

滿意度調查報告

(參觀本校之服務)

各項滿意度因素之滿意率及評分														
年度	人員方面								環境方面				服務效果	
2016年	外貌整潔		態度親切友善		具專業知識		熱誠及耐心 解答問題		整潔舒適		設備充足		整體評價	
月份	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率
1月	4.56	100%	4.56	100%	4.36	100%	4.61	100%	4.44	100%	4.00	100%	4.22	100%
2月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
4月	4.47	100%	4.60	100%	4.53	100%	4.34	100%	4.34	100%	4.16	100%	4.47	100%
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.52	100%	4.58	100%	4.45	100%	4.48	100%	4.39	100%	4.08	100%	4.35	100%

綜合分析：服務使用者對各項項目滿意度評價均處於滿意以上，本校將繼續把各項服務精益求精。

註：滿意率 = $(1 - N/T) \times 100\%$ N = 不滿意人數 + 十分不滿意人數 T = 參觀總人數

評分：1分 = 十分不滿意 2分 = 不滿意 3分 = 一般 4分 = 滿意 5分 = 十分滿意