

國立臺灣海洋大學 103 學年度第 1 次行政品質評鑑委員會議 紀錄

時 間：103 年 10 月 28 日(星期二)中午 12 時 10 分

地 點：行政大樓 3 樓會議室

主 席：蔡主任委員國珍

記錄：陳祉吟

出席者：詳如簽到表

一、報告事項

- (一) 本次會議依「國立臺灣海洋大學行政品質評鑑辦法」第七條第一項辦理，排定當學年度受評單位。
- (二) 擬訂於 103 年 12 月進行本(103)學年度受評單位之行政滿意度調查。
- (三) 檢附本校「行政品質評鑑作業期程流程圖」(詳如附件 1，第 4 頁)。

二、討論事項

提案一

提案單位：秘書室秘書組

案由：103(本)學年度行政品質評鑑受評單位之排定及委員分組，提請 審議。

說明：

- 一、依本校「行政品質評鑑辦法」第五條規定，本校各行政單位每三年應接受評鑑一次，並由本委員會排定當學年度受評單位。故依前揭規定，本學年度受評單位擬排定為「秘書室」、「體育室」、「人事室」及「主計室」(詳如附件 2，第 5 頁)。
- 二、依本校「行政品質評鑑辦法」第七條第四項規定，本委員會除書面審議各受評單位所提之「自我評鑑」內容外，各委員並得分組至各受評單位實地訪視，並請受評單位派員現場說明。
- 三、本學年度委員需分 4 組進行評鑑，排除主任委員及本學年度受評單位 1 位委員外，共計 16 位委員，故每組 4 位委員。其中，「主計室」、「人事室」及「體育室」因前 1 次(100 學年度)評鑑平均分數達 4.5 分以上，且顧客服務滿意度百分比與前次(97 學年度)比較無降低項目，故本學年度評鑑可免實地訪視。評鑑委員擬初步分組如下：

評鑑單位 評鑑委員	秘書室 (書面審議+實地訪視)	體育室 (書面審議)	人事室 (書面審議)	主計室 (書面審議)
1	蕭委員泉源 (訪視主席)	許委員榮均	曾委員慶耀	謝委員寬永
2	黃委員登福	胡委員海平	董委員東璟	郭委員俊良
3	李委員志源	蔡委員宗惠	詹委員滿色	蘇委員惠卿
4	莊委員麗珍	趙委員尉廷	黃委員謝田	姚委員瑾英

決議：

1. 因姚委員瑾英預定於 104 年 3 月退休，為求評鑑之完整性，故由推選委員代表第 4 高票，總務處事務組林組長淑慧遞補。
2. 餘照案通過。

提案二

提案單位：秘書室秘書組

案由：本學年度受評單位之線上「行政滿意度問卷調查表」之受訪對象及內容，提請 審議。

說明：

一、問卷受訪對象如下：

受訪對象	條 件
教師	除擔任行政職之教師
職員	1. 學術單位行政人員 2. 行政單位除當學年度受評單位之行政人員
學生	日間部及進修推廣部學生

二、檢附 103 學年度中英文「行政滿意度問卷調查表(稿)」乙份(詳如附件 3，第 6-19 頁)。

決議：

1. 「行政滿意度問卷調查表」內容修改部分如下：
 - (1) 標題加入「問卷」字樣，修正為「國立臺灣海洋大學 103 學年度行政滿意度問卷調查表」。
 - (2) 因人事室組別名稱不易令人區分其單位之工作內容，故於各組名稱後面加註簡要業務說明。

***人事室提供各組別之簡要說明如下：**

A. 第一組(組編任免)

B. 第二組(培訓獎懲、給予福利)

- (3) 基本資料之教師人員類別增加「專案教師及研究人員」。
- (4) 基本資料之所屬單位增加「共教中心」。
2. 因校友服務中心主要服務對象為校友，建議未來可針對該單位建立特別屬性之問卷及調查方式，例如：當校友來校參加重要慶典或洽公時，可請其填寫問卷等。
3. 餘照案通過。

***備註：檢附修正後之「行政滿意度調查表(中英文版)」乙份(詳如附件 3-1，第 20-33 頁)，其中修改部分之英文內容，業已請本校英文特助協助確認完成。**

三、臨時動議：

下次會議預定於 104 年 1 月召開，將討論確認行政品質評鑑表之評鑑項目內容，請秘書

室針對行政品質評鑑表各評鑑項目，整合分析歷年受評單位自評填寫不適用之原因，並建議修正項目內容方向供委員參考，於會議前先行給委員過目，俾利下次會議能夠順利進行討論確認。

