

# 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：協辦有關青少年訓練班/講座

## 各項滿意度因素之滿意率評分

2013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	4.50	100%	4.80	100%	4.30	100%	4.80	100%	4.60	100%	4.30	100%	4.90	100%	4.60	100%	4.80	100%	4.70	100%	4.48	100%	
8月	4.60	100%	4.90	100%	4.10	100%	4.80	100%	4.70	100%	4.51	100%	4.38	100%	4.78	100%	4.21	97.0%	4.48	100%	4.21	97%	
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.55	100%	4.85	100%	4.20	100%	4.80	100%	4.65	100%	4.41	100%	4.64	100%	4.69	100%	4.51	99%	4.59	100%	4.35	99%	

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〈該項服務承諾對你有幫助〉及〈程序簡便〉相對評分較低，是由於與服務使用者(使用部門)一般會透過電郵聯絡，故2個工作天內回覆的服務承諾對使用者(使用部門)幫助並不明顯。

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: Convite para ser entidade cooperadora dos cursos de formação/ seminários para os jovens

Taxa de satisfação e avaliação dos diversos factores do grau de satisfação																						
Ano de 2013	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	
Janeiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Fevereiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Março	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Abril	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Mai	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Junho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Julho	4.50	100%	4.80	100%	4.30	100%	4.80	100%	4.60	100%	4.30	100%	4.90	100%	4.60	100%	4.80	100%	4.70	100%	4.48	100%
Agosto	4.60	100%	4.90	100%	4.10	100%	4.80	100%	4.70	100%	4.51	100%	4.38	100%	4.78	100%	4.21	97.0%	4.48	100%	4.21	97%
Setembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Outubro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Novembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Dezembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Taxa Média	4.55	100%	4.85	100%	4.20	100%	4.80	100%	4.65	100%	4.41	100%	4.64	100%	4.69	100%	4.51	99%	4.59	100%	4.35	99%

Análise sintética: As avaliações dos utentes relativamente aos todos os itens foram superiores a "satisfeito", e entre os quais, as notas atribuídas aos itens de "Proficuidade do referido serviço com carta de qualidade" e "Facilidade no procedimento" foram comparativamente mais baixas, a causa deste é que os utentes e o serviço comunicaram-se normalmente por correio electrónico, assim, o prazo prometido de dois dias úteis não se reveste de grande significado.

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