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# 附件一、調查問卷

親愛的小姐、先生您好：

這是一份針對**服務保證與等候經驗**的學術研究問卷。問卷資料將彙總、統計後進行學術分析，不會將個別問卷出示或移作其他用途，請您放心並依照個人實際知覺狀況逐一填答。您的意見對本研究相當寶貴，研究結果亦可能提供相關單位改進之用，在此感謝您的協助與熱心參與。

國立交通大學 運輸科技與管理學系 研究生 陳建元 敬上

**台鐵目前對列車誤點的服務保證為：**

旅客持用對號以上指定車次之乘車票(含無座票)搭乘指定車次到站時間較時刻表公告到開時間延遲六十分鐘以上者，依本要點規定賠償之。

**\*請您回想過去搭乘對號列車(自強號、莒光號、復興號)時，印象最深刻的誤點經驗後進行作答**

第一部份 請圈選出最合適的答案

5：非常同意 4：同意 3：普通 2：不同意 1：非常不同意

問 題	高 (同意程度) 低				
1. 您認為台鐵為誤點所設的補償條件是合理的	5	4	3	2	1
2. 您充分了解台鐵班車誤點時，補償的內容及補償方式	5	4	3	2	1
3. 此補償制度確實對您的權益產生保障	5	4	3	2	1
4. 當延誤發生時，台鐵會主動提出賠償	5	4	3	2	1
5. 就您的印象而言，當延誤發生時，向台鐵要求補償是很容易的	5	4	3	2	1
6. 您相信台鐵會實現所保證的補償	5	4	3	2	1
7. 您曾預期該班列車有可能會延誤	5	4	3	2	1
8. 您曾預期該班列車會延誤一段時間	5	4	3	2	1
9. 在等候時，您曾認為該班車已經延誤很久	5	4	3	2	1
10. 該班列車是否準時對您而言是很重要的	5	4	3	2	1
11. 台鐵發生延誤的狀況讓您感到憤怒	5	4	3	2	1
12. 整體而言，搭乘該班列車讓您對台鐵的服務感到滿意	5	4	3	2	1
13. 下次旅行時，您願意再次選擇搭乘台鐵	5	4	3	2	1
14. 您會建議親友選擇搭乘台鐵	5	4	3	2	1

**第二部份 您的基本背景資料**

1. 性別： 男  女
2. 年齡： 25 歲以下  26 ~ 35 歲  36 歲 ~45 歲  
 46 歲 ~55 歲  56 歲以上
3. 學歷： 國中(含)以下  高中職  大專院校以上
4. 職業： 學生  軍警  上班族  家管  
 其他 \_\_\_\_\_
5. 旅程目的： 商務洽公  上下學  上下班  旅遊  
 返鄉或收假  探親或訪友  其他 \_\_\_\_\_

您認為有關對誤點的保證方面，台鐵局可以如何改進（例如：保證時間應縮短為多少合理）？

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謝謝您! 問卷到此結束，請再次檢查是否已填答所有問題，敬祝 心想事成，身心愉快

中華民國 95 年



## 附件二、整體樣本相關係數矩陣

n .	354.00	354.00	354.00	354.00	354.00	354.00	354.00	354.00	354.00	354.00	354.00	354.00	354.00	354.00
std .	1.15	1.14	0.99	1.09	0.99	0.97	0.90	0.93	0.91	0.68	1.03	0.76	0.71	0.75
corr v1	1.00	.	.	.	.	.	.	.	.	.	.	.	.	.
corr v2	0.48	1.00	.	.	.	.	.	.	.	.	.	.	.	.
corr v3	0.69	0.51	1.00	.	.	.	.	.	.	.	.	.	.	.
corr v4	0.51	0.59	0.63	1.00	.	.	.	.	.	.	.	.	.	.
corr v5	0.42	0.47	0.52	0.64	1.00	.	.	.	.	.	.	.	.	.
corr v6	0.41	0.42	0.49	0.47	0.67	1.00	.	.	.	.	.	.	.	.
corr v7	-0.07	-0.20	-0.09	-0.14	-0.10	-0.15	1.00	.	.	.	.	.	.	.
corr v8	-0.08	-0.16	-0.11	-0.15	-0.07	-0.14	0.77	1.00	.	.	.	.	.	.
corr v9	-0.07	-0.20	-0.17	-0.16	-0.06	-0.14	0.52	0.64	1.00	.	.	.	.	.
corr v10	0.10	0.09	0.09	0.00	-0.09	-0.15	0.22	0.16	0.05	1.00	.	.	.	.
corr v11	-0.07	-0.27	-0.07	-0.16	-0.21	-0.16	0.32	0.26	0.15	0.31	1.00	.	.	.
corr v12	0.25	0.09	0.30	0.17	0.16	0.14	-0.11	-0.08	-0.05	0.08	-0.02	1.00	.	.
corr v13	0.25	0.10	0.24	0.09	0.01	0.12	-0.17	-0.17	-0.16	0.17	-0.02	0.46	1.00	.
corr v14	0.24	0.23	0.23	0.18	0.07	0.17	-0.11	-0.06	-0.19	0.14	0.02	0.37	0.67	1.00



# 簡 歷



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學歷：

民國 96 年 6 月 國立交通大學運輸科技與管理學系碩士班畢業

民國 94 年 6 月 國立交通大學運輸科技與管理學系畢業

民國 89 年 6 月 國立員林高中畢業

民國 86 年 6 月 彰化縣立員林國中畢業

民國 83 年 6 月 彰化縣立員林國小畢業