四、散會：下午 1 時整

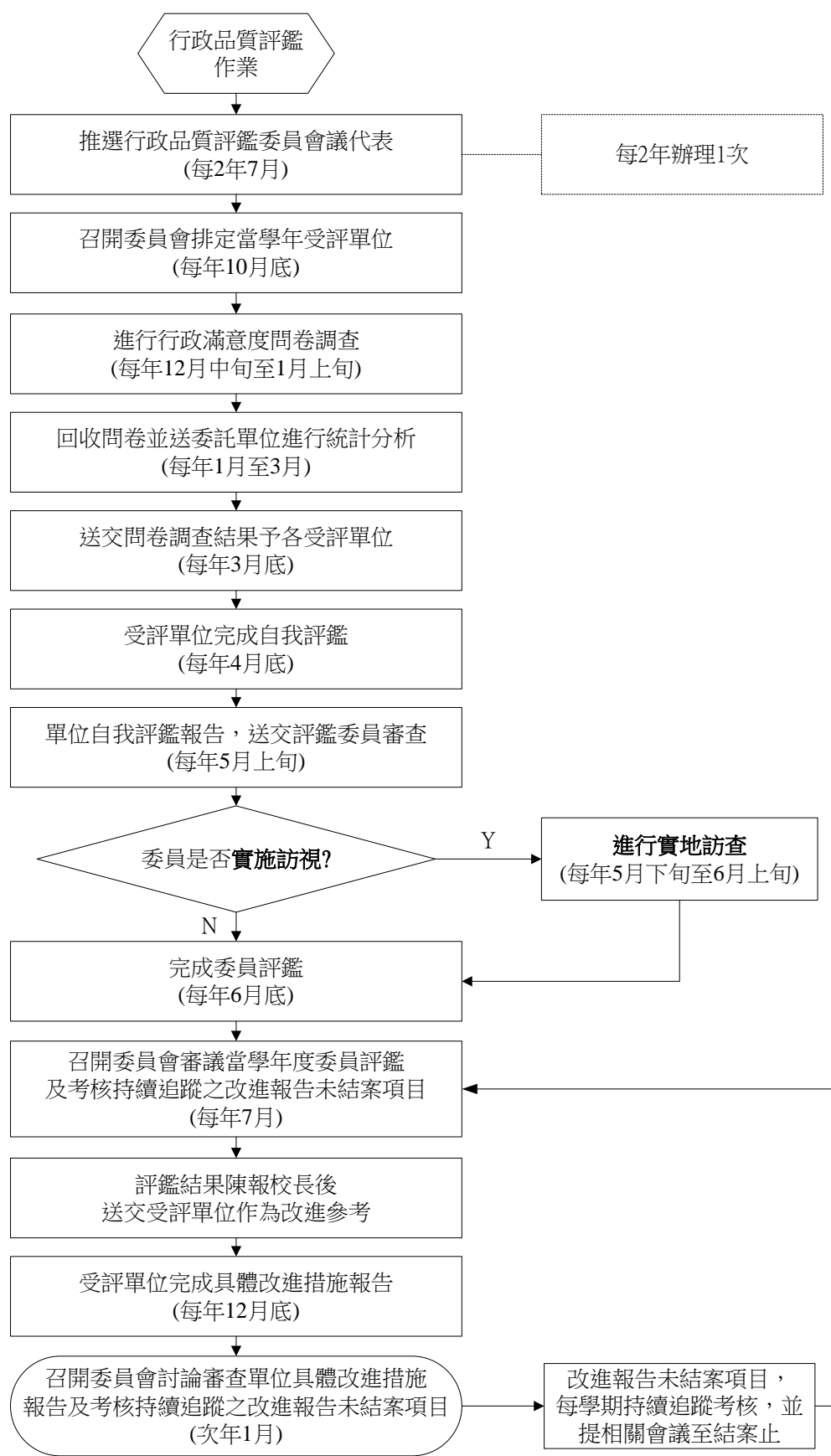


圖 1 行政品質評鑑作業期程流程圖

國立臺灣海洋大學一級行政單位及所屬二級單位表

一級單位名稱	二級單位名稱	受評學年度		備註
研究發展處(5)	企劃組、計畫業務組、學術發展組、產學技轉中心、研究船船務中心	1. 95 學年度 2. 98 學年度 3. 101 學年度		
教務處(6)	註冊課務組、招生組、學術服務組、實習暨就業輔導組、進修推廣組、教學中心	1. 96 學年度 2. 99 學年度 3. 102 學年度受評		
總務處(7)	文書組、事務組、出納組、保管組、營繕組、環安組、駐衛警察隊			
圖書暨資訊處(8)	採編組、閱覽組、館藏管理組、參考諮詢組、校務系統組、校園網路組、教學支援組、藝文中心			
秘書室(2)	秘書組、校友服務組	1. 97 學年度	2. 100 學年度 3. 擬訂於 103 學年度受評	
體育室(2)	體育教學組、體育活動組			
人事室(2)	第一組、第二組			
主計室(2)	預算組、會計組			
教師發展及行政效能中心				因應學校組織調整，此中心已於 991 改組。
學生事務處(6)	諮商輔導組、生活輔導組、課外活動指導組、衛生保健組、住宿輔導組、軍訓室	1. 98 學年度 2. 101 學年度		
國際事務處(2)	國際合作組、國際學生事務組	101 學年度		因應學校組織調整，991 新增單位。

國立臺灣海洋大學103學年度行政滿意度調查表(稿)

敬愛的老師、同仁及同學，您好：

為持續改善本校行政單位服務品質及行政效率，非常希望得到您的真誠回響，以作為我們改進缺失的參考。本校各行政單位每3年接受評鑑1次，本(103)學年度受評對象為「秘書室」、「體育室」、「人事室」及「主計室」，本問卷包含18項服務項目，採無記名方式，請您撥冗填答下列服務項目之滿意度，您的意見是我們不斷改進的動力，我們需要您的支持與建議，感謝您！

敬祝 身體健康 萬事如意

秘書室秘書組敬啟

參考網址：<http://www.ntou.edu.tw/files/11-1000-97.php>

請您就各受評單位所屬二級單位選擇常接觸者(可複選)

* 1. 秘書室

☐A.秘書組 ☐B.校友服務中心 ☐C.無

* 2. 體育室

☐A.體育教學組 ☐B.體育活動組 ☐C.無

* 3. 人事室

☐A.第一組 ☐B.第二組 ☐C.無

* 4. 主計室

☐A.預算組 ☐B.會計組 ☐C.無

一、行政單位辦公地點的明確標示

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

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二、行政單位辦公環境的整潔與美觀

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

三、行政人員的服務態度親切和善與有禮貌

*** 1. 秘書室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 2. 體育室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 3. 人事室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

四、該單位行政人員在接受電話諮詢時之服務態度親切、和善與有禮貌

