

表 5-1 勞工服務中心服務概況

單位：件

年 月 別 Year and month	總 計 Grand total	按 服 務 性 質 分 Counseling service by status					
		解釋法令 疑 義 Interpretation of Laws and Regulations	申 訴 Grievances	轉 介 Referrals	建 議 Advices	批 評 Comments	其 他 Others
96年 2007	619,932	508,505	22,071	13,160	3,341	987	71,868
97年 2008	696,047	560,514	22,815	18,459	2,543	1,239	90,477
98年 2009	678,722	589,823	21,633	16,385	1,856	1,105	47,920
99年 2010	637,260	547,102	18,775	17,087	1,402	491	52,403
100年 2011	694,642	607,997	20,411	11,439	1,482	364	52,949
101年 2012	713,262	617,448	26,529	12,990	3,195	881	52,219
102年 2013	754,799	639,168	35,607	15,807	7,912	1,972	54,333
103年 2014	754,939	628,128	40,687	12,335	3,656	1,712	68,421
104年 2015	767,861	662,477	31,134	9,338	3,006	1,349	60,557
105年 2016	891,775	774,082	34,126	12,285	3,432	1,277	66,573
106年 2017	875,690	756,870	33,274	15,240	1,746	864	67,696
107年 2018	813,219	709,894	30,684	16,850	2,276	763	52,752
108年 2019	806,808	704,438	24,802	15,734	1,261	696	59,877
109年 2020	847,961	727,333	24,450	12,702	1,002	647	81,827
110年 2021	739,961	629,663	21,343	11,035	1,005	548	76,367
2月 Feb.	50,951	42,988	1,418	802	68	17	5,658
3月 Mar.	74,710	63,987	1,903	1,273	114	79	7,354
4月 Apr.	65,152	55,317	1,536	1,320	75	83	6,821
5月 May	61,994	52,276	1,620	830	97	47	7,124
6月 June	61,063	50,829	1,609	492	77	22	8,034
7月 July	62,031	52,989	1,607	600	63	41	6,731
8月 Aug.	60,115	50,780	2,196	739	75	47	6,278
9月 Sept.	59,509	50,167	1,907	711	65	51	6,608
10月 Oct.	61,360	53,135	1,663	865	70	41	5,586
11月 Nov.	62,911	55,111	1,899	1,044	154	57	4,646
12月 Dec.	62,064	52,897	1,864	1,048	77	42	6,136
111年 2022	110,983	95,198	3,002	1,883	126	57	10,717
1月 Jan.	62,133	54,002	1,674	1,077	59	39	5,282
2月 Feb.	48,850	41,196	1,328	806	67	18	5,435
本月與上月比較(%) Change from last period	-21.38	-23.71	-20.67	-25.16	13.56	-53.85	2.90
本月與上年同月比較(%) Change from the same period of last year	-4.12	-4.17	-6.35	0.50	-1.47	5.88	-3.94
本年累計與上年同期比較(%) Cumulative change from the same period of last year	1.77	3.28	-15.17	-10.88	-8.70	50.00	-3.00

