

# 臺鐵列車車勤服務初探研究

## A PRELIMINARY STUDY ON THE SERVICE OF TAIWAN RAILWAY TRAINS

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### 摘要

交通運輸與日常生活是密不可分且環環相扣的，通勤、通學、訪視親友及休閒旅行等旅次需求行為等均扮演不可抹滅的重要角色，隨著時代潮流演進及人民需求之多元變化，交通運輸業競爭日益激烈，社會大眾對於交通運輸的需求已不限於安全抵達目的地的基本需求，更重視於旅途中運輸工具所提供的服務與舒適便利。臺鐵局為了突破面臨困境及各級上級行政體系的要求，致力於運輸本業的安全與準點基本政策外，已漸漸重視服務層面，藉此提高經營效能與競爭力；參酌國內外各運輸機構之運輸服務模式，以調整服務內容項次及顧客導向模式進行員工訓練及改進經營方向。

本研究將針對臺鐵局列車的車勤服務進行研究，研究服務的基本概念，瞭解臺鐵局列車提供服務項目，及研究車勤服務的基本理念，以臺鐵局退休主管、員工及現職人員為訪談對象，以獲得車勤業務實務方面相關資訊。並期待臺鐵局車勤服務的經營績效可以為臺鐵局的鉅額負債盡一份棉薄之力，也為臺鐵局公司化的企業經

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策略奠下助益的基石。

**關鍵詞：**臺鐵局、車勤服務

## ABSTRACT

Transportation and daily life are inseparable and interlinked. Travel demand behaviors such as commuting, commuting to school, visiting relatives and friends, and leisure travel all play an indelible role. With the evolution of the times and the needs of the people. With multiple changes and increasingly fierce competition in the transportation industry, the public's demand for transportation is not limited to the basic needs of safely arriving at the destination, but also pays more attention to the services and comfort provided by the means of transportation during the journey. In order to break through the difficulties faced by the Taiwan Railway Administration and the requirements of the higher-level administrative systems at all levels, in addition to the basic policy of safety and punctuality in the transportation industry, Taiwan Railway Administration has gradually attached importance to the service level, thereby improving operating efficiency and competitiveness; The transportation service mode is used to adjust the service content items and customer-oriented mode to conduct staff training and improve the business direction.

This research will focus on the evolution of the train service of the Taiwan Railways Administration, study the basic concept of the service, understand the service items provided by the train in various periods of the Taiwan Railway Administration, and study the basic concept of the train service. Business and related management supervisors were interviewed to obtain relevant information on vehicle service business practices.

**Keywords:** Taiwan Railways Administration Bureau, Cartering Service