

Customer satisfaction Tirocinio curriculare e alternanza scuola-lavoro 2018-2019-2020-2021

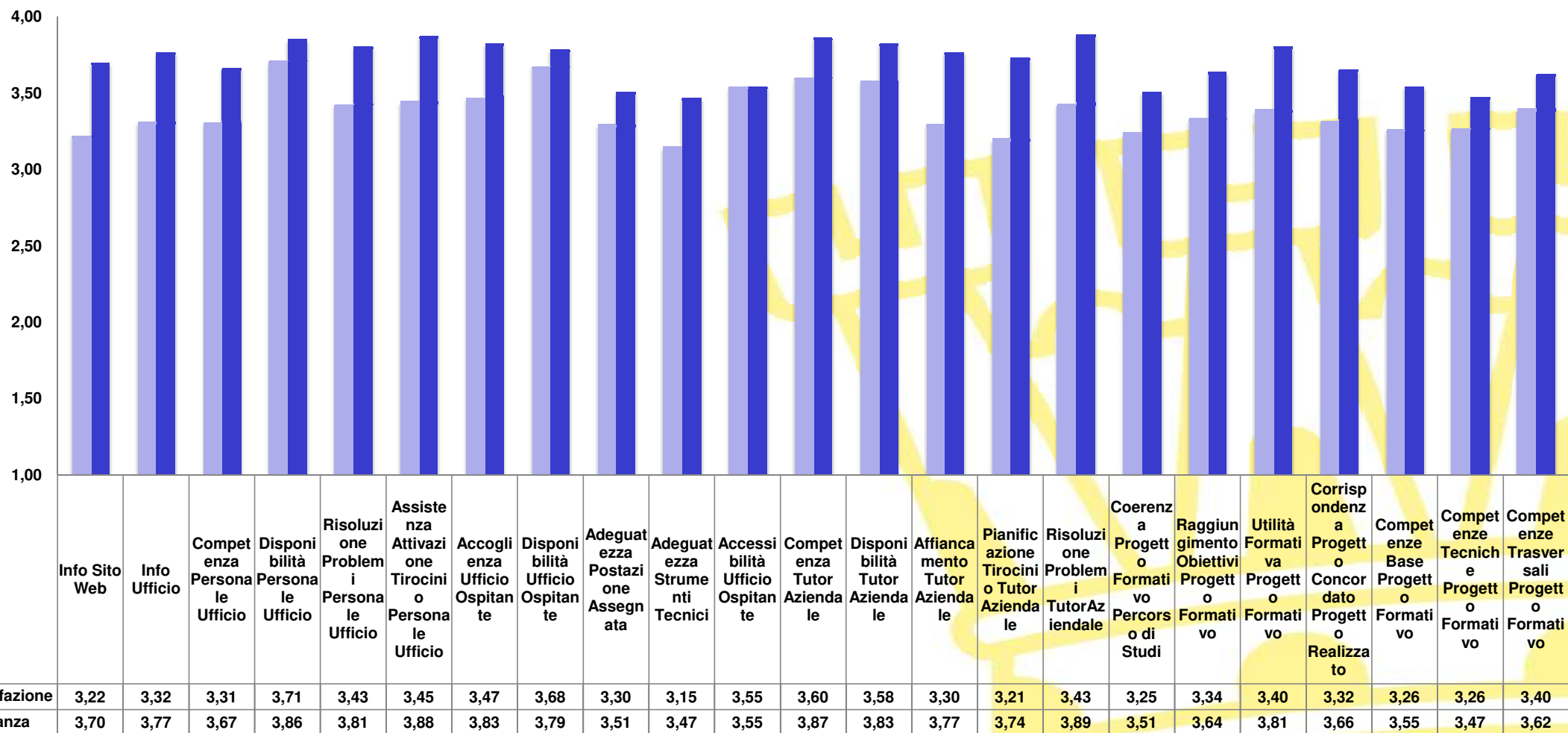
**Ufficio Statistica e Customer Satisfaction
Comune di Verona**



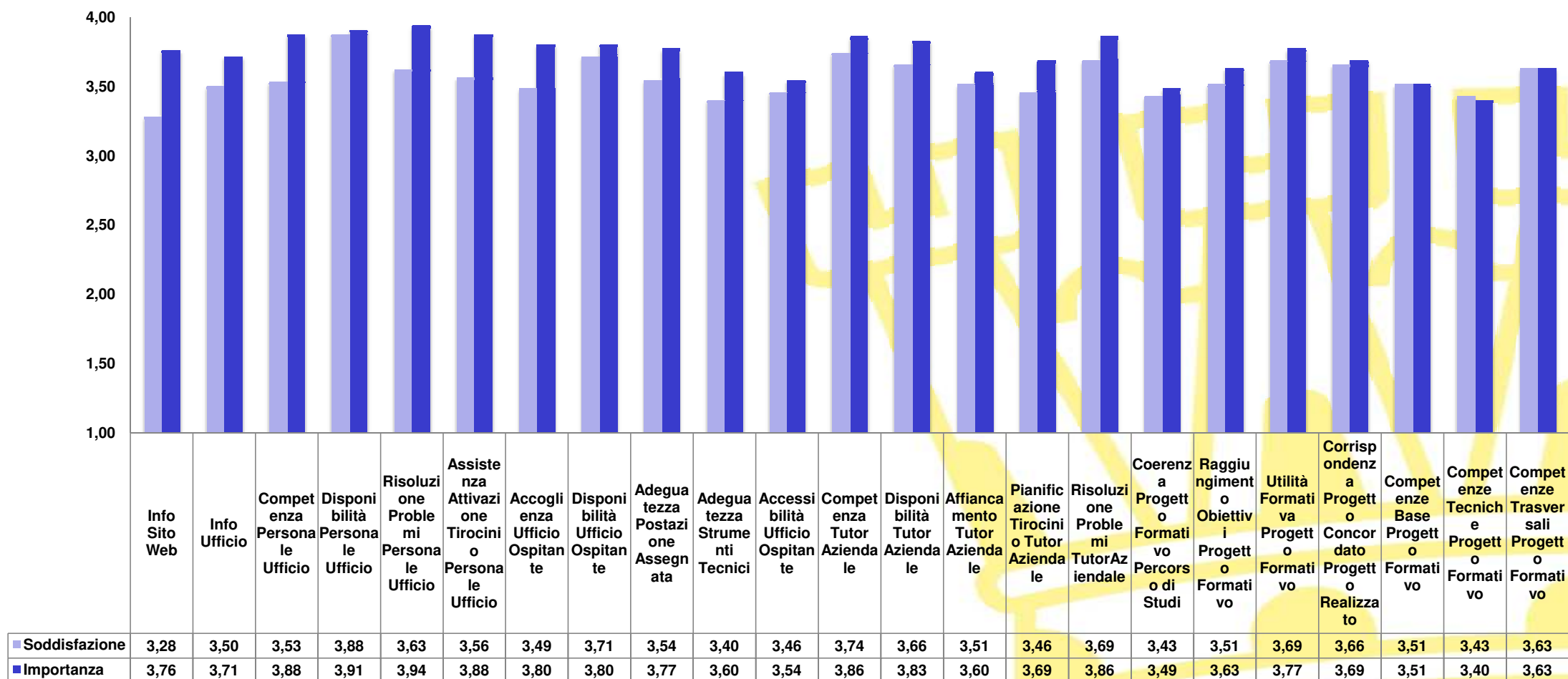
Obiettivi

- misurare il grado di soddisfazione percepito da i tirocinanti;
- verificare la qualità percepita dagli utenti in relazione ai singoli item ed ai servizi complessivamente ricevuti;
- individuare i punti di forza e le criticità dell'utenza;
- confrontare i dati correnti con i risultati ottenuti negli anni precedenti
- raccogliere suggerimenti e proposte dagli intervistati per il miglioramento del servizio.

