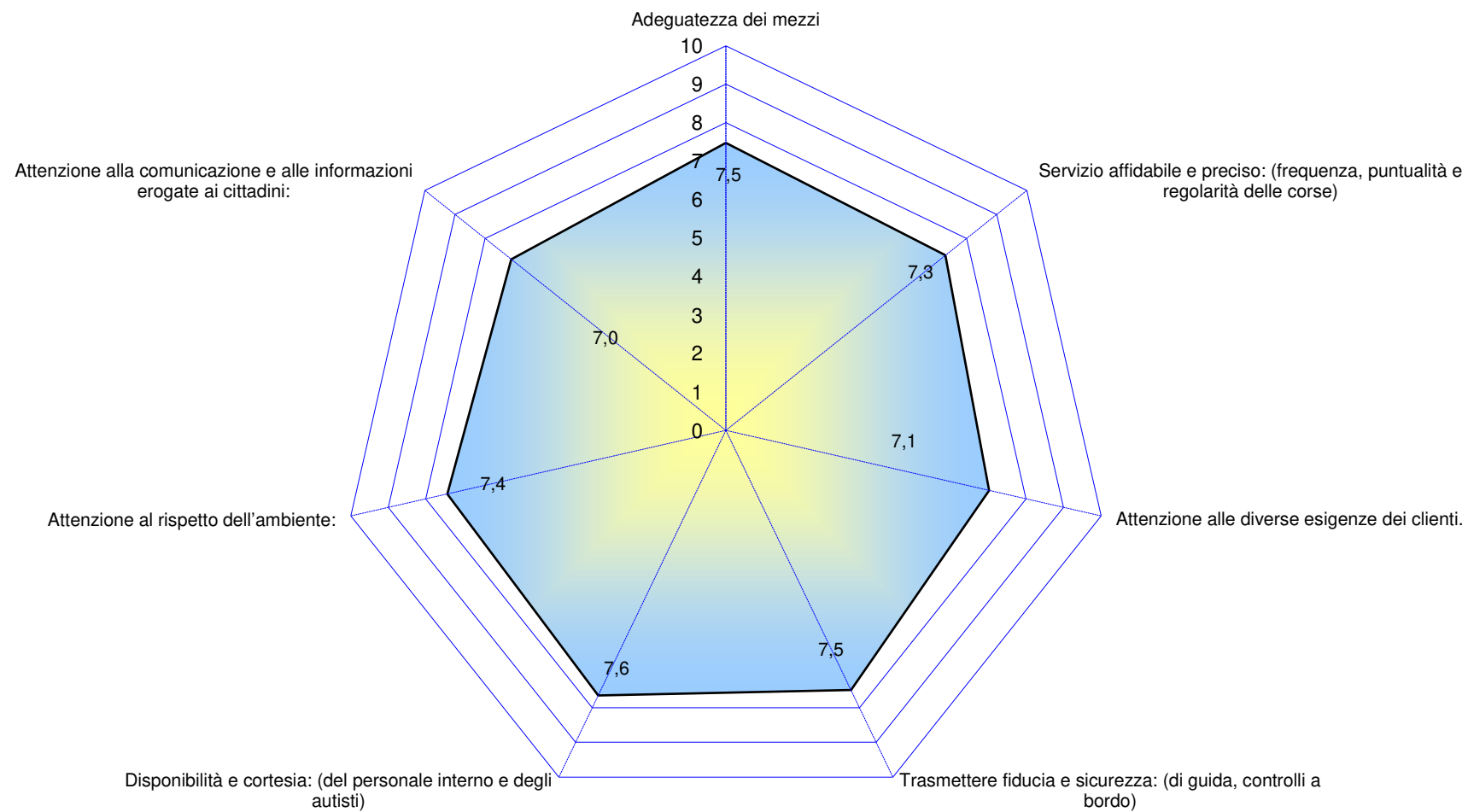




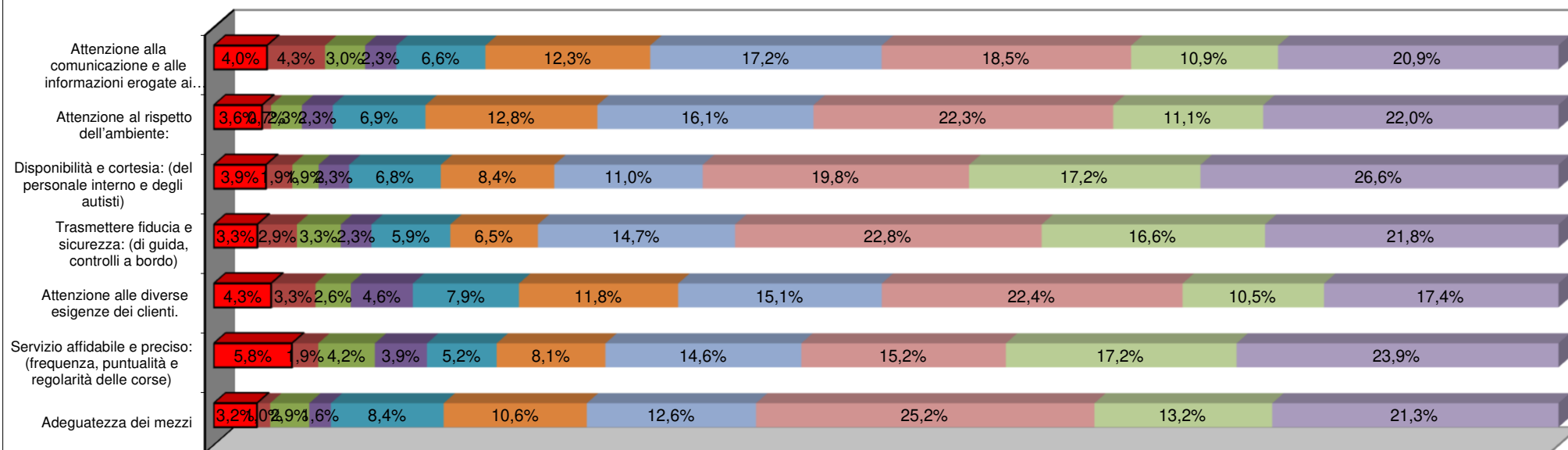
CUSTOMER SATISFACTION

EDIZIONE 2025

Capacità di risposta - valori medi