*** 1. 秘書室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 2. 體育室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 3. 人事室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

五、該單位行政人員能確實掌握工作時效

*** 1. 秘書室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 2. 體育室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 3. 人事室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

六、行政單位行政人員熟悉作業流程且具備豐富的專業知識

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

七、行政單位所提供之申請表件手續簡便

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

八、行政單位提供洽公流程標示

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

九、行政單位提供相關業務諮詢服務

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十、行政單位提供完善的網路查詢服務

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十一、行政單位設有投訴專線或網路留言板，能儘速妥善處理洽公者的抱怨與不滿

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十二、行政單位網頁內容之豐富度

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十三、行政單位網頁內容之正確與即時性

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十四、行政人員代理制度之完備性

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十五、行政單位所訂定之法令規章明確適宜

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十六、整體而言，請您就各受評單位所屬二級單位選擇各項表現讓您覺得滿意之單位(可複選)

* 1. 秘書室

☐A.秘書組 ☐B.校友服務中心 ☐C.無

* 2. 體育室

☐A.體育教學組 ☐B.體育活動組 ☐C.無

* 3. 人事室

☐A.第一組 ☐B.第二組 ☐C.無

* 4. 主計室

☐A.預算組 ☐B.會計組 ☐C.無

十七、整體而言，請您就各受評單位所屬二級單位選擇各項表現讓您覺得尚待改進之單位(可複選)