資料來源：勞動部勞動福祉退休司。

說 明：91年3月以前資料包括本部及各縣市服務中心案件，91年3月以後資料含本部電話服務中心案件。

附 註：(1)每一案件容有2項以上諮詢種類。
(2)外國人問題包含移工與外國專業人員。

Table 5-1 Counseling Service by Worker Consultation Service Centers

Unit : Case

按服務類別分 Labor service by various (1)										
工資	工時	僱用管理	性別工作 平等	職業安全 衛生	勞動 保險	勞動福祉	就業與職訓	外國人 問題 (2)	勞動關係	綜合 問題
Wage	Working hours	Employment management	Gender equality in employment	Occupational safety and health	Labor insurance	Employment welfare	Employment and vocational training	Foreign worker issues	Employment relations	General issues
63,926	37,480	55,550	7,142	14,809	27,195	36,477	62,905	286,248	62,879	42,323
72,330	46,607	65,618	7,815	15,582	33,863	27,518	88,585	317,390	66,332	42,266
93,516	38,562	53,576	11,052	11,839	44,548	30,918	123,642	277,933	79,101	44,697
77,899	41,907	48,773	10,882	12,339	32,409	24,673	98,978	270,684	85,908	43,095
83,037	58,126	50,201	13,635	17,346	33,225	20,864	82,009	314,069	83,688	38,450
92,849	62,366	48,321	13,055	14,289	33,838	20,626	87,788	315,915	77,194	38,428
100,927	61,576	50,236	11,117	13,428	34,149	20,904	74,313	337,206	73,932	37,926
105,629	68,322	45,034	16,807	12,888	29,699	22,493	73,256	341,556	78,677	39,096
106,380	77,272	49,234	17,560	11,425	25,076	23,371	77,247	337,771	82,154	43,310
117,326	124,424	53,861	13,990	19,243	27,857	22,049	68,453	384,980	78,740	59,022
109,079	106,633	58,602	13,527	18,462	30,585	17,416	55,810	383,370	88,172	63,611
102,323	88,977	64,714	14,360	18,906	32,030	17,491	49,963	369,748	85,565	38,660
94,605	82,128	66,811	13,388	19,533	37,526	19,872	50,710	351,510	89,149	44,488
93,513	88,223	67,441	12,661	15,033	35,893	29,108	54,230	376,235	93,508	58,132
95,378	83,802	57,942	15,586	15,149	33,054	21,632	47,571	310,235	74,376	63,734
6,022	5,998	4,192	789	871	1,835	1,470	3,359	22,898	4,367	4,292
7,424	7,961	5,817	1,057	1,396	2,651	2,196	4,001	37,012	5,584	5,520
6,927	7,430	5,329	1,050	1,324	2,474	1,341	4,183	29,949	6,362	4,677
10,612	8,670	4,657	1,292	1,179	2,411	1,330	3,834	23,042	6,601	5,805
9,387	6,395	4,042	1,293	924	3,458	3,178	4,388	18,251	9,157	6,778
8,940	8,804	5,016	1,960	1,042	3,584	942	3,964	21,820	5,817	6,580
8,286	6,169	5,064	1,494	1,442	3,173	1,135	4,152	23,643	6,488	5,200
7,551	6,681	4,451	1,426	1,389	2,675	4,383	4,127	21,610	6,643	6,050
7,338	6,444	4,640	1,423	1,483	2,889	1,702	4,043	26,222	6,334	4,986
7,984	6,372	4,865	1,364	1,601	2,841	1,348	3,906	30,363	5,790	4,705
8,267	6,391	5,137	1,426	1,331	2,739	1,212	3,712	28,889	6,101	4,952
12,429	11,755	8,846	3,104	2,102	4,531	2,522	6,893	48,443	9,920	8,959
6,851	6,678	5,122	2,118	1,181	2,525	1,356	3,737	26,391	5,617	4,515
5,578	5,077	3,724	986	921	2,006	1,166	3,156	22,052	4,303	4,444
-18.58	-23.97	-27.29	-53.45	-22.02	-20.55	-14.01	-15.55	-16.44	-23.39	-1.57
-7.37	-15.36	-11.16	24.97	5.74	9.32	-20.68	-6.04	-3.69	-1.47	3.54
-1.84	-5.85	-0.87	72.35	3.14	8.94	-11.97	-5.07	-2.00	4.43	5.64

Source : The Department of Employment Welfare and Retirement, MOL.

Note : By March 2002, statistical series contained the cases dealt by the service centers of the MOL and Cities and Counties. Since then, the cases of MOL telephone service centers have been included.

Remark : (1)The classification of services permits two or more than offered services for each case.

(2)Foreign labor issues contains foreign workers and foreign workers for special professions of technical assignment.