

# 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																	
2012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	4.71	100%	4.43	100%	4.86	100%	4.71	100%	4.71	100%	4.71	100%	4.86	100%	4.71	100%	100%
10月	4.50	100%	4.67	100%	4.50	100%	4.83	100%	4.67	100%	5.00	100%	4.83	100%	4.67	100%	100%
11月	3.57	100%	3.71	100%	3.71	100%	3.71	100%	3.57	100%	3.86	100%	3.71	100%	3.71	100%	100%
12月	4.17	100%	4.17	100%	4.33	100%	4.50	100%	4.83	100%	4.50	100%	4.50	100%	4.33	100%	100%
平均率	4.24	100%	4.25	100%	4.35	100%	4.44	100%	4.45	100%	4.52	100%	4.48	100%	4.36	100%	100%

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