見	0	
8	拒答	0	

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


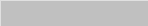


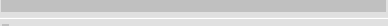


v3: 3.請問您對地政工作人員的服務品質滿不滿意?

Information [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]

File : data92s1

v3: 3.請問您對地政工作人員的服務品質滿不滿意？

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]


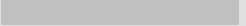




Value	Label	Cases	Percentage
1	非常滿意	42	 3.9%
2	還算滿意	263	 24.6%
3	不太滿意	49	 4.6%
4	一點也不滿意	11	 1.0%
5	不知道	691	 64.6%
6	很難說	12	 1.1%
7	沒意見	1	 0.1%
8	拒答	0	

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

v4: 4.請問您對衛生所工作人員的服務品質滿不滿意？

Information [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]


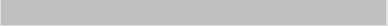


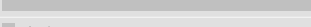

Value	Label	Cases	Percentage
1	非常滿意	70	 6.5%
2	還算滿意	366	 34.2%
3	不太滿意	27	 2.5%
4	一點也不滿意	7	 0.7%
5	不知道	593	 55.5%
6	很難說	6	 0.6%
7	沒意見	0	
8	拒答	0	

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

v5: 5.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意？

Information [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	80	 7.5%
2	還算滿意	487	 45.6%
3	不太滿意	73	 6.8%
4	一點也不滿意	14	 1.3%
5	不知道	399	 37.3%
6	很難說	16	 1.5%
7	沒意見	0	
8	拒答	0	

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

v6: 6.請問您對建築管理單位工作人員的服務品質滿不滿意？

Information [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	10	 0.9%

File : data92s1

v6: 6.請問您對建築管理單位工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
2	還算滿意	96	9.0%
3	不太滿意	37	3.5%
4	一點也不滿意	22	2.1%
5	不知道	896	83.8%
6	很難說	7	0.7%
7	沒意見	1	0.1%
8	拒答	0	

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

v7: 7.請問您對環保單位工作人員(包括垃圾清理及環保檢查人員)的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	132	12.3%
2	還算滿意	655	61.3%
3	不太滿意	110	10.3%
4	一點也不滿意	40	3.7%
5	不知道	96	9.0%
6	很難說	35	3.3%
7	沒意見	1	0.1%
8	拒答	0	

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

v8: 8.請問您對交通警察的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	38	3.6%
2	還算滿意	471	44.1%
3	不太滿意	193	18.1%
4	一點也不滿意	85	8.0%
5	不知道	222	20.8%
6	很難說	52	4.9%
7	沒意見	7	0.7%
8	拒答	1	0.1%

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

v9: 9.請問您對警察單位工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	48	4.5%
2	還算滿意	507	47.4%
3	不太滿意	155	14.5%

File : data92s1





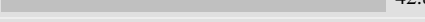


v9: 9.請問您對警察單位工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
4	一點也不滿意	57	 5.3%
5	不知道	262	 24.5%
6	很難說	39	 3.6%
7	沒意見	1	 0.1%
8	拒答	0	

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

v10: 10.請問您對監理處(所)工作人員的服務品質滿不滿意？


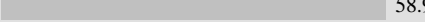






Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	41	 3.8%
2	還算滿意	427	 39.9%
3	不太滿意	93	 8.7%
4	一點也不滿意	33	 3.1%
5	不知道	457	 42.8%
6	很難說	16	 1.5%
7	沒意見	2	 0.2%
8	拒答	0	

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

v11: 11.請問您對中華郵政公司(郵局)工作人員的服務品質滿不滿意？


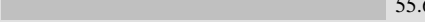


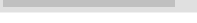
Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	154	 14.4%
2	還算滿意	630	 58.9%
3	不太滿意	117	 10.9%
4	一點也不滿意	41	 3.8%
5	不知道	96	 9.0%
6	很難說	27	 2.5%
7	沒意見	3	 0.3%
8	拒答	1	 0.1%

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

v12: 12.請問您對中華電信公司工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	97	 9.1%
2	還算滿意	594	 55.6%
3	不太滿意	82	 7.7%
4	一點也不滿意	15	 1.4%
5	不知道	265	 24.8%

File : data92s1

v12: 12.請問您對中華電信公司工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
6	很難說	15	1.4%
7	沒意見	0	
8	拒答	1	0.1%