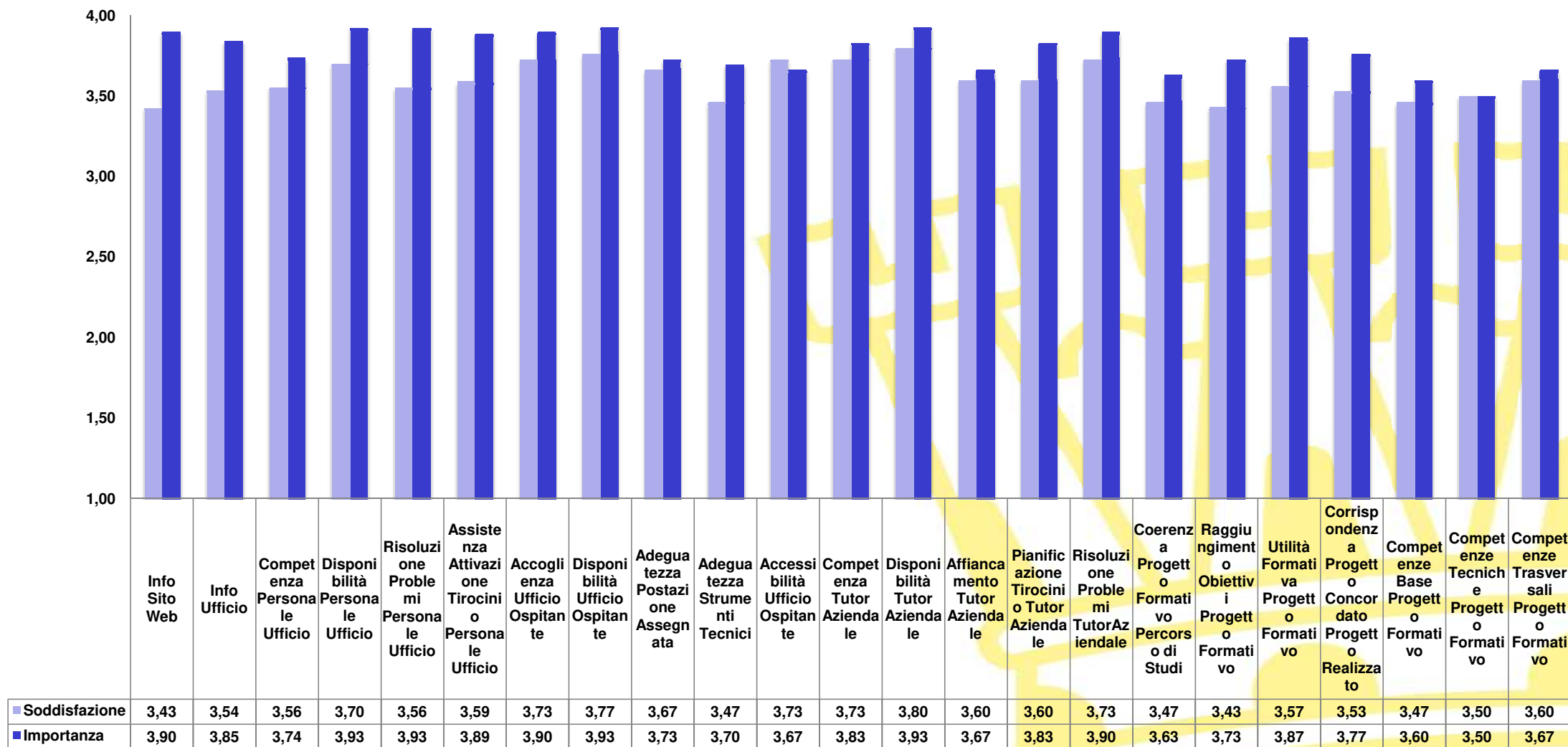
Soddisfazione e importanza *Tirocini 2018*