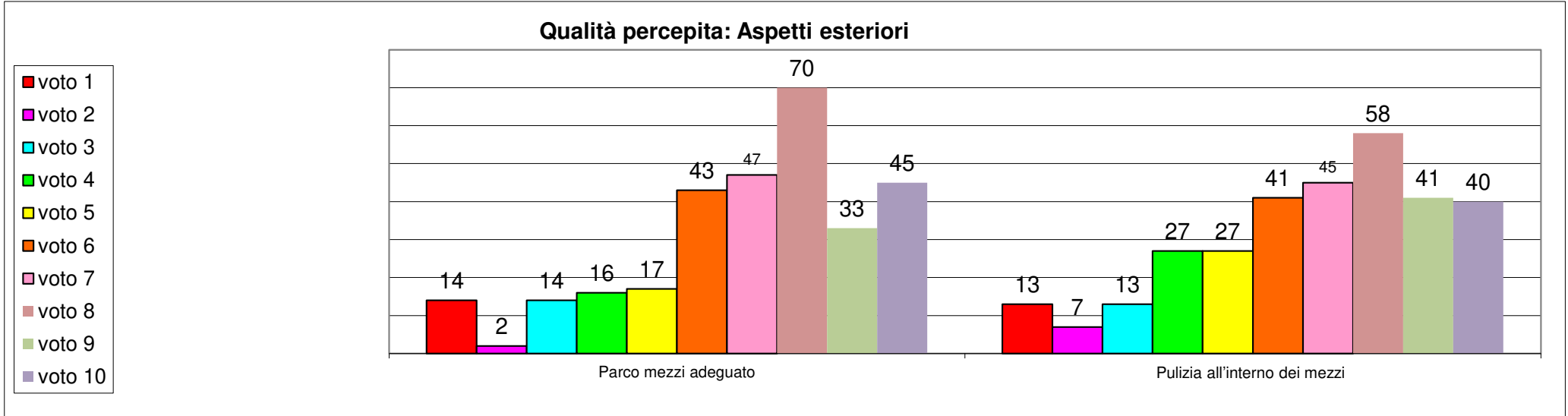
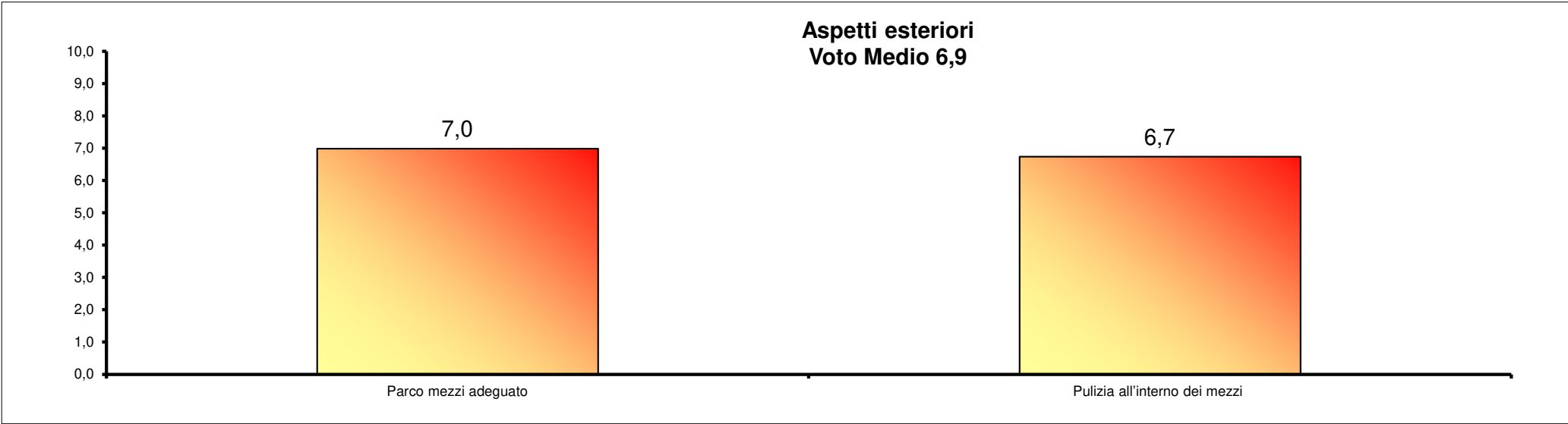
Importanza attribuita ai fattori di qualità del servizio
