

公開“服務承諾”的服務質量滿意度調查報告 (1-3月)

承諾項目：參觀本校之服務

各項滿意度因素之滿意率評分

2019年	服務承諾內容的清晰度		服務質量指標之滿意度		該項服務承諾對你有幫助		準確完成服務		服務效率		程序簡便		聯系工作妥當		人員態度禮貌		具專業知識		熱誠及耐心解答問題		您給予服務項目的總體評價		
	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	得分	滿意率	得分	滿意率
1月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
2月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

綜合分析：1月至3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 dos Serviços Prestados com Carta de Qualidade Publicamente Feita (Janeiro-Março)

Serviço com carta de qualidade: Serviços prestados durante as visitas a esta escola

Taxa de satisfação e avaliação dos diversos factores do grau de satisfação

Ano de 2019	Clareza do conteúdo de carta de qualidade		Grau de satisfação dos serviços com carta de qualidade		Proficiência do referido serviço com carta de qualidade		Conclusão atempada dos serviços		Eficácia dos serviços prestados		Facilidade no procedimento		Eficiência das tarefas de ligação		Cortesia e comportamento do pessoal		Conhecimentos profissionais		Zelo e paciência na acto de responder as perguntas		Vossa avaliação geral aos serviços prestados	
	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	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
Mês	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Janeiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Fevereiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Março	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa Média	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Análise sintética: Entre Janeiro e Março, 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