* 1. 秘書室

☐A.秘書組 ☐B.校友服務中心 ☐C.無

* 2. 體育室

☐A.體育教學組 ☐B.體育活動組 ☐C.無

* 3. 人事室

☐A.第一組 ☐B.第二組 ☐C.無

* 4. 主計室

☐A.預算組 ☐B.會計組 ☐C.無

十八、整體而言，您認為受評單位所屬二級單位尚有哪些極需改進之處，請提供具體建議
擬建言單位與內容：

基本資料：

*** 1. 性別：**

☐A.男 ☐B.女

*** 2. 人員類別：**

教師：☐A.教授 ☐B.副教授 ☐C.助理教授 ☐D.講師

職員：☐A.職員 ☐B.助教 ☐C.專案工作人員 ☐D.技工友

學生：☐A.一年級生 ☐B.二年級生 ☐C.三年級生 ☐D.四年級生 ☐E.研究生 ☐F.其他生

*** 3. 所屬單位：**

教師及學生：☐A.海運學院 ☐B.生科院 ☐C.海資院 ☐D.工學院 ☐E.電資學院 ☐F.人社院

職員：☐A.海運學院 ☐B.生科院 ☐C.海資院 ☐D.工學院 ☐E.電資學院 ☐F.人社院

☐G.行政單位

National Taiwan Ocean University
Administration Satisfaction Survey 2014

Dear Faculty, Staff, and Students:

In order to improve the quality and efficiency of the services provided by the University's administrative divisions, we seek your feedback on the level of satisfaction with these services. The administrative divisions at our university are evaluated every three years, and this year three divisions under evaluation are: Office of the Secretariat, Office of Physical Education, Personnel Office, and Accounting Office.

Your input will be highly valued and your completion of this survey will be very much appreciated. In addition, your responses are confidential and no results reported will identify individuals. Thank you for taking this survey.

Sincerely yours,

Office of the Secretariat

Website: <http://www.ntou.edu.tw/files/11-1000-97.php>

The units which I have frequent contact with are: (Choose those applicable)

*** 1. Office of the Secretariat**

☐ A. Division of Secretariat ☐ B. Alumni Service Center ☐ C. none of the above

*** 2. Office of Physical Education**

☐ A. Division of Sport Teaching ☐ B. Division of Sport Activities ☐ C. none of the above

*** 3. Personnel Office**

☐ A. The First Division ☐ B. The Second Division ☐ C. none of the above

*** 4. Accounting Office**

☐ A. Division of Budget ☐ B. Division of Accounting ☐ C. none of the above

1. Signs to the office are clear.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

2. The office is clean.

* (1) Office of the Secretariat

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (2) Office of Physical Education

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (3) Personnel Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (4) Accounting Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

3. The staff are friendly and kind.

* (1) Office of the Secretariat

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (2) Office of Physical Education

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (3) Personnel Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (4) Accounting Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

4. The staff are kind and polite when consulted on the phone.

* (1) Office of the Secretariat

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (2) Office of Physical Education

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (3) Personnel Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (4) Accounting Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

5. The staff are effective and efficient.

* (1) Office of the Secretariat

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (2) Office of Physical Education

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (3) Personnel Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (4) Accounting Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

6. The staff are familiar with their work and equipped with professional knowledge.

* (1) Office of the Secretariat

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (2) Office of Physical Education

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (3) Personnel Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (4) Accounting Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

7. Application procedures provided by the office are simple and straightforward.

* (1) Office of the Secretariat

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (2) Office of Physical Education

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (3) Personnel Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (4) Accounting Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

8. The office provides a flowchart explaining administrative services.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

9. The staff provide opportunities to speak about your administrative issues.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

10. The office website provides complete information.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

11. The office provides a customer service line or an online feedback form to deal with complaints promptly.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

12. The office website provides a variety of information.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

13. The information provided on the office website is timely and accurate.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

14. The replacement staff work effectively.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

15. The office policies and regulations are adequate and reasonable.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

16. Overall, the units that I am satisfied with are: (Choose those applicable)

*** 1. Office of the Secretariat**

☐ A. Division of Secretariat ☐ B. Alumni Service Center ☐ C. none of the above

*** 2. Office of Physical Education**

☐ A. Division of Sport Teaching ☐ B. Division of Sport Activities ☐ C. none of the above