Rispondenti 369



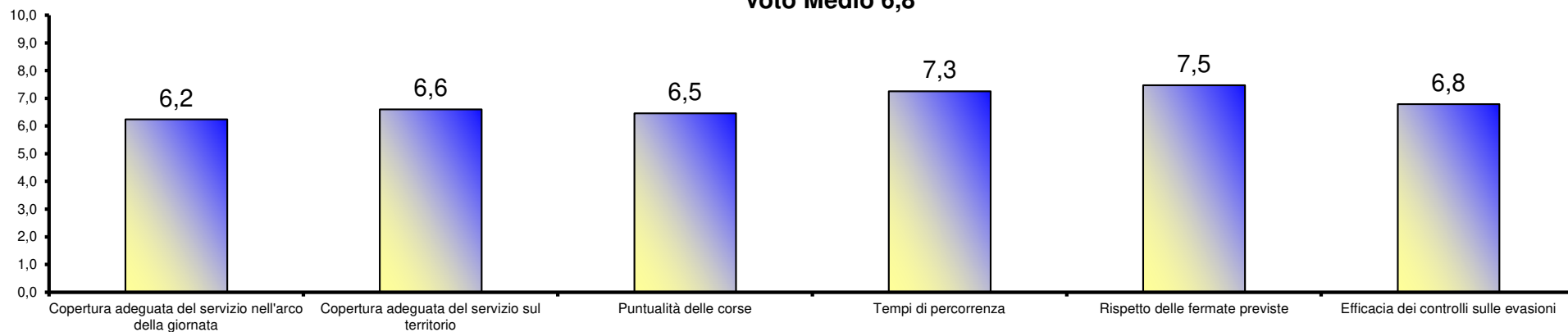
■ voto 1
 ■ voto 2
 ■ voto 3
 ■ voto 4
 ■ voto 5
 ■ voto 6
 ■ voto 7
 ■ voto 8
 ■ voto 9
 ■ voto 10

