

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

2018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	4.38	100%	4.42	100%	4.29	100%	4.42	100%	4.50	100%	4.58	100%	4.58	100%	4.42	100%	
4月	4.60	100%	4.61	100%	4.57	100%	4.69	100%	4.67	100%	4.70	100%	4.69	100%	4.66	100%	
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
8月	4.13	100%	4.13	100%	4.29	100%	4.26	100%	4.39	100%	4.29	100%	4.48	100%	4.42	100%	
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.37	100%	4.39	100%	4.38	100%	4.46	100%	4.52	100%	4.52	100%	4.58	100%	4.50	100%	

綜合分析：服務使用者對8項項目滿意度評價均為滿意或以上。

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)

Serviço com carta de qualidade: Concurso de admissão ao Curso de Formação de Oficiais - Pedido para emissão de certificado

Taxa de satisfação e avaliação dos diversos factores do grau de satisfação																
Ano de 2018	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		Cortesia e comportamento do pessoal		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
Janeiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Fevereiro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Março	4.38	100%	4.42	100%	4.29	100%	4.42	100%	4.50	100%	4.58	100%	4.58	100%	4.42	100%
Abril	4.60	100%	4.61	100%	4.57	100%	4.69	100%	4.67	100%	4.70	100%	4.69	100%	4.66	100%
Maio	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Junho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Julho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Agosto	4.13	100%	4.13	100%	4.29	100%	4.26	100%	4.39	100%	4.29	100%	4.48	100%	4.42	100%
Setembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Outubro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Novembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Dezembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa Média	4.37	100%	4.39	100%	4.38	100%	4.46	100%	4.52	100%	4.52	100%	4.58	100%	4.50	100%

Análise sintética: A avaliação do grau de satisfação dos utentes dos serviços respeitantes aos 8 itens de serviço é superior a "Satisfeito".

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