

表 5-1 勞工服務中心服務概況

單位：件

年 別 Year	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
83年 1994	46,806	25,512	6,043	849	1,167		13,235
84年 1995	55,545	35,013	5,784	1,730	2,053		10,965
85年 1996	65,546	41,283	5,205	6,337	2,290		10,431
86年 1997	62,832	35,946	4,899	5,567	2,096	419	13,905
87年 1998	80,023	43,747	5,164	9,741	1,777	926	18,668
88年 1999	95,372	60,590	7,735	8,558	1,950	1,035	15,504
89年 2000	114,061	78,314	8,495	7,891	2,255	1,132	15,974
90年 2001	139,935	93,318	12,272	9,098	2,673	1,269	21,305
91年 2002	350,679	299,423	13,072	14,482	2,678	1,555	19,469
92年 2003	593,481	420,132	41,718	47,160	2,873	1,719	79,879
93年 2004	558,349	454,794	14,561	30,548	2,626	1,084	54,736
94年 2005	557,806	454,416	15,676	23,741	3,047	1,444	59,482
95年 2006	573,944	486,077	18,532	9,648	3,780	1,675	54,232
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
111年 2022	741,021	623,690	19,018	11,208	872	377	85,856
112年 2023	724,614	619,936	17,876	14,129	1,038	531	71,104

資料來源：勞動部勞動福祉退休司。

說明：81年6月以前資料僅本部服務中心案件，81年7月起包括本部及各縣市服務中心案件，91年3月起資料包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 Wage	工 時 Working hours	僱用管理 Employment management	性別平等 工 作 Gender equality in employment	職業安全 衛 生 Occupational safety and health	勞 動 保 險 Labor insurance	勞動福祉 Employment welfare	就業與職訓 Employment and vocational training	外國人 問題 (2) Foreign worker issues	勞動關係 Employment relations	綜 合 問 題 General issues
4,984	4,466	5,673	—	—	5,120	12,690	15,284	2,722	—	2,636
7,236	5,259	6,863	—	—	6,034	15,475	12,842	3,510	—	3,480
6,812	5,344	7,982	—	—	4,597	25,158	13,092	2,844	—	4,875
8,003	6,668	8,761	—	2,082	5,191	28,010	6,878	3,037	2,141	4,387
7,205	8,822	16,048	—	3,678	4,843	36,018	4,533	2,638	4,948	7,462
9,487	8,982	17,758	—	3,159	6,628	37,237	9,367	3,238	6,514	7,367
12,503	11,215	18,082	—	4,109	8,171	36,074	14,761	5,386	11,355	11,665
15,665	16,616	29,708	—	7,505	12,901	32,145	17,378	7,332	13,617	9,369
17,992	19,306	34,825	2,426	8,782	17,795	27,110	31,955	174,006	16,562	12,887
22,251	20,812	35,370	2,574	8,805	28,307	183,886	25,698	247,352	18,447	21,574
25,597	21,118	49,408	4,783	8,619	22,872	61,039	42,714	286,019	36,388	22,003
50,924	35,136	67,072	5,027	9,474	22,419	31,912	71,629	240,618	46,486	30,550
55,759	31,301	45,148	7,225	13,152	22,089	36,730	71,367	296,818	56,777	34,019
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
85,070	73,803	50,256	12,916	14,079	31,160	13,960	43,070	338,379	57,147	73,554
82,544	65,581	56,389	10,767	15,374	26,986	14,243	47,686	341,547	58,835	61,751

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

Note : By June 1992, statistical series contained only the cases dealt by the service centers of the MOL.

From July 1992, the cases dealt by the service centers of Cities and Counties were also included. After March 2002, the cases of MOL telephone service centers were accepted.

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.