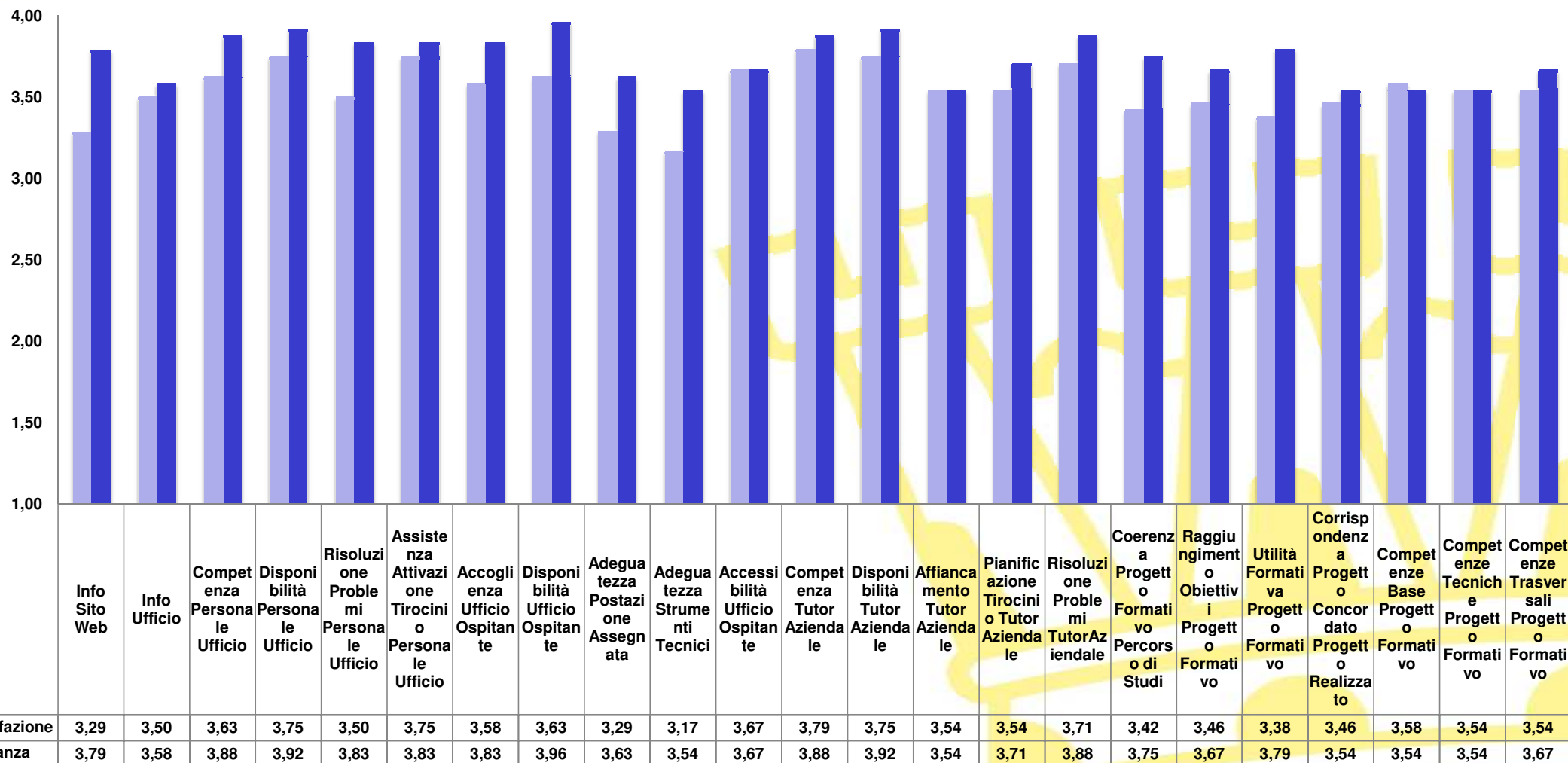
Soddisfazione e importanza *Tirocini 2019*