*** 3. Personnel Office**

☐ A. The First Division ☐ B. The Second Division ☐ C. none of the above

*** 4. Accounting Office**

☐ A. Division of Budget ☐ B. Division of Accounting ☐ C. none of the above

17. In my opinion, the units that need to improve their services are: (Choose those applicable)

*** 1. Office of the Secretariat**

☐ A. Division of Secretariat ☐ B. Alumni Service Center ☐ C. none of the above

*** 2. Office of Physical Education**

☐ A. Division of Sport Teaching ☐ B. Division of Sport Activities ☐ C. none of the above

* 3. Personnel Office

☐ A. The Frist Division ☐ B. The Second Division ☐ C. none of the above

* 4. Accounting Office

☐ A. Division of Budget ☐ B. Division of Accounting ☐ C. none of the above

18. Please list any suggestions you have for the unit(s):

--

Background information

1. Gender

☐ A. Male ☐ B. Female

2. I am a(n):

○A. Professor ○B. Associate professor ○C. Assistant professor ○D. Lecturer ○E. Teaching/Research Assistant

○A. Staff ○B. Teaching assistant ○C. Contract-based staff ○D. Maintenance staff

○A. Freshman ○B. Sophomore ○C. Junior ○D. Senior ○E. Graduate student ○F. Other

3. The College I belong to:

OA. College of Maritime Science and Management OB. College of Life Sciences OC. College of Ocean Science and Resources OD. College of Engineering OE. College of Electrical Engineering and Computer Sciences OF. College of Humanities and Social Sciences OG. Administrative Offices

國立臺灣海洋大學103學年度行政滿意度問卷調查表(修正後)

敬愛的老師、同仁及同學，您好：

為持續改善本校行政單位服務品質及行政效率，非常希望得到您的真誠回響，以作為我們改進缺失的參考。本校各行政單位每3年接受評鑑1次，本(103)學年度受評對象為「秘書室」、「體育室」、「人事室」及「主計室」，本問卷包含18項服務項目，採無記名方式，請您撥冗填答下列服務項目之滿意度，您的意見是我們不斷改進的動力，我們需要您的支持與建議，感謝您！

敬祝 身體健康 萬事如意

秘書室秘書組敬啟

參考網址：<http://www.ntou.edu.tw/files/11-1000-97.php>

請您就各受評單位所屬二級單位選擇常接觸者(可複選)

* 1. 秘書室

☐A.秘書組 ☐B.校友服務中心 ☐C.無

* 2. 體育室

☐A.體育教學組 ☐B.體育活動組 ☐C.無

* 3. 人事室

☐A.第一組(組編任免) ☐B.第二組(培訓獎懲、給予福利) ☐C.無

* 4. 主計室

☐A.預算組 ☐B.會計組 ☐C.無

一、行政單位辦公地點的明確標示

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

二、行政單位辦公環境的整潔與美觀

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

三、行政人員的服務態度親切和善與有禮貌

*** 1. 秘書室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 2. 體育室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 3. 人事室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

四、該單位行政人員在接受電話諮詢時之服務態度親切、和善與有禮貌

*** 1. 秘書室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 2. 體育室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 3. 人事室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

五、該單位行政人員能確實掌握工作時效

*** 1. 秘書室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 2. 體育室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 3. 人事室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

*** 4. 主計室**

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

六、行政單位行政人員熟悉作業流程且具備豐富的專業知識

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

七、行政單位所提供之申請表件手續簡便

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

八、行政單位提供洽公流程標示

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

九、行政單位提供相關業務諮詢服務

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十、行政單位提供完善的網路查詢服務

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十一、行政單位設有投訴專線或網路留言板，能儘速妥善處理洽公者的抱怨與不滿

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十二、行政單位網頁內容之豐富度

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十三、行政單位網頁內容之正確與即時性

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十四、行政人員代理制度之完備性

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十五、行政單位所訂定之法令規章明確適宜

* 1. 秘書室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 2. 體育室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 3. 人事室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

* 4. 主計室

☐A.非常滿意 ☐B.滿意 ☐C.普通 ☐D.不滿意 ☐E.非常不滿意 ☐F.未曾接觸

針對此服務項目擬建言單位與內容：

十六、整體而言，請您就各受評單位所屬二級單位選擇各項表現讓您覺得滿意之單位(可複選)

