

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：警官-消防官培訓課程的招考-申請簽發出席考試證明書

各項滿意度因素之滿意率評分																	
2011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		人員態度禮貌		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
1月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
2月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

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