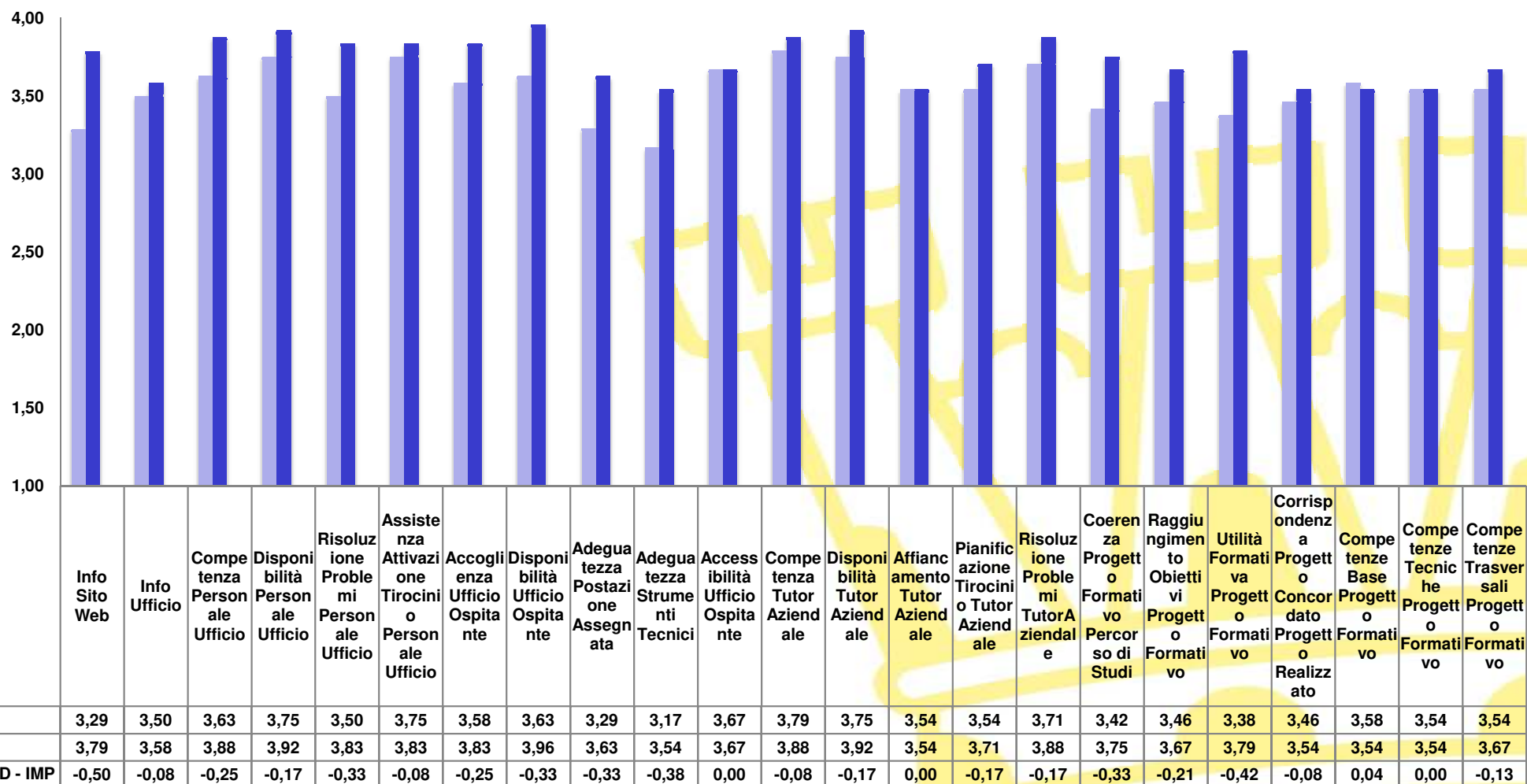
Soddisfazione e importanza *Tirocini 2020*



