模糊多準則決策法應用於高齡者住宅服務品質之評估

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摘要

A large number aged population exists in Taiwan, and the percentage of those has been increasing persistently. The problem of dwelling and the enjoying stability both physically and spiritually for the elderly is becoming a very important issue in social development. As the increasing demand of senior citizen housing and the expectation of good service quality of this kind of housing are emphasized, and also the competition of the free market is foreseeable. This paper employs the Fuzzy Multiple Criteria Decision Making (MCDM) method, which combines 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 is applied to assess and illustrate the service quality for 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