

模糊多準則決策法應用於高齡者住宅服務品質之評估--以安養中心為例

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摘要

Taiwan has been an aging society by the elderly increasing persistently, and the problem of dwelling and the enjoying stability both physically and spiritually for the elderly is becoming a very important issue in social development. This paper aimed at the demand of the service quality for the elderly housing. We based on the model of the PZB, and employed the Fuzzy Multiple Criteria Decision Making method (MCDM). Which combined the analytic hierarchy process (AHP) and the fuzzy theory to establish an evaluation model for translating the quality proposition into quantization estimation. This evaluation model was applied to assess and illustrate the gap of the service quality between consumers and the three types of the most common senior citizen housing in the market.

關鍵字：Senior Citizen Housing, Service Quality, Fuzzy Theory, Analytic Hierarchy Process