

Using Kano' s Two-Dimensional Model and Importance-Performance Analysis to
Evaluate Service Quality of the Hsin-Chu Police Office

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Abstract

The roles of policemen in the past are hardly satisfied to people' s needs now. People who want not only life and property safety but also police organization offer the more quickly and convenient service in order to solve their problems. This research use the Kano' s Two-Dimensional Model and Importance-Performance Analysis to evaluate service quality of the Hsin-Chu Police Office. Wish can offer a reference to police organization improving service quality.

Keyword : Kano' s Two-Dimensional Model ; Importance-Performance Analysis ; Service Quality of Police Office