

獸醫服務滿意度及教育訓練模式之研究

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摘要

為瞭解本所舉辦教育訓練成效及服務滿意度，進行 4 大類問卷調查，計有 1.定期學術研討會問卷調查 12 次，發出問卷 499 份，回收 363 份（回收率 72.7%），平均滿意度達 90.37%；2.獸醫師及農民推廣教育訓練 12 場次，發出問卷 817 份，回收 372 份（回收率 45.5%），整體評價滿意度 95.51%；3.學員宿舍住宿滿意度調查，100 年 1 月至 100 年 12 月止共計發出問卷 353 份，回收 190 份（回收率 53.82%），平均整體滿意度達 89.48%；4.本所研究報告及專訊讀者問卷調查，發出問卷 906 份，回收 205（回收率 22.63%），整體評價滿意度達 91.38%。於 100 年 5 月至 100 年 6 月底止，針對養豬農戶共分送出 878 份問卷，進行訓練需求、專業職能、豬場經營困難及重要疾病等相關調查。並依據彙整問卷結果，籌備 2 梯次「豬生產醫學及重要疾病訓練班」，本次訓練班辦理反應非常良好。於 101 年度訓練結束後針對受訓學員進行訓練成效追蹤，依據柯氏四級培訓評估模式，分為 4 個構面：1.反應評估；2.學習評估；3.行為評估；4.成果評估，以此評估訓練班辦理成效。藉由前述訓前需求調查、籌備及辦理教育訓練及訓後追蹤調查學員訓練成效之 3 步驟，以建構本所教育訓練之完整模式，持續協助產業訓練人才，以達產業永續經營之效。

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 four categories of questionnaires in 2011. 1. 12 regular seminars questionnaire survey, issued 499 copies of questionnaires, and returned 363 (response rate 72.7%), the average satisfaction rate of 88.44%; 2. 12 times veterinarians and farmers development education training, issued 817 copies of questionnaires, and returned 372 (response rate 45.5%), the average satisfaction rate of 95.51%; 3. student dormitory satisfaction survey in 2011 issued a total of 353 copies of questionnaires, and returned 190 (response rate 53.82%), the average satisfaction rate of 89.48%; 4. Our research reports and newsletter readership satisfaction survey, issued 906 copies of questionnaires, and returned 205 (response rate 22.63%), the average satisfaction rate of 91.38%. From May to June in 2011, we sent 878 questionnaires to pig farmers in order to survey the training needs, the professional functions, farms operating difficulties and major troubled diseases. According to the compiled questionnaire results, we held two-echelon "swine production medicine and major diseases training course". This course had very good response. In this year, we will track the training results. In accordance with the Kirkpatrick Model, we assess the training effectiveness into the four dimensions: 1. the response assessment; 2. learning assessment; 3. behavioral assessment; 4. the training results assessment. With the aforementioned training needs survey, we prepared and held the education and training, and the last track and survey the training effectiveness of the participants. We constructed a complete education and training model. We will continue to assist the industry, train personnel, and to achieve the effect of industry sustainability.