

地方政府施政滿意度之探討：新竹縣政府一百年個案研究(Policy Opinion and Administrative Satisfaction at Local Governments: Hsinchu County Government 2011)

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摘要

The efficiency of public policies depends on customer' s satisfaction, and the change directions of public policies hinge on customer' s assessment; i.e., the performance of public policies in governments is decided by the citizen' s administrative satisfaction! The governments in all levels must heave their efficiency and effectiveness of public services to meet the people' s substantially multiple needs in order to make citizens trust more the governmental operation styles. To pursue the societal equality and justice must treat people equally and provide more services for the disadvantages.

關鍵字：Hsinchu County, Local Government, Policy Opinion, Administrative Satisfaction