Qualità percepita

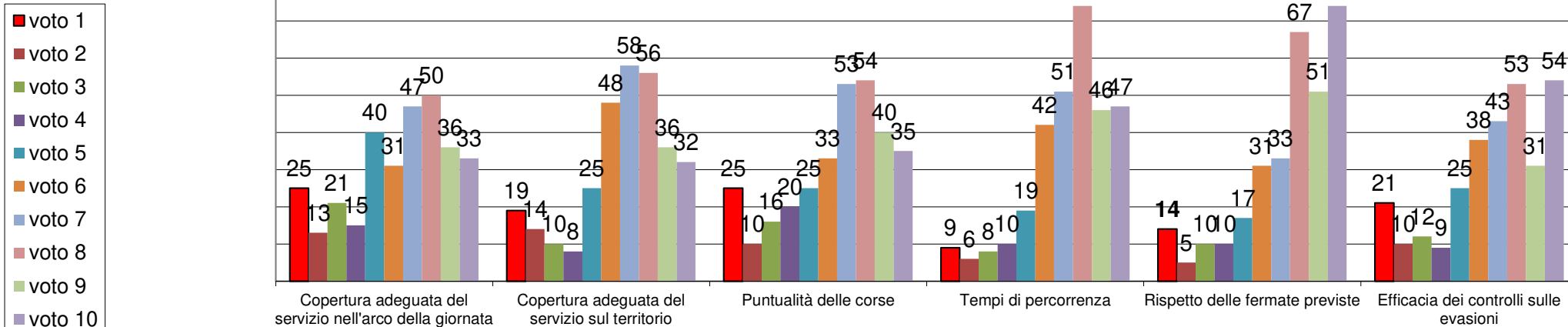
[illegible]



