

# 公開“服務承諾”的服務質量滿意度調查報告 (2023年1月-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																						
2023年	服務承諾內容的清晰度		服務質量指標之滿意度		該項服務承諾對您有幫助		準確完成服務		服務效率		程序簡便		聯繫工作妥當		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	
1月	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%
2月	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
3月	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%
11月	4.00	100%	4.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%
12月	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
平均率	4.75	100%	4.75	100%	4.50	100%	5.00	100%	5.00	100%	4.75	100%	5.00	100%	5.00	100%	5.00	100%	4.75	100%	5.00	100%

綜合分析：於收集到的滿意度調查中，各項評分均介於滿意至十分滿意之間，效果正面且良好。

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-Dezembro de 2023)

## 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 2023	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 actuação 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	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	4.00	100%	5.00	100%
Fevereiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Março	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Abril	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Maió	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%
Junho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Julho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Agosto	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Setembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Outubro	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%
Novembro	4.00	100%	4.00	100%	4.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%	5.00	100%
Dezembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa Média	4.75	100%	4.75	100%	4.50	100%	5.00	100%	5.00	100%	4.75	100%	5.00	100%	5.00	100%	5.00	100%	4.75	100%	5.00	100%

Análise sintética: Nas pesquisas de satisfação coletadas, todas as avaliações estão entre satisfatório e muito satisfatório, e o efeito é positivo e bom.

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