

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	
	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
2019年														
1月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
2月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	4.88	100%	4.92	100%	5.00	100%	4.96	100%	4.75	100%	4.83	100%	4.83	100%
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.88	100%	4.92	100%	5.00	100%	4.96	100%	4.75	100%	4.83	100%	4.83	100%

綜合分析：服務使用者對各項目滿意度評價均處於滿意或以上。

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