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

v13: 13.請問您對公營銀行工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常滿意	65	6.1%
2	還算滿意	441	41.3%
3	不太滿意	104	9.7%
4	一點也不滿意	26	2.4%
5	不知道	416	38.9%
6	很難說	17	1.6%
7	沒意見	0	
8	拒答	0	

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

v14: 14.請問您對稅務工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常滿意	45	4.2%
2	還算滿意	375	35.1%
3	不太滿意	90	8.4%
4	一點也不滿意	47	4.4%
5	不知道	497	46.5%
6	很難說	13	1.2%
7	沒意見	1	0.1%
8	拒答	1	0.1%

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

v15: 15.請問您對公立醫院醫護人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常滿意	61	5.7%
2	還算滿意	435	40.7%
3	不太滿意	95	8.9%
4	一點也不滿意	34	3.2%
5	不知道	411	38.4%
6	很難說	32	3.0%
7	沒意見	1	0.1%

File : data92s1

v15: 15.請問您對公立醫院醫護人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
8	拒答	0	

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

v16: 16.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	30	2.8%
2	還算滿意	358	33.5%
3	不太滿意	65	6.1%
4	一點也不滿意	21	2.0%
5	不知道	573	53.6%
6	很難說	19	1.8%
7	沒意見	3	0.3%
8	拒答	0	

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

v17: 17.一般而言,請問您對於公務人員的電話禮貌滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	99	9.3%
2	還算滿意	596	55.8%
3	不太滿意	74	6.9%
4	一點也不滿意	19	1.8%
5	不知道	249	23.3%
6	很難說	32	3.0%
7	沒意見	0	
8	拒答	0	

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

v18: 18.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= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常滿意	51	4.8%
2	還算滿意	719	67.3%
3	不太滿意	121	11.3%
4	一點也不滿意	16	1.5%
5	不知道	99	9.3%
6	很難說	63	5.9%
7	沒意見	0	
8	拒答	0	

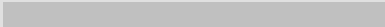
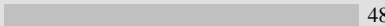
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

File : data92s1

v19: 19.請問您知不知道政府目前正在推動「電子化政府」（就是民眾可以利用電腦網路來查詢政府機關的相關資料、申辦服務以及向政府表達意見）？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]



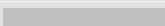

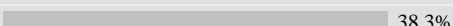


Value	Label	Cases	Percentage
1	知道(續答第20題)	556	 52.0%
2	不知道(跳答第21題)	513	 48.0%
3	拒答(跳答第21題)	0	

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.

v20: 20.請問您對於「電子化政府」的推動成效滿不滿意？

Information [Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]

Statistics [NW/ W] [Valid=556 /-] [Invalid=513 /-]

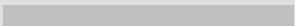

Value	Label	Cases	Percentage
1	非常滿意	35	 6.3%
2	還算滿意	192	 34.5%
3	不太滿意	90	 16.2%
4	一點也不滿意	9	 1.6%
5	不知道	213	 38.3%
6	很難說	15	 2.7%
7	沒意見	2	 0.4%
8	拒答	0	
Sysmiss		513	

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.請問您有沒有使用過電腦上網？

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

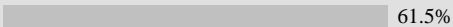

Value	Label	Cases	Percentage
1	有(續答第22題)	460	 43.0%
2	沒有(跳答第25題)	609	 57.0%
3	拒答(跳答第25題)	0	

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.

v22: 22.請問您有沒有到政府機關的網站找過資料？

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

Statistics [NW/ W] [Valid=460 /-] [Invalid=609 /-]

Value	Label	Cases	Percentage
1	有(續答第23題)	283	 61.5%
2	沒有(跳答第25題)	177	 38.5%
3	拒答(跳答第25題)	0	
Sysmiss		609	

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.請問您有沒有到政府機關的網站下載過申請書表等資料？

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

Statistics [NW/ W] [Valid=283 /-] [Invalid=786 /-]

File : data92s1

v23: 23.請問您有沒有到政府機關的網站下載過申請書表等資料?

