

調查結果：客戶及員工滿意度上升

Survey Results: Customer and Staff Satisfaction Going Up

客戶及員工的意見對我們籌劃服務提升一向至為重要。我們於2012年年初委託獨立顧問進行了兩項意見調查，分別聽取客戶意見及評估員工的滿意度，以找出需要持續改善的地方。



整體客戶滿意度指數由2010年的6.01增至2012年的6.12，保持上升趨勢。

The overall Customer Satisfaction Index increased from 6.01 in 2010 to 6.12 in 2012, furthering the upward trend.

每兩年進行一次的客戶意見調查，取得令人鼓舞的成績。在客戶部門的支持下，客戶意見調查已於2012年圓滿完成，客戶的問卷回應率更創下歷史新高。調查結果顯示，客戶滿意度和服務競爭力指數在8分為滿分中分別取得6.12分及5.87分，與上次於2010年進行的調查相比，分別上升了0.11分及0.29分，兩者也持續穩步上升。為持續提升服務質素，我們會加強和客戶溝通，以配合客戶的需要和通知客戶有關工作進度。我們亦會加強監管承辦商，確保承辦商能提供適切的服務。謹此衷心感謝各位客戶對我們的支持和寶貴意見。

至於員工滿意度調查，同樣於2012年完成，結果顯示員工的整體滿意度在10分為滿分中取得6.5分，與上次於2009年進行的調查相比，上升了0.2分。是次調查顯示，員工把部門的整體表現及部門形象都列為關注的重要事項之一，反映出員工對部門的承擔有所增加。

Client and staff feedback are always important for us in planning service enhancement. Two surveys were conducted by independent consultants in early 2012 to solicit client feedback as well as gauge staff satisfaction level, thus identifying areas for continuous improvement.

Encouraging results were recorded in our biennial Customer Opinion Survey. With the support of client departments, the survey was successfully completed in 2012 with a record high response rate. The results showed a stable and steady growing trend in both the customer satisfaction and service competitiveness indexes in which the former one recorded 6.12 and the latter one recorded 5.87 on a scale of 8 - an improvement of 0.11 and 0.29 respectively as compared to the previous survey in 2010. To enhance our service quality continuously, we shall reinforce communication with clients to ensure that



整體服務競爭力指數為5.87，稍高於2010年的5.58，與前年及數年前的指數相比，錄得增長。

The overall Service Competitiveness Index (5.87) is slightly higher than 2010 (5.58) and indicates improvement compared to 2010 and the years before.

their needs and expectations are fully taken care of and the progress of the works is well informed. At the same time, we shall also strengthen our contractor supervision and management to ensure appropriate contractor services are provided. We would like to thank our clients for their valuable support and input, and shall follow up on our improvement measures with clients.

The Staff Satisfaction Survey, also completed in 2012, reported an overall satisfaction rate of 6.5 on a scale of 10. This is an improvement of 0.2 as compared to the previous survey in 2009. The survey also revealed staff's growing sense of commitment as the overall performance and public image of the department have become one of the most important elements from the staff point of view.

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