

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 | |
| 2016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 | 4.57 | 100% | 4.57 | 95.7% | 4.61 | 100% | 4.48 | 100% | 4.52 | 100% | 4.30 | 95.7% | 4.35 | 100% |
| 8月 | 4.57 | 100% | 4.64 | 100% | 4.61 | 100% | 4.68 | 100% | 4.50 | 100% | 4.64 | 100% | 4.43 | 100% |
| 9月 | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 10月 | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11月 | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12月 | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 平均率 | 4.57 | 100% | 4.61 | 98% | 4.61 | 100% | 4.58 | 100% | 4.51 | 100% | 4.47 | 98% | 4.39 | 100% |

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)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