* 1. 秘書室

☐A.秘書組 ☐B.校友服務中心 ☐C.無

* 2. 體育室

☐A.體育教學組 ☐B.體育活動組 ☐C.無

* 3. 人事室

☐A.第一組(組編任免) ☐B.第二組(培訓獎懲、給予福利) ☐C.無

* 4. 主計室

☐A.預算組 ☐B.會計組 ☐C.無

十七、整體而言，請您就各受評單位所屬二級單位選擇各項表現讓您覺得尚待改進之單位(可複選)

* 1. 秘書室

☐A.秘書組 ☐B.校友服務中心 ☐C.無

* 2. 體育室

☐A.體育教學組 ☐B.體育活動組 ☐C.無

* 3. 人事室

☐A.第一組(組編任免) ☐B.第二組(培訓獎懲、給予福利) ☐C.無

* 4. 主計室

☐A.預算組 ☐B.會計組 ☐C.無

十八、整體而言，您認為受評單位所屬二級單位尚有哪些極需改進之處，請提供具體建議

擬建言單位與內容：

基本資料：

* 1. 性別：

☐A.男 ☐B.女

* 2. 人員類別：

教師：☐A.教授 ☐B.副教授 ☐C.助理教授 ☐D.講師 ☐E.專案教師及研究員

職員：☐A.職員 ☐B.助教 ☐C.專案工作人員 ☐D.技工友

學生：☐A.一年級生 ☐B.二年級生 ☐C.三年級生 ☐D.四年級生 ☐E.研究生 ☐F.其他生

* 3. 所屬單位：

教師及學生：☐A.海運學院 ☐B.生科院 ☐C.海資院 ☐D.工學院 ☐E.電資學院 ☐F.人社院
☐G.共教中心

職員：☐A.海運學院 ☐B.生科院 ☐C.海資院 ☐D.工學院 ☐E.電資學院 ☐F.人社院
☐G.共教中心 ☐H.行政單位

National Taiwan Ocean University
Administration Satisfaction Survey 2014(修改後)

Dear Faculty, Staff, and Students:

In order to improve the quality and efficiency of the services provided by the University's administrative divisions, we seek your feedback on the level of satisfaction with these services. The administrative divisions at our university are evaluated every three years, and this year three divisions under evaluation are: Office of the Secretariat, Office of Physical Education, Personnel Office, and Accounting Office.

Your input will be highly valued and your completion of this survey will be very much appreciated. In addition, your responses are confidential and no results reported will identify individuals. Thank you for taking this survey.

Sincerely yours,

Office of the Secretariat

Website: <http://www.ntou.edu.tw/files/11-1000-97.php>

The units which I have frequent contact with are: (Choose those applicable)

*** 1. Office of the Secretariat**

☐ A. Division of Secretariat ☐ B. Alumni Service Center ☐ C. none of the above

*** 2. Office of Physical Education**

☐ A. Division of Sport Teaching ☐ B. Division of Sport Activities ☐ C. none of the above

*** 3. Personnel Office**

☐ A. The First Division (in charge of human resources) ☐ B. The Second Division (in charge of personnel training and employee benefits) ☐ C. none of the above

*** 4. Accounting Office**

☐ A. Division of Budget ☐ B. Division of Accounting ☐ C. none of the above

1. Signs to the office are clear.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

2. The office is clean.

* (1) Office of the Secretariat

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (2) Office of Physical Education

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (3) Personnel Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (4) Accounting Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

3. The staff are friendly and kind.

* (1) Office of the Secretariat

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (2) Office of Physical Education

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (3) Personnel Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (4) Accounting Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

4. The staff are kind and polite when consulted on the phone.

* (1) Office of the Secretariat

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (2) Office of Physical Education

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (3) Personnel Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

* (4) Accounting Office

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

5. The staff are effective and efficient.

* (1) Office of the Secretariat

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (2) Office of Physical Education

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (3) Personnel Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (4) Accounting Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

6. The staff are familiar with their work and equipped with professional knowledge.

* (1) Office of the Secretariat

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (2) Office of Physical Education

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (3) Personnel Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (4) Accounting Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

7. Application procedures provided by the office are simple and straightforward.

* (1) Office of the Secretariat

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (2) Office of Physical Education

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (3) Personnel Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

* (4) Accounting Office

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

8. The office provides a flowchart explaining administrative services.

*** (1) Office of the Secretariat**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (2) Office of Physical Education**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (3) Personnel Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (4) Accounting Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