Value	Label	Cases	Percentage
1	有	92	32.5%
2	沒有	191	67.5%
3	拒答	0	
Sysmiss		786	

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

v24_1: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇1

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=283 /-] [Invalid=786 /-]

Value	Label	Cases	Percentage
1	有, 網路報稅	71	25.1%
2	有, 繳納監理規費、違規罰款	14	4.9%
3	有, 購買火車票	79	27.9%
4	有, 求職求才登記	15	5.3%
5	有, 醫院掛號	17	6.0%
6	有, 線上諮詢服務	20	7.1%
7	沒有	67	23.7%
8	拒答	0	
Sysmiss		786	

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

v24_2: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇2

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=128 /-] [Invalid=941 /-]

Value	Label	Cases	Percentage
1	有, 網路報稅	0	
2	有, 繳納監理規費、違規罰款	9	7.0%
3	有, 購買火車票	36	28.1%
4	有, 求職求才登記	19	14.8%
5	有, 醫院掛號	37	28.9%
6	有, 線上諮詢服務	26	20.3%
7	沒有	1	0.8%
8	拒答	0	
Sysmiss		941	

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

v24_3: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇3

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=69 /-] [Invalid=1000 /-]

Value	Label	Cases	Percentage
1	有, 網路報稅	0	
2	有, 繳納監理規費、違規罰款	0	
3	有, 購買火車票	3	4.3%
4	有, 求職求才登記	9	13.0%

File : data92s1

v24_3: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇3

Value	Label	Cases	Percentage
5	有, 醫院掛號	30	43.5%
6	有, 線上諮詢服務	26	37.7%
7	沒有	1	1.4%
8	拒答	0	
Sysmiss		1000	

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

v24_4: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇4

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=18 /-] [Invalid=1051 /-]

Value	Label	Cases	Percentage
1	有, 網路報稅	0	
2	有, 繳納監理規費、違規罰款	0	
3	有, 購買火車票	0	
4	有, 求職求才登記	0	
5	有, 醫院掛號	4	22.2%
6	有, 線上諮詢服務	14	77.8%
7	沒有	0	
8	拒答	0	
Sysmiss		1051	

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

v24_5: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇5

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=3 /-] [Invalid=1066 /-]

Value	Label	Cases	Percentage
1	有, 網路報稅	0	
2	有, 繳納監理規費、違規罰款	0	
3	有, 購買火車票	0	
4	有, 求職求才登記	0	
5	有, 醫院掛號	0	
6	有, 線上諮詢服務	3	100.0%
7	沒有	0	
8	拒答	0	
Sysmiss		1066	

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

v24_6: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇6

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=0 /-] [Invalid=1069 /-]

Value	Label	Cases	Percentage
1	有, 網路報稅	0	
2	有, 繳納監理規費、違規罰款	0	
3	有, 購買火車票	0	

File : data92s1

v24_6: 24.請問您有沒有到政府機關網站辦理過以下的事情?(可複選)選擇6

Value	Label	Cases	Percentage
4	有, 求職求才登記	0	
5	有, 醫院掛號	0	
6	有, 線上諮詢服務	0	
7	沒有	0	
8	拒答	0	
Sysmiss		1069	

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.

v25: 25.請問您知不知道現在有一個「我的e政府-電子化政府入口網站」?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	知道(續答第26題)	179	16.7%
2	不知道(跳答第28題)	890	83.3%
3	拒答(跳答第28題)	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.

v26: 26.請問您有沒有使用過「我的e政府-電子化政府入口網」?

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=179 /-] [Invalid=890 /-]

Value	Label	Cases	Percentage
1	有(續答第27題)	29	16.2%
2	沒有(跳答第28題)	150	83.8%
3	拒答(跳答第28題)	0	
Sysmiss		890	

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.

v27: 27.請問您到「我的e政府-電子化政府入口網」的目的是?(可複選)

Information	[Type= discrete] [Format=numeric] [Range= 1-8] [Missing=*]
Statistics [NW/ W]	[Valid=0 /-] [Invalid=1069 /-]

Value	Label	Cases	Percentage
1	找資料	0	
2	表達意見或陳情	0	
3	查詢申辦服務資訊或下載表單	0	
4	上網申辦(如繳稅、繳納監理規費、買車票、掛號、各項線上查詢服	0	
5	參加抽獎活動	0	
6	觀看台灣景點即時影像	0	
7	其他	0	
8	拒答	0	
Sysmiss		1069	

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.

v28: 28.請問您最近一年與政府機關洽公的次數是___次(請填次數)

Information	[Type= continuous] [Format=numeric] [Range= 0-260] [Missing=*]
-------------	----------------------------------------------------------------

File : data92s1

v28: 28.請問您最近一年與政府機關洽公的次數是____次(請填次數)

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-] [Mean=6.502 /-] [StdDev=22.634 /-]

v29: 29.請問您今年幾歲?

