

# 滿意度調查報告

## (處理協辦有關青少年訓練班/講座申請之服務)

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	
2013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	---	---	---	---	---	---	---	---	---	---	---	---	---	---
2月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	5.00	100%	5.00	100%	4.80	100%	4.70	100%	4.61	100%	4.64	100%	4.48	100%
8月	4.80	100%	5.00	100%	4.21	97%	4.48	100%	4.06	100%	4.12	97%	4.21	97%
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.9	100%	5.0	100%	4.5	99%	4.6	100%	4.3	100.0%	4.4	99.0%	4.4	99%

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，其中環境方面評價相對偏低，主要原因是訓練班時間集中在七、八月份及以室外上課為主，故個別學員未能適應酷熱天氣。

註：滿意率=(1-N/T)×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 do tratamento dos convites para colaborar na organização dos cursos de instrução / seminários para jovens)

<b>Taxa de satisfação e avaliação dos diversos factores do grau de satisfação</b>														
Ano	Quanto ao pessoal								Quanto ao ambiente				Eficácia dos serviços	
Ano de 2013	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
Janeiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Fevereiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Março	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Abril	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Maio	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Junho	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Julho	5.00	100%	5.00	100%	4.80	100%	4.70	100%	4.61	100%	4.64	100%	4.48	100%
Agosto	4.80	100%	5.00	100%	4.21	97%	4.48	100%	4.06	100%	4.12	97%	4.21	97%
Setembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Outubro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Novembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Dezembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa média	4.9	100%	5.0	100%	4.5	99%	4.6	100%	4.3	100.0%	4.4	99.0%	4.4	99%

Análise sintética: As avaliações dos utentes relativamente aos todos os itens foram superiores a "satisfeito", entretanto, a nota atribuída ao ambiente foi comparativamente mais baixa, a principal causa deste é que os cursos de formação foram realizados em Julho e Agosto e ao ar livre, pelo que, alguns alunos não se adaptaram ao tempo quente.

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