

# 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

2015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	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月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
8月	4.29	100%	4.36	100%	4.43	100%	4.21	100%	4.36	100%	4.21	100%	4.43	100%	4.36	100%	
9月	4.15	100%	4.25	100%	4.35	100%	4.15	100%	4.30	100%	4.15	100%	4.40	100%	4.25	100%	
10月	4.00	100%	4.20	100%	4.45	100%	4.15	100%	4.25	100%	4.21	100%	4.00	100%	4.10	100%	
11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%	
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.49	100%	4.56	100%	4.45	100%	4.50	100%	4.58	100%	4.51	100%	4.57	100%	4.54	100%	

綜合分析：服務使用者對11項項目滿意度評價均處於十分滿意。

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