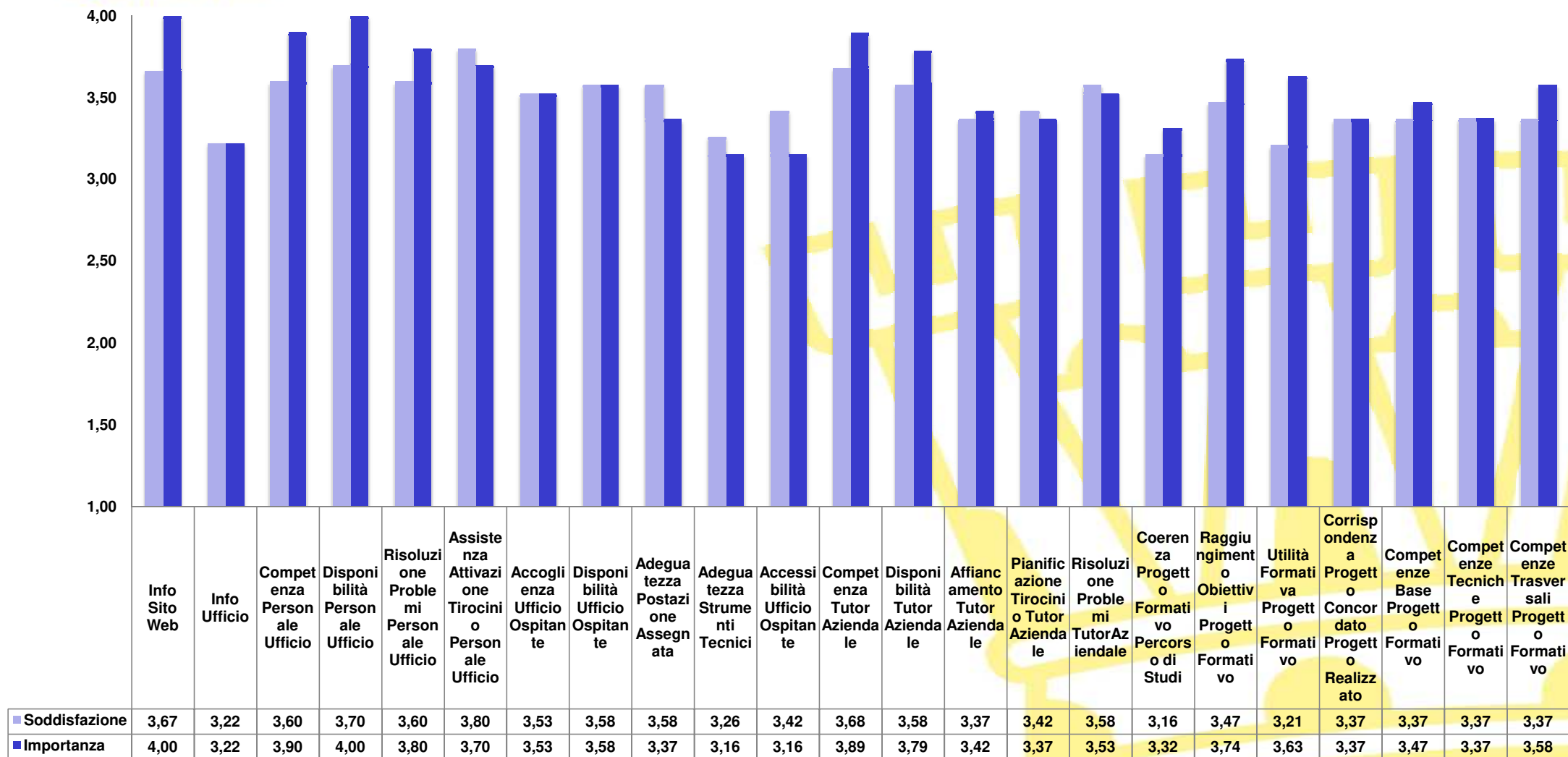
Soddisfazione e importanza *Tirocini 2021*