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	20-29歲	125	11.7%
2	30-39歲	207	19.4%
3	40-49歲	282	26.4%
4	50-59歲	212	19.8%
5	60歲及以上	239	22.4%
6	拒答	4	0.4%

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.

v30: 30.請問您的教育程度是?

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

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	小學及以下	290	27.1%
2	初中、國中	153	14.3%
3	高中、高職	317	29.7%
4	專科	150	14.0%
5	大學及研究所以上	152	14.2%
6	未回答	7	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.

v31: 31.請問您目前從事什麼工作?

Information [Type= discrete] [Format=numeric] [Range= 1-21] [Missing=*]

Statistics [NW/ W] [Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	公務人員、警察	32	3.0%
2	軍人	3	0.3%
3	中小學教師	18	1.7%
4	高中教師、大專院校教授	4	0.4%
5	受僱於國營事業	7	0.7%
6	民營、工商機構主管	46	4.3%
7	民營、工商機構普通職員	171	16.0%
8	勞動工人、工頭、領班	112	10.5%
9	自由業(含律師、醫師、會計師)	12	1.1%
10	文化工作者	3	0.3%
11	研究人員	0	
12	雇主/企業家	8	0.7%
13	自營商(含獨資公司)	96	9.0%
14	運輸業(包括計程車司機)	11	1.0%
15	工程師、專業技師	8	0.7%

File : data92s1

v31: 31.請問您目前從事什麼工作？

Value	Label	Cases	Percentage
16	農林漁牧鹽礦業從業人員	54	5.1%
17	學生	30	2.8%
18	退休/無業/待業	225	21.0%
19	家管/家庭主婦	220	20.6%
20	其他	6	0.6%
21	拒答	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.

v32: 32.受訪者性別

Information	[Type= discrete] [Format=numeric] [Range= 1-2] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	男	513	48.0%
2	女	556	52.0%

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.

w: 加權權數

Information	[Type= continuous] [Format=numeric] [Range= 0.617556858-2.491179722] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-] [Mean=1 /-] [StdDev=0.463 /-]

area: 居住地

Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]
Statistics [NW/ W]	[Valid=1068 /-] [Invalid=1 /-]

Value	Label	Cases	Percentage
1	北北基	325	30.4%
2	桃竹苗	155	14.5%
3	中彰投	206	19.3%
4	雲嘉南	155	14.5%
5	高屏澎	174	16.3%
6	宜花東	53	5.0%
Sysmiss		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.

r2: 2.請問您對戶政工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	682	63.8%
2	不滿意	40	3.7%
3	無明確反應	347	32.5%

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.

r3: 3.請問您對地政工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

File : data92s1

r3: 3.請問您對地政工作人員的服務品質滿不滿意？

Value	Label	Cases	Percentage
1	滿意	305	<div><div></div></div> 28.5%
2	不滿意	60	<div><div></div></div> 5.6%
3	無明確反應	704	<div><div></div></div> 65.9%

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.

r4: 4.請問您對衛生所工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	436	<div><div></div></div> 40.8%
2	不滿意	34	<div><div></div></div> 3.2%
3	無明確反應	599	<div><div></div></div> 56.0%

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.

r5: 5.請問您對鄉(鎮市區)公所工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	567	<div><div></div></div> 53.0%
2	不滿意	87	<div><div></div></div> 8.1%
3	無明確反應	415	<div><div></div></div> 38.8%

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.

r6: 6.請問您對建築管理單位工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	106	<div><div></div></div> 9.9%
2	不滿意	59	<div><div></div></div> 5.5%
3	無明確反應	904	<div><div></div></div> 84.6%

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.

