

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	
2018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
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	---	---	---	---	---	---	---	---	---	---	---	---	---	---

綜合分析：4月至6月，本校並未有收到有關參觀本校之服務的滿意度調查問卷。

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

Relatório sobre o inquérito do grau de satisfação

(Serviços prestados durante as visitas a esta escola)

Taxa de satisfação e avaliação dos diversos factores do grau de satisfação														
Ano	Quanto ao pessoal								Quanto ao ambiente				Eficácia dos serviços	
Ano de 2018	Aparência arranjada		Afabilidade		Conhecimentos profissionais		Zelo e paciência no acto de responder as perguntas		Limpeza e comodidade		Equipamentos suficientes		Avaliação geral	
Mês	valor(es) obtido(s)	Taxa de satisfação	valor(es) obtido(s)	Taxa de satisfação	valor(es) obtido(s)	Taxa de satisfação	valor(es) obtido(s)	Taxa de satisfação	valor(es) obtido(s)	Taxa de satisfação	valor(es) obtido(s)	Taxa de satisfação	valor(es) obtido(s)	Taxa de satisfação
Abril	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Mai	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Junho	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa média	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Análise sintética: Entre Abril e Junho, devolveu-se nenhum inquérito sobre o grau de satisfação relativamente aos serviços prestados durante as visitas a esta escola.

Observações: Taxa de satisfação = $(1-N/T) \times 100\%$ N = Número de pessoas com opinião "não satisfeito" + Número de pessoas com opinião "péssimo" T = Visitantes em total

Avaliação: 1 valor = Péssimo 2 valores = Não satisfeito 3 valores = Normal 4 valores = Satisfeito 5 valores = Muito satisfeito