2021年后勤服务质量满意度调查汇总表

		校区	总满意度		四平/彰武校区		嘉定校区		沪西校区		沪北校区	
分值		小标题	分数（5分制）	百分制	分数（5分制）	百分制	分数（5分制）	百分制	分数（5分制）	百分制	分数（5分制）	百分制
校容校貌	1	环境卫生	4.0860	81.72%	4.1736	83.47%	3.9677	79.35%	3.6780	73.56%	4.1667	83.33%
	2	垃圾分类设施	4.2897	85.79%	4.3458	86.92%	4.2551	85.10%	3.8475	76.95%	4.2619	85.24%
	3	垃圾分类引导	4.2467	84.93%	4.2884	85.77%	4.2639	85.28%	3.7627	75.25%	4.0952	81.90%
	4	河道窨井	4.3319	86.64%	4.3644	87.29%	4.3284	86.57%	3.9831	79.66%	4.3095	86.19%
	5	公用路灯	3.9947	79.89%	4.1722	83.44%	3.7889	75.78%	3.0339	60.68%	4.0714	81.43%
	6	绿化养护	4.3240	86.48%	4.4405	88.81%	4.2199	84.40%	3.6102	72.20%	4.2381	84.76%
		平均满意率	4.2122	84.24%	4.2975	85.95%	4.1373	82.75%	3.6526	73.05%	4.1905	83.81%
教室管理	7	公共卫生	4.4557	89.11%	4.4849	89.70%	4.4663	89.33%	4.2203	84.41%	4.2143	84.29%
	8	室内卫生	4.4381	88.76%	4.4505	89.01%	4.4809	89.62%	4.1356	82.71%	4.3095	86.19%
	9	设备维护	4.4372	88.74%	4.4720	89.44%	4.4194	88.39%	4.2373	84.75%	4.2857	85.71%
	10	厕所清洁	4.3775	87.55%	4.3888	87.78%	4.3900	87.80%	4.2373	84.75%	4.2857	85.71%
	11	垃圾三分类收集	4.5645	91.29%	4.4710	89.42%	4.6129	92.26%	4.3389	86.78%	4.3810	87.62%
		平均满意率	4.4546	89.09%	4.4534	89.07%	4.4739	89.48%	4.2339	84.68%	4.2952	85.90%
宿舍工作	12	环境卫生	4.2415	84.83%	4.2931	85.86%	4.1983	83.97%	4.1136	82.27%	4.0789	81.58%
	13	设施维修管理	4.0516	81.03%	4.2133	84.27%	3.9138	78.28%	3.6818	73.64%	3.5263	70.53%
	14	公共空间管理	3.9552	79.10%	4.1137	82.27%	3.7974	75.95%	3.5455	70.91%	3.6316	72.63%
	15	浴室设备	3.9049	78.10%	4.1090	82.18%	3.7629	75.26%	3.5455	70.91%	2.9211	58.42%
	16	电梯运行	4.3030	86.06%	4.3365	86.73%	4.3319	86.64%	4.0682	81.36%	4.0263	80.53%
	17	人文环境	4.2174	84.35%	4.3033	86.07%	4.1638	83.28%	3.8182	76.36%	4.0526	81.05%
	18	服务态度	4.3261	86.52%	4.3863	87.73%	4.2974	85.95%	3.9318	78.64%	4.2895	85.79%
		平均满意率	4.1428	82.86%	4.2507	85.01%	4.0665	81.33%	3.8149	76.30%	3.7895	75.79%
食堂工作	19	就餐环境	3.9403	78.81%	4.1277	82.55%	3.7097	74.19%	3.8475	76.95%	2.8333	56.67%
	20	饭菜质量	3.5110	70.22%	3.7647	75.29%	3.2903	65.81%	2.8644	57.29%	2.0000	40.00%
	21	窗口服务	3.9684	79.37%	4.0402	80.80%	3.9677	79.35%	3.8814	77.63%	2.9048	58.10%
	22	标价打卡	4.0193	80.39%	4.0846	81.69%	4.0557	81.11%	3.8644	77.29%	2.8571	57.14%
	23	垃圾四分类收集	4.3055	86.11%	4.3917	87.83%	4.2581	85.16%	4.3559	87.12%	3.1905	63.81%
	24	光盘行动	4.2809	85.62%	4.4390	88.78%	4.1261	82.52%	3.9831	79.66%	3.3333	66.67%
		平均满意率	4.0042	80.08%	4.1413	82.83%	3.9013	78.03%	3.7995	75.99%	2.8532	57.06%
各校区平均满意度					4.2857	85.71%	4.1447	82.89%	3.8752	77.50%	3.7821	75.64%
总满意度			4.2035	84.07%								