

獸醫服務滿意度及教育訓練模式之研究

疫學研究組

蔡任桓 助理研究員

摘要

為瞭解本所舉辦教育訓練成效及服務滿意度，進行 3 大類問卷調查，102 年度計有 1.定期學術研討會問卷調查 12 次，發出問卷 404 份，回收 301 份（回收率 74.5%），平均整體滿意度達 92.85%；2.學員宿舍住宿滿意度調查，共計發出問卷 279 份，回收 177 份（回收率 63.44%），平均整體滿意度達 93%；3.本所研究報告及專訊讀者問卷調查，發出問卷 915 份，回收 199（回收率 21.75%），整體評價滿意度達 93.28%。

本所於 102 年 7 月至 10 月進行養雞產業訓練班課程需求及預期效益意見調查，共寄出 1,996 份問卷，回收 131（回收率 6.56%），針對工作項目訓練需求及飼養遭遇困難進行調查，訓練需求最高為生物安全/衛生管理，其次為飼養管理。另於 103 年辦理 2 場農民學院訓練，並針對訓練成效及滿意度進行調查，未來將針對訓練後學員追蹤成效。

Veterinary Service Satisfaction and Educational Training Model Research

Jen-Huan Tsai

Abstract

In order to understand our institute education and training effectiveness and satisfaction, we surveyed three categories questionnaire in 2013. 1. 12 regular seminar questionnaire surveys. There were 404 copies of questionnaires and 301 returned (response rate 74.5%). The average satisfaction rate was 92.85%; 2. In student dormitory satisfaction survey 279 copies of questionnaires were issued, and 177 returned (response rate 63.44%). The average satisfaction rate was 93%; 3. In research reports and newsletter readership satisfaction survey, 915 copies of questionnaires were issued, and 199 returned (response rate 21.75%). The average satisfaction rate was 93.28%.

To investigate the training needs and industrial difficulties of Taiwan's poultry industry from July to October in 2013, we sent 1,996 copies of questionnaires, and 131 returned (response rate 6.56%). Biosecurity and health management issues were in great demand, followed by feed management. We hold 2 classes of farmers academy including swine and poultry farmer in 2014 and investigated the training effectiveness and satisfaction. In the future, we will survey the training effectiveness of post-training continuously.