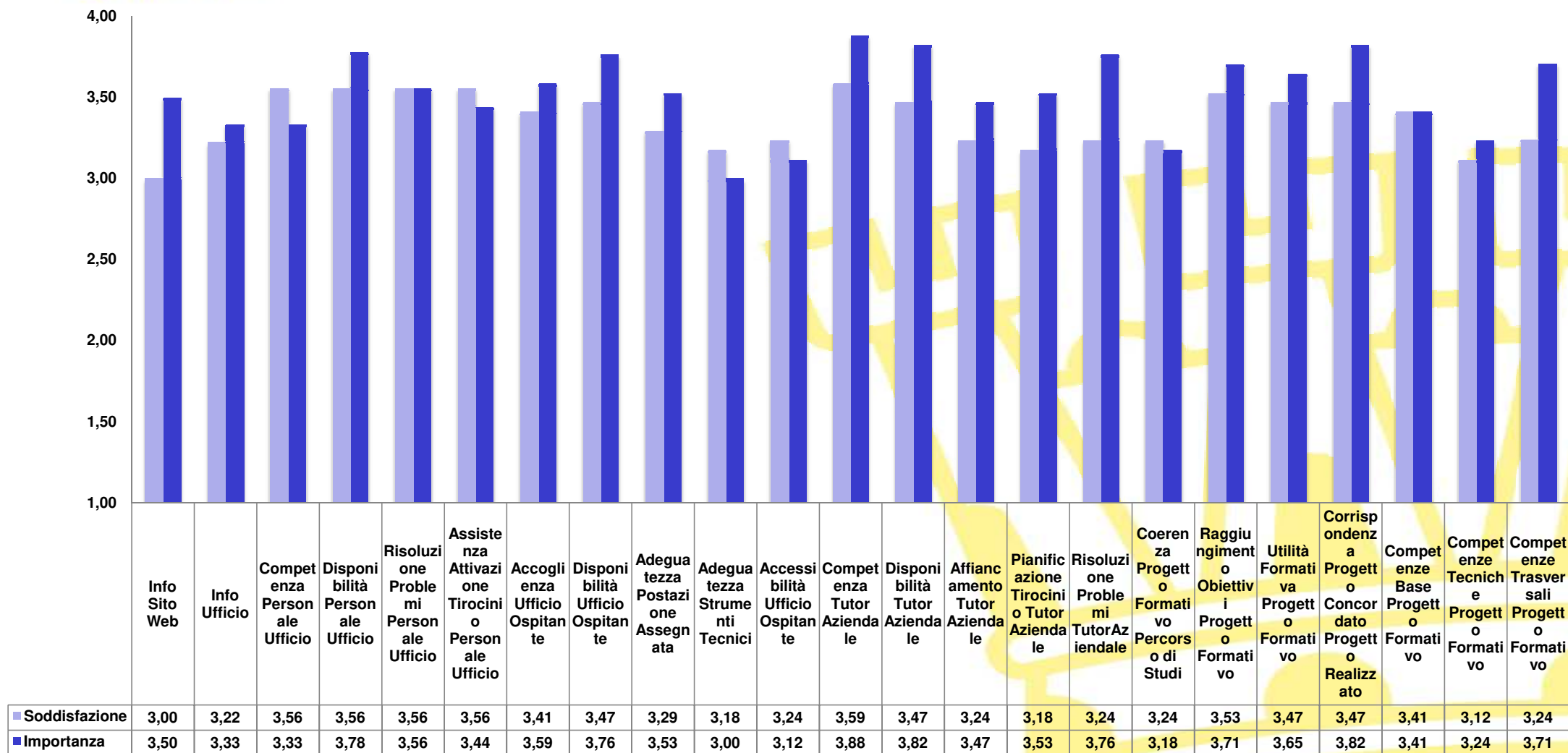
Scostamento soddisfazione-importanza 2021



