

# 獸醫科技推廣服務之滿意度研究

疫學研究組

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## 摘要

為因應全球氣候變遷及貿易自由化的影響，及動物疫病致病因子日趨複雜，因此本所有義務協助相關畜牧養殖業者、動物防檢疫人員及獸醫師學習自我保護、瞭解新浮現及人畜共通傳染病。99 年度中本所定期或不定期辦理學術研討會、訓練班、專題演講及提供相關訓練服務。為瞭解相關訓練辦理成效及滿意程度，共進行 4 大類對外服務滿意度問卷調查：1. 定期學術研討會問卷調查 12 次，發出問卷 541 份，回收 394 份（回收率 72.8%），平均滿意度達 92.3%；2. 獸醫師及農民推廣教育訓練 13 場次，發出問卷 706 份，回收 376 份（回收率 53.3%），整體評價滿意度 98.4%；3. 學員宿舍住宿滿意度調查，98 年 10 月至 99 年 12 月止共計發出問卷 298 份，回收 229 份（回收率 76.8%），平均整體滿意度達 89%；4. 本所研究報告及專訊讀者問卷調查，發出問卷 1,019 份，回收 283（回收率 27.77%），整體評價滿意度達 95.14%。最後期望依據其調查結果以評估推廣成效，並藉以提升本所推廣服務。

# **Veterinary Technology Satisfaction Research of Extension Service**

Jen-Huan Tsai

## **Abstract**

In response to global climate change and the impact of trade liberalization, and the increasing complexity of virulence factors of animal diseases. We are obligated to assist all of the livestock farmers, animal epidemic prevention and quarantine officers, and veterinary to learn self-protection, new emerging and zoonotic diseases. In 2010, we hold regular or irregular seminars, training courses, lectures and provide training services. For the purpose to understand the effectiveness and satisfaction of training services, a total of four categories of external service satisfaction questionnaire survey:

1. 12 times regular seminar questionnaire survey, issued 541 copies of questionnaires, and returned 394 (response rate 72.8%), the average satisfaction rate of 92.3%;
2. 13 times veterinarians and farmers development education train, issued 706 copies of questionnaires, and returned 376 (response rate 53.3%), the average satisfaction rate of 98.4%;
3. student dormitory satisfaction survey, Oct 2009 to December 2010 issued a total of 298 copies of questionnaires, and returned 229 (response rate 76.8%), the average satisfaction rate of 89%;
4. Our research reports and newsletter readership satisfaction survey, issued 1,019 copies of questionnaires, and returned 283 (response rate 27.77%), the average satisfaction rate of 95.14%.

Finally, we hope to base on the survey result to assess the effectiveness of trainings and to enhance our extension service.