



Questionário: Pesquisa de Satisfação do Usuário

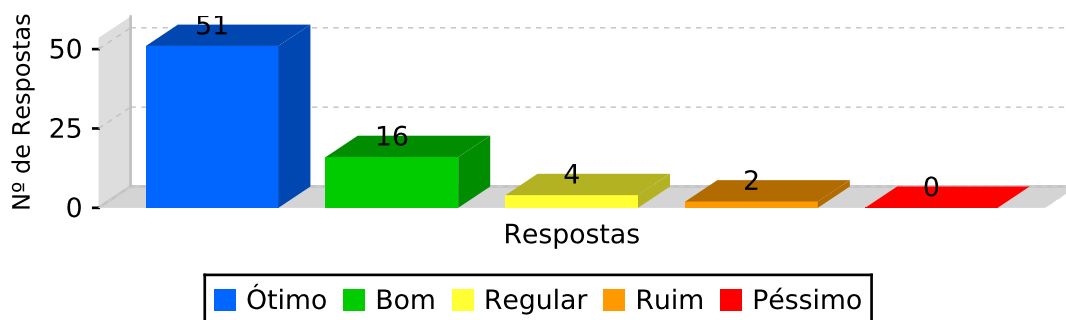
Canal de atendimento: Ouvidoria

Período selecionado: 01/05/2023 até 31/08/2023

Data da emissão: 19/12/2023 14:09:42

Índice de Demandas Positivas dos Cidadãos: 199 (90,87%)

1 - Como você avalia o atendimento recebido?



Resumo

Ótimo	Bom	Regular	Ruim	Péssimo	Total de Respostas	Demandas Positivas
51 (69,86%)	16 (21,92%)	4 (5,48%)	2 (2,74%)	0 (0%)	73	67 (91,78%)

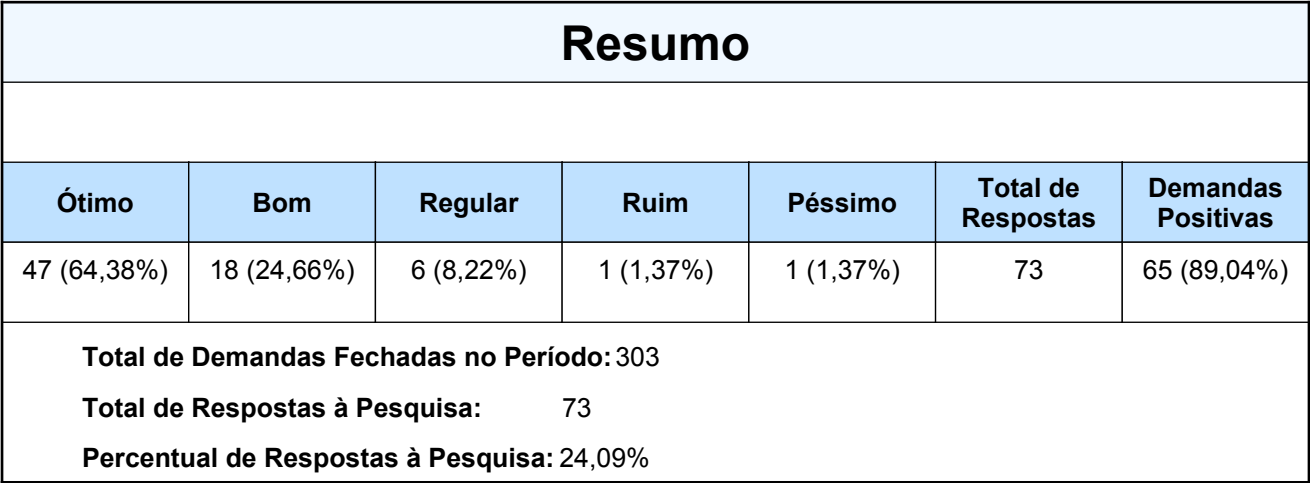
Total de Demandas Fechadas no Período: 303

Total de Respostas à Pesquisa: 73

Percentual de Respostas à Pesquisa: 24,09%

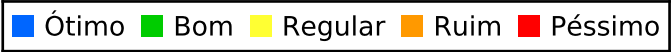
A 3D bar chart titled 'Respostas' (Responses) showing the distribution of ratings. The vertical axis is labeled 'Nº de Respostas' (Number of Responses) and ranges from 0 to 25. The horizontal axis lists five categories: Ótimo (Excellent), Bom (Good), Regular (Regular), Ruim (Bad), and Péssimo (Very Bad). The bars are colored blue, green, yellow, orange, and red respectively. The values for each category are: Ótimo (47), Bom (18), Regular (6), Ruim (1), and Péssimo (1).

Respostas	Nº de Respostas
Ótimo	47
Bom	18
Regular	6
Ruim	1
Péssimo	1



A 3D bar chart titled 'Respostas' (Responses) showing the distribution of ratings. The vertical axis is labeled 'Nº de Respostas' (Number of Responses) and ranges from 0 to 25. The horizontal axis lists the ratings: Ótimo (blue), Bom (green), Regular (yellow), Ruim (orange), and Péssimo (red). The bars are labeled with their respective values: 47 for Ótimo, 20 for Bom, 3 for Regular, 3 for Ruim, and 0 for Péssimo. A legend below the chart identifies the colors for each rating.

Respostas	Ótimo	Bom	Regular	Ruim	Péssimo
Nº de Respostas	47	20	3	3	0



Resumo						
Ótimo	Bom	Regular	Ruim	Péssimo	Total de Respostas	Demandas Positivas
47 (64,38%)	20 (27,40%)	3 (4,11%)	3 (4,11%)	0 (0%)	73	67 (91,78%)
Total de Demandas Fechadas no Período: 303						
Total de Respostas à Pesquisa: 73						
Percentual de Respostas à Pesquisa: 24,09%						