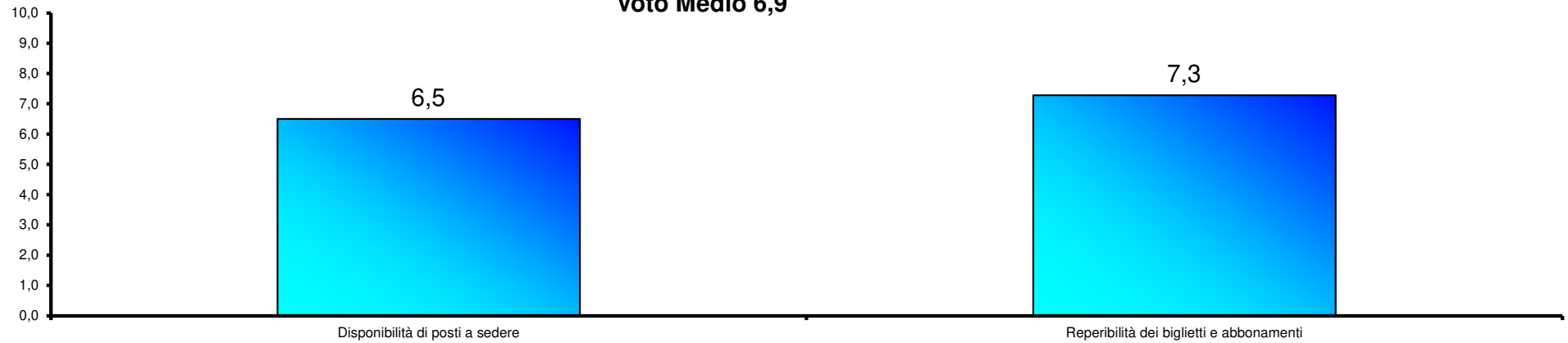
Affidabilità Voto Medio 6,8



Qualità percepita: Affidabilità

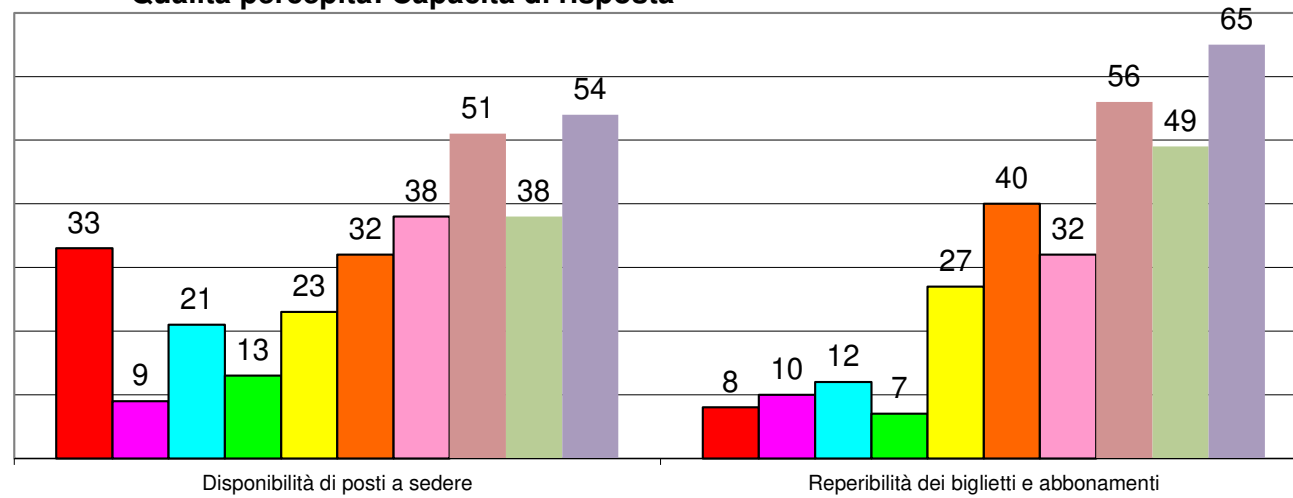


Capacità di risposta Voto Medio 6,9

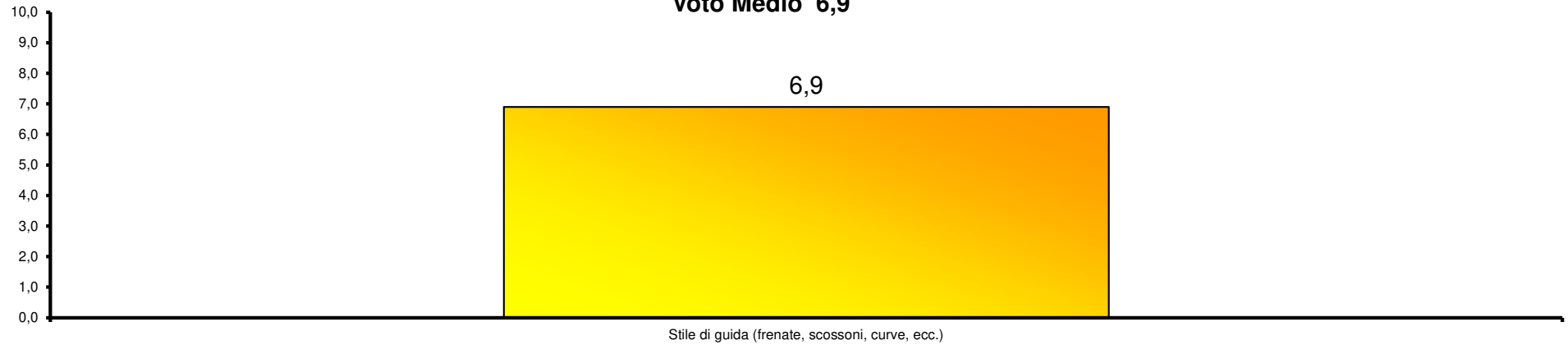


Qualità percepita: Capacità di risposta

- voto 1
- voto 2
- voto 3
- voto 4
- voto 5
- voto 6
- voto 7
- voto 8
- voto 9
- voto 10

