

員工滿意度調查

Employee Satisfaction Survey

本公司為持續優化工作環境、提升職場體驗滿意度，以及瞭解員工在工作上的期待與實際感受，持續正向推動企業精益求精與永續經營，一年進行一次員工滿意度調查。

To continuously optimize the working environment, improve employee satisfaction, and understand employees' expectations and feelings about their job, and to positively promote the Company's pursuit of excellence and sustainable operation, the Company conducts the Employee Satisfaction Survey per year.

一、2025 年員工滿意度調查執行

Employee Satisfaction Survey Implementation in 2025

1. 調查對象：全體員工。

Survey Subjects: All employees.

2. 調查方式：線上問卷自評。

Survey Method: Online questionnaire self-assessment.

3. 調查項目：工作本身、公司管理、工作環境、敬業認同、團隊運作、學習發展等六大構面，以及總體滿意度。

Survey Items: Six dimensions including the overall job, company management, working environment, engagement and identification, team operation, learning and development, and overall satisfaction.

4. 調查期間：2025 年 1 月 1 日至 2025 年 12 月 31 日。

Survey Scope: January 1, 2025 to December 31, 2025.

5. 調查日期：2025 年 12 月 31 日至 2026 年 1 月 30 日。

Survey Period: December 31, 2025 to January 30, 2026.

二、2025 年員工滿意度調查結果

Employee Satisfaction Survey Results in 2025

1. 調查覆蓋率為 41%。

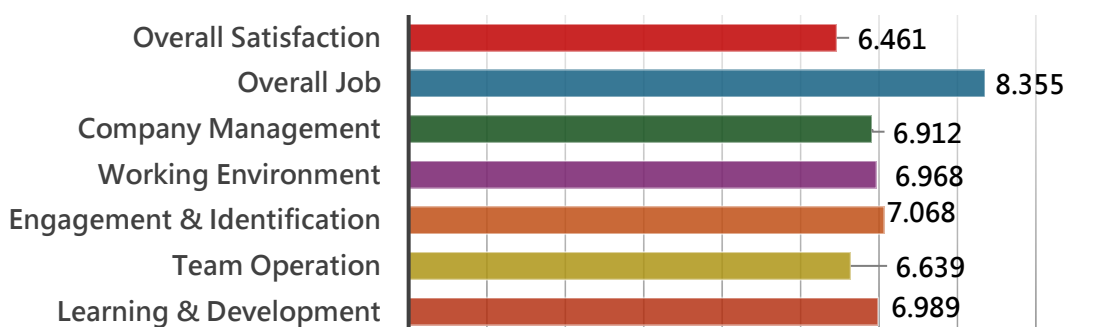
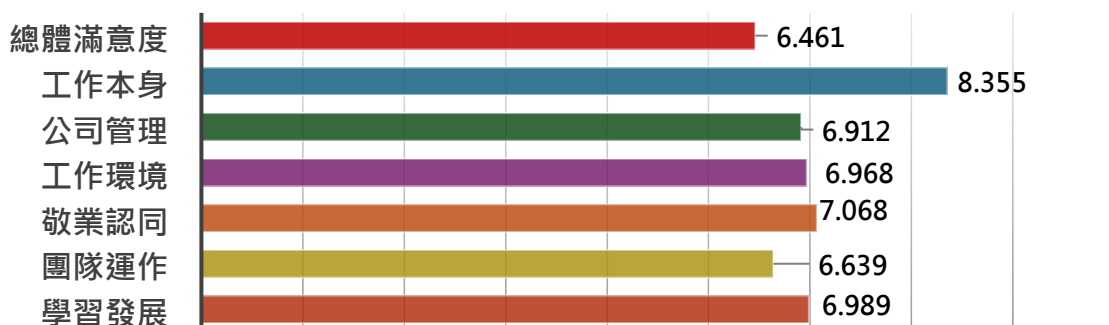
The survey coverage rate was 41%.

2. 整體滿意度為 6.461 分。(非常不滿意為 1 分，非常滿意為 10 分)

Overall satisfaction score was 6.461. (1 is for very dissatisfied, and 10 is for very satisfied)

3. 各項目滿意度統計：

Statistics for each dimension:



4. 綜合說明：

General Explanation:

本公司於 2025 年首次辦理員工滿意度調查，透過不具名方式蒐集同仁對工作本身、管理方式、工作環境、團隊運作及學習發展等面向之回饋，作為了解整體職場體驗的重要參考。

In 2025, the Company conducted its first Employee Satisfaction Survey, anonymously collecting feedback from employees on aspects such as the overall job, management style, working environment, team operation, and learning and development. This feedback served as an important reference for understanding the overall workplace experience.

綜合分析結果顯示，同仁對於工作本身、敬業認同及學習發展等構面之評價相對較高，顯示多數同仁能理解自身工作內容，並認同工作的價值與成長機會；相較之下，團隊運作、公司管理及工作環境等構面仍有進一步精進空間。

The comprehensive analysis results show that employees rated the job itself, engagement, and learning and development relatively highly, indicating that most employees understand their job responsibilities and recognize the value and growth opportunities offered. In contrast, there is still room for

improvement in areas such as team operation, company management, and the work environment.

本次調查亦為公司首次以電子問卷方式進行，回收結果已提供具體方向，作為後續持續優化員工溝通、管理支持與工作體驗之重要基礎。

This survey was also the first time the company conducted it using an electronic questionnaire. The collected results provide concrete directions and serve as an important foundation for continuously optimizing employee communication, management support, and working experience.

三、持續提升及改善方案

Continuous Improvement and Enhancement Plan

為回應調查結果並持續提升整體員工體驗，本公司規劃以下具體改善方向，並將逐步納入既有管理與訓練機制中推動：

In response to the survey results and to continuously improve the overall employee experience, the company has planned the following specific areas for improvement, which will be gradually incorporated into existing management and training mechanisms:

1. 除既有電子郵件通知外，將評估結合多元內部溝通方式(如內部平台或即時通訊工具)，提升員工參與度與意見回饋的可及性。

In addition to existing email notifications, we will evaluate the integration of diverse internal communication methods (such as internal platforms or instant messaging tools) to enhance employee engagement and the accessibility of feedback.

2. 透過主管會議及教育訓練，強化主管在團隊溝通、回饋與激勵方面之管理能力，促進團隊合作與工作支持氛圍。

Through managerial meetings and training programs, we will strengthen managers' management capabilities in team communication, feedback, and motivation, fostering a collaborative and supportive work environment.

3. 依據調查回饋，持續檢視既有教育訓練與發展機制，提供同仁穩定且多元的學習成長機會。

Based on survey feedback, we will continuously review existing training and development mechanisms to provide colleagues with stable and diverse learning and growth opportunities.