9. The staff provide opportunities to speak about your administrative issues.

*** (1) Office of the Secretariat**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (2) Office of Physical Education**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (3) Personnel Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (4) Accounting Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

10. The office website provides complete information.

*** (1) Office of the Secretariat**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (2) Office of Physical Education**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (3) Personnel Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (4) Accounting Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

11. The office provides a customer service line or an online feedback form to deal with complaints promptly.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

12. The office website provides a variety of information.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

13. The information provided on the office website is timely and accurate.

*** (1) Office of the Secretariat**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (2) Office of Physical Education**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (3) Personnel Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

*** (4) Accounting Office**

☐ A. Strongly agree ☐ B. agree ☐ C. neutral ☐ D. disagree ☐ E. strongly disagree ☐ F. Not applicable

My suggestions for the office(s):

14. The replacement staff work effectively.

*** (1) Office of the Secretariat**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (2) Office of Physical Education**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (3) Personnel Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (4) Accounting Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

15. The office policies and regulations are adequate and reasonable.

*** (1) Office of the Secretariat**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (2) Office of Physical Education**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (3) Personnel Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

*** (4) Accounting Office**

☐A. Strongly agree ☐B. agree ☐C. neutral ☐D. disagree ☐E. strongly disagree ☐F. Not applicable

My suggestions for the office(s):

16. Overall, the units that I am satisfied with are: (Choose those applicable)

*** 1. Office of the Secretariat**

☐A. Division of Secretariat ☐B. Alumni Service Center ☐C. none of the above

*** 2. Office of Physical Education**

☐A. Division of Sport Teaching ☐B. Division of Sport Activities ☐C. none of the above

*** 3. Personnel Office**

☐A. The First Division (in charge of human resources) ☐B. The Second Division (in charge of personnel training and employee benefits) ☐C. none of the above

*** 4. Accounting Office**

☐A. Division of Budget ☐B. Division of Accounting ☐C. none of the above

17. In my opinion, the units that need to improve their services are: (Choose those applicable)

*** 1. Office of the Secretariat**

☐A. Division of Secretariat ☐B. Alumni Service Center ☐C. none of the above

*** 2. Office of Physical Education**

☐A. Division of Sport Teaching ☐B. Division of Sport Activities ☐C. none of the above

*** 3. Personnel Office**

☐A. The First Division (in charge of human resources) ☐B. The Second Division (in charge of personnel training and employee benefits) ☐C. none of the above

*** 4. Accounting Office**

☐A. Division of Budget ☐B. Division of Accounting ☐C. none of the above

18. Please list any suggestions you have for the unit(s):

Background information

4. Gender

☐A. Male ☐B. Female

5. I am a(n):

☐A. Professor ☐B. Associate professor ☐C. Assistant professor ☐D. Lecturer ☐E. Contract-based faculty/researcher

☐A. Staff ☐B. Teaching assistant ☐C. Contract-based staff ☐D. Maintenance staff

☐A. Freshman ☐B. Sophomore ☐C. Junior ☐D. Senior ☐E. Graduate student ☐F. Other

6. The College I belong to:



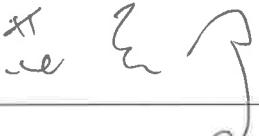


☐A. College of Maritime Science and Management ☐B. College of Life Sciences ☐C. College of Ocean Science and Resources ☐D. College of Engineering ☐E. College of Electrical Engineering and Computer Sciences ☐F. College of Humanities and Social Sciences ☐G. General Education Center ☐H. Administrative Offices

103 學年度第 1 次行政品質評鑑委員會議 簽到表

開會時間：103 年 10 月 28 日（星期二）中午 12 時 10 分

開會地點：本校行政大樓 3 樓會議室

出席者	簽名	備註
蔡主任委員國珍	蔡國珍	
張當然委員明華	張明華	
郭委員俊良	郭俊良	
胡委員海平	胡海平	
蕭委員泉源	蕭泉源	
黃委員登福		
謝委員寬永	謝寬永	
董委員東璟	董東璟	
許委員榮均	許榮均	
李委員志源	李志源	

出席者	簽名	備註
曾委員慶耀		
蔡委員宗惠		出國參加會議 不克出席
蘇委員惠卿		請假
詹委員滿色		
莊委員麗珍		
姚委員瑾英		
黃委員謝田		
趙委員尉廷		
莊主秘季高	