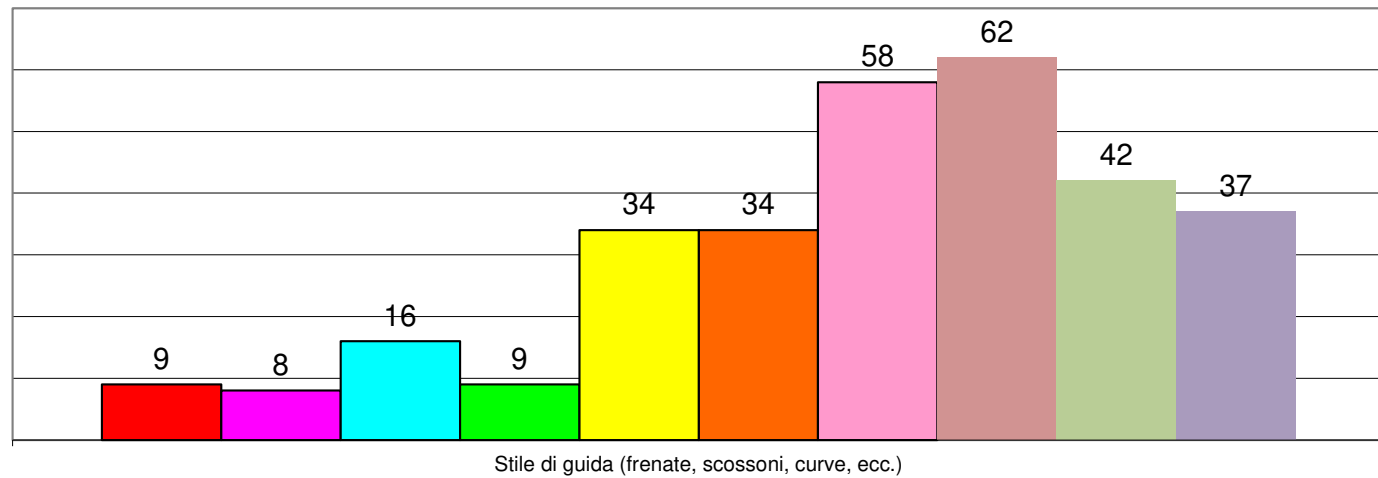


Sicurezza Voto Medio 6,9

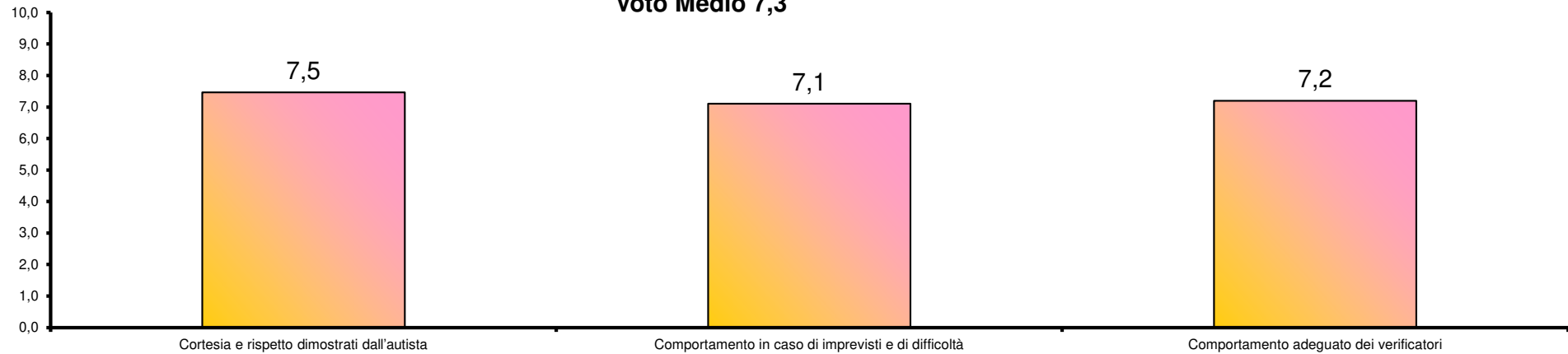


Qualità percepita: Sicurezza

