

# 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	
2012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	100%	4.35	100%	4.33	100%	4.35	100%	5	100%	3.84	98%	3.8	100%
8月	5	100%	4.59	100%	4.74	100%	4.59	100%	5	100%	4.33	100%	4.52	100%
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	5	100%	4.47	100%	4.54	100%	4.47	100%	5	100.0%	4.09	99.0%	4.16	100%

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