

# 公開“服務承諾”的服務質量滿意度調查報告 (1-12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

2014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	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	

綜合分析：於7月份收到的問卷中，服務使用者對各項目滿意度評價大部份為十分滿意，本校將繼續把各項服務精益求精。

註：滿意率=(1-N/T)x100%

N=不滿意人數+十分不滿意人數

T=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-Dezembro)

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

<b>Taxa de satisfação e avaliação dos diversos factores do grau de satisfação</b>																						
Ano de 2014	Clareza do conteúdo de carta de qualidade		Grau de satisfação dos serviços com carta de qualidade		Proficuidade 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	
	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	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)
Janeiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Fevereiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Março	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Abril	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Mai	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Junho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Julho	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%
Agosto	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Setembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Outubro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Novembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Dezembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa Média	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%

Análise sintética: Segundo os questionários devolvidos em Julho, a maioria das avaliações do grau de satisfação dos utentes respeitante aos itens de serviço é “Muito Satisfeito”, a nossa escola vai continuar o melhoramento dos serviços prestados.

Observações :Taxa de satisfação=(1-N/T)x100%      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 = Sstisfeito      5 valores = Muito satisfeito