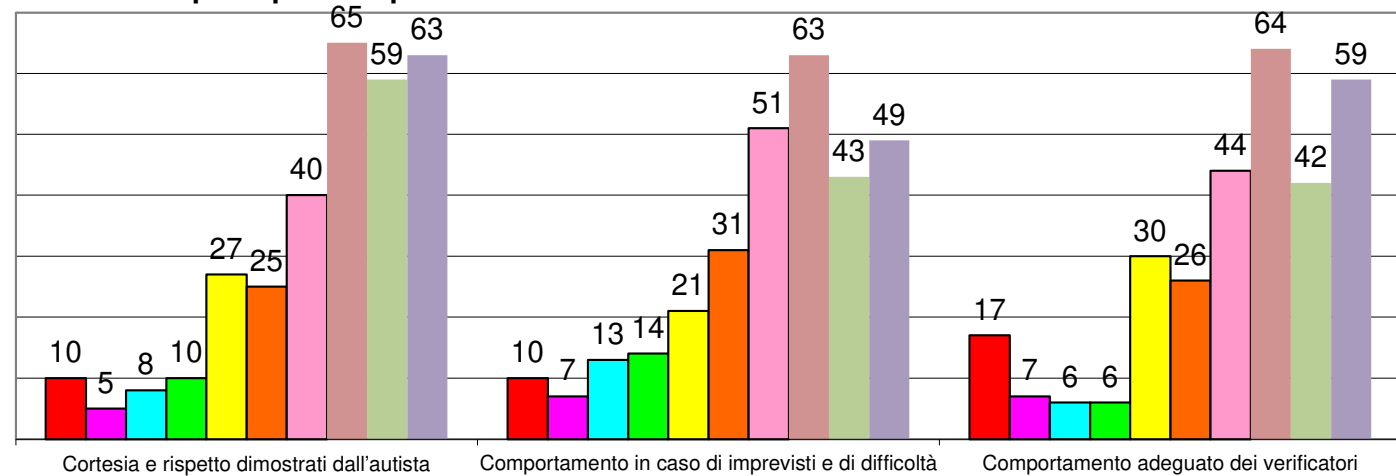
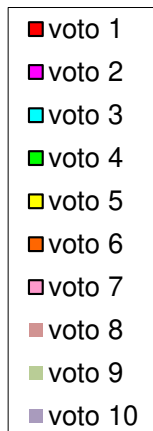
- voto 1
- voto 2
- voto 3
- voto 4
- voto 5
- voto 6
- voto 7
- voto 8
- voto 9
- voto 10



