

# 滿意度調查報告 (2021年1月-12月)

## (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
1月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
2月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	4.62	100%	4.58	100%	4.60	100%	4.60	100%	4.43	100%	4.42	100%	4.46	100%
7月	4.77	100%	4.90	100%	4.74	100%	4.84	100%	4.55	100%	4.58	100%	4.74	100%
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.70	100%	4.74	100%	4.67	100%	4.72	100%	4.49	100%	4.50	100%	4.60	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

## Relatório sobre o inquérito do grau de satisfação (Janeiro - Dezembro de 2021) (Serviços prestados durante as visitas a esta escola)

<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 2021	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	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Mai	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Junho	4.62	100%	4.58	100%	4.60	100%	4.60	100%	4.43	100%	4.42	100%	4.46	100%
Julho	4.77	100%	4.90	100%	4.74	100%	4.84	100%	4.55	100%	4.58	100%	4.74	100%
Agosto	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Setembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Outubro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Novembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Dezembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa média	4.70	100%	4.74	100%	4.67	100%	4.72	100%	4.49	100%	4.50	100%	4.60	100%

Análise sintética: O índice de satisfação dos utentes de cada item é superior a “Satisfeito”.

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