r7: 7.請問您對環保單位工作人員(包括垃圾清理及環保檢查人員)的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	787	<div><div></div></div> 73.6%
2	不滿意	150	<div><div></div></div> 14.0%
3	無明確反應	132	<div><div></div></div> 12.3%

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.

r8: 8.請問您對交通警察的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

File : data92s1

r8: 8.請問您對交通警察的服務品質滿不滿意？

Value	Label	Cases	Percentage
1	滿意	509	<div></div> 47.6%
2	不滿意	278	<div></div> 26.0%
3	無明確反應	282	<div></div> 26.4%

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.

r9: 9.請問您對警察單位工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	555	<div></div> 51.9%
2	不滿意	212	<div></div> 19.8%
3	無明確反應	302	<div></div> 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.

r10: 10.請問您對監理處(所)工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	468	<div></div> 43.8%
2	不滿意	126	<div></div> 11.8%
3	無明確反應	475	<div></div> 44.4%

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.

r11: 11.請問您對中華郵政公司(郵局)工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	784	<div></div> 73.3%
2	不滿意	158	<div></div> 14.8%
3	無明確反應	127	<div></div> 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.

r12: 12.請問您對中華電信公司工作人員的服務品質滿不滿意？

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	滿意	691	<div></div> 64.6%
2	不滿意	97	<div></div> 9.1%
3	無明確反應	281	<div></div> 26.3%

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.

# r13: 13.請問您對公營銀行工作人員的服務品質滿不滿意？			
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	506	<div><div></div></div> 47.3%
2	不滿意	130	<div><div></div></div> 12.2%
3	無明確反應	433	<div><div></div></div> 40.5%
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.			
# r14: 14.請問您對稅務工作人員的服務品質滿不滿意？			
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	420	<div><div></div></div> 39.3%
2	不滿意	137	<div><div></div></div> 12.8%
3	無明確反應	512	<div><div></div></div> 47.9%
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.			
# r15: 15.請問您對公立醫院醫護人員的服務品質滿不滿意？			
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	496	<div><div></div></div> 46.4%
2	不滿意	129	<div><div></div></div> 12.1%
3	無明確反應	444	<div><div></div></div> 41.5%
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.			
# r16: 16.請問您對台灣鐵路管理局工作人員的服務品質滿不滿意？			
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	388	<div><div></div></div> 36.3%
2	不滿意	86	<div><div></div></div> 8.0%
3	無明確反應	595	<div><div></div></div> 55.7%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# r17: 17.一般而言,請問您對於公務人員的電話禮貌滿不滿意？			
Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]		
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	滿意	695	<div><div></div></div> 65.0%
2	不滿意	93	<div><div></div></div> 8.7%
3	無明確反應	281	<div><div></div></div> 26.3%
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.			
# r18: 18.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=1069 /-] [Invalid=0 /-]		

r18: 18.整體而言,請問您對公務人員的服務品質滿不滿意?

Value	Label	Cases	Percentage
1	滿意	770	 72.0%
2	不滿意	137	 12.8%
3	無明確反應	162	 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.

r20: 20.請問您對於「電子化政府」的推動成效滿不滿意?



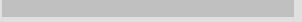





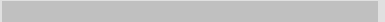
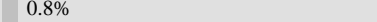

Information	[Type= discrete] [Format=numeric] [Range= 1-3] [Missing=*]
Statistics [NW/ W]	[Valid=556 /-] [Invalid=513 /-]

Value	Label	Cases	Percentage
1	滿意	227	 40.8%
2	不滿意	99	 17.8%
3	無明確反應	230	 41.4%
Sysmiss		513	

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.

job: 職業

Information	[Type= discrete] [Format=numeric] [Range= 1-11] [Missing=*]
Statistics [NW/ W]	[Valid=1069 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	軍公教	64	 6.0%
2	民營事業主管	46	 4.3%
3	民營事業職員	171	 16.0%
4	勞工	123	 11.5%
5	自由業及專技人員	23	 2.2%
6	企業家及雇主	104	 9.7%
7	農林漁牧鹽礦業	54	 5.1%
8	學生	30	 2.8%
9	退休無業	225	 21.0%
10	家庭主婦	220	 20.6%
11	未回答	9	 0.8%

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