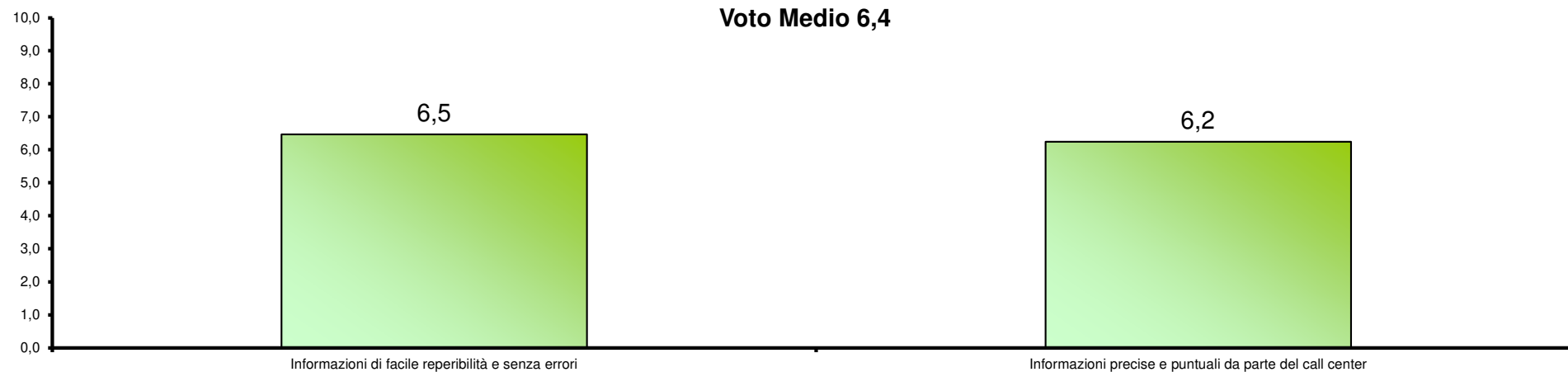
Disponibilità e cortesia Voto Medio 7,3



Qualità percepita: Disponibilità e cortesia

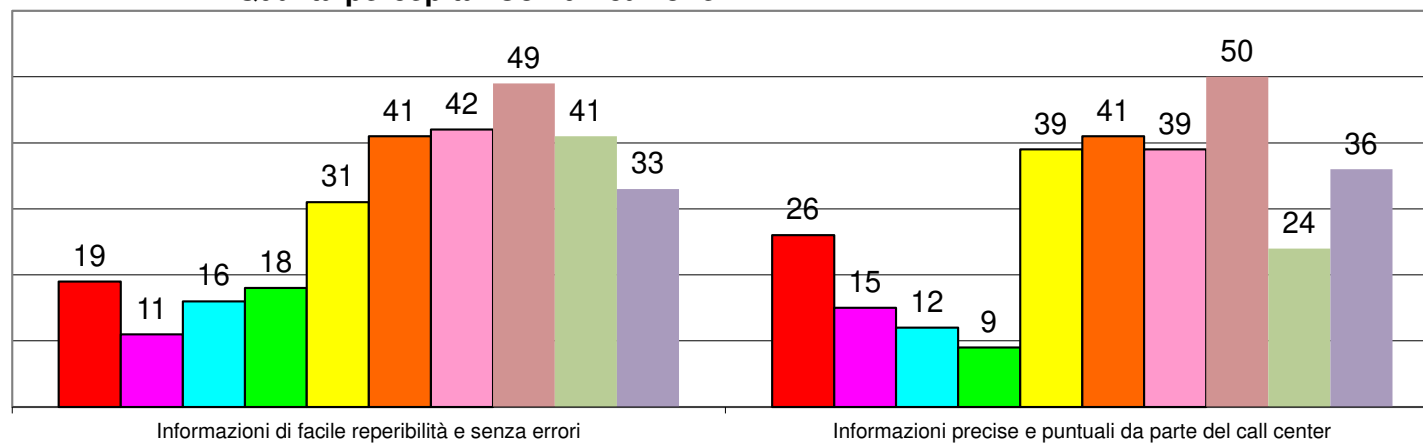


Comunicazione e informazione Voto Medio 6,4



Qualità percepita: Comunicazione

- voto 1
- voto 2
- voto 3
- voto 4
- voto 5
- voto 6
- voto 7
- voto 8
- voto 9
- voto 10



Totale interviste	313
Rispondenti	313
Voto Medio	7,0

Soddisfazione globale	
1	358
2	188
3	270
4	260
5	573
6	793
7	1031
8	1390
9	949
10	1228
Non rilevabili	0
Totale	7040
<i>Rispondenti</i>	7040

Soddisfazione globale	
VOTO 1	5,1%
VOTO 2	2,7%
VOTO 3	3,8%
VOTO 4	3,7%
VOTO 5	8,1%
VOTO 6	11,3%
VOTO 7	14,6%
VOTO 8	19,7%
VOTO 9	13,5%
VOTO 10	17,4%
Non rilevabili	0,0%
Totale	100,0%

Soddisfazione media del Servizio

