

# 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

2019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		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	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

綜合分析：1月至12月，本校並沒有接收簽發出席考試證明書之申請。

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