Alternanza ASL 2018

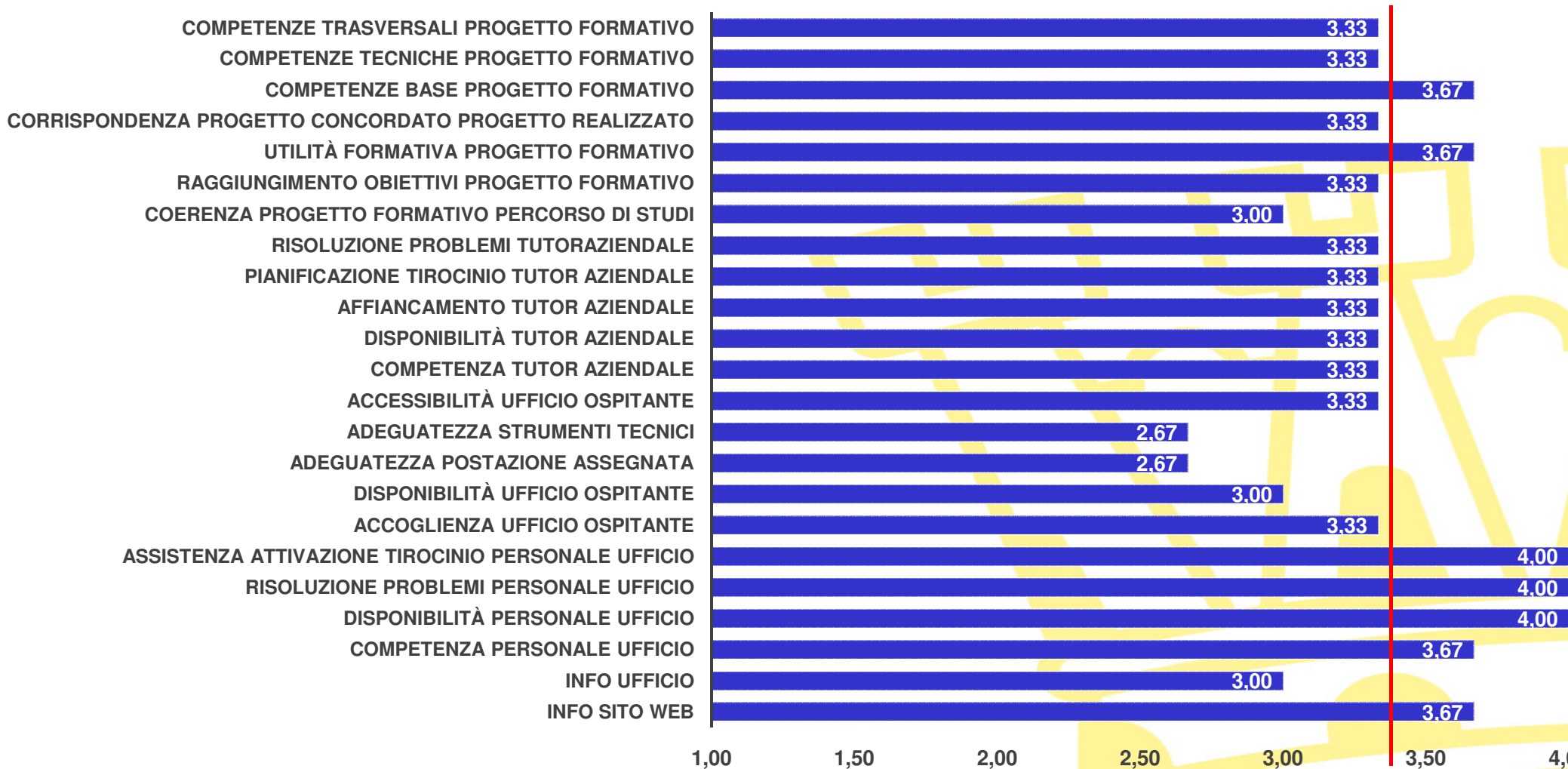


Alternanza ASL 2019



