

# 公開“服務承諾”的服務質量滿意度調查報告(2023年1月-12月)

## 承諾項目：警官/消防官/關務官/獄警警官培訓課程的招考-申請簽發出席考試證明書

### 各項滿意度因素之滿意率評分

2023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	4.76	100%	4.78	100%	4.74	100%	4.79	100%	4.76	100%	4.80	100%	4.81	100%	4.77	100%	
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
4月	4.71	100%	4.75	100%	4.71	100%	4.78	100%	4.78	100%	4.73	100%	4.78	100%	4.75	100%	
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
平均率	4.74	100%	4.77	100%	4.73	100%	4.79	100%	4.77	100%	4.77	100%	4.80	100%	4.76	100%	

綜合分析：服務使用者對各項目滿意度評價均為滿意。

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 de 2023)

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

<b>Taxa de satisfação e avaliação dos diversos factores do grau de satisfação</b>																	
Ano de 2023	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	4.76	100%	4.78	100%	4.74	100%	4.79	100%	4.76	100%	4.80	100%	4.81	100%	4.77	100%	
Março	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Abril	4.71	100%	4.75	100%	4.71	100%	4.78	100%	4.78	100%	4.73	100%	4.78	100%	4.75	100%	
Maió	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Junho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Julho	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Agosto	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Setembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Outubro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Novembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Dezembro	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Taxa Média	4.74	100%	4.77	100%	4.73	100%	4.79	100%	4.77	100%	4.77	100%	4.80	100%	4.76	100%	

Análise sintética: O grau de satisfação dos utentes dos serviços em cada item é 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