

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	程序方面				人員方面								環境方面				服務效果		
2011年	程序簡便		聯系工作妥當		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	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%	5.00	100%	4.36	95.5%	5.00	100%	4.05	95.5%	4.11	97.7%	
8月	---	---	---	---	5.00	100%	4.54	100%	4.46	100%	4.50	100%	5.00	100%	4.18	96.4%	4.04	96.4%	
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
平均率	---	---	---	---	5.00	100%	4.77	100%	4.73	100%	4.43	98%	5.00	100%	4.11	96%	4.08	97%	

註：滿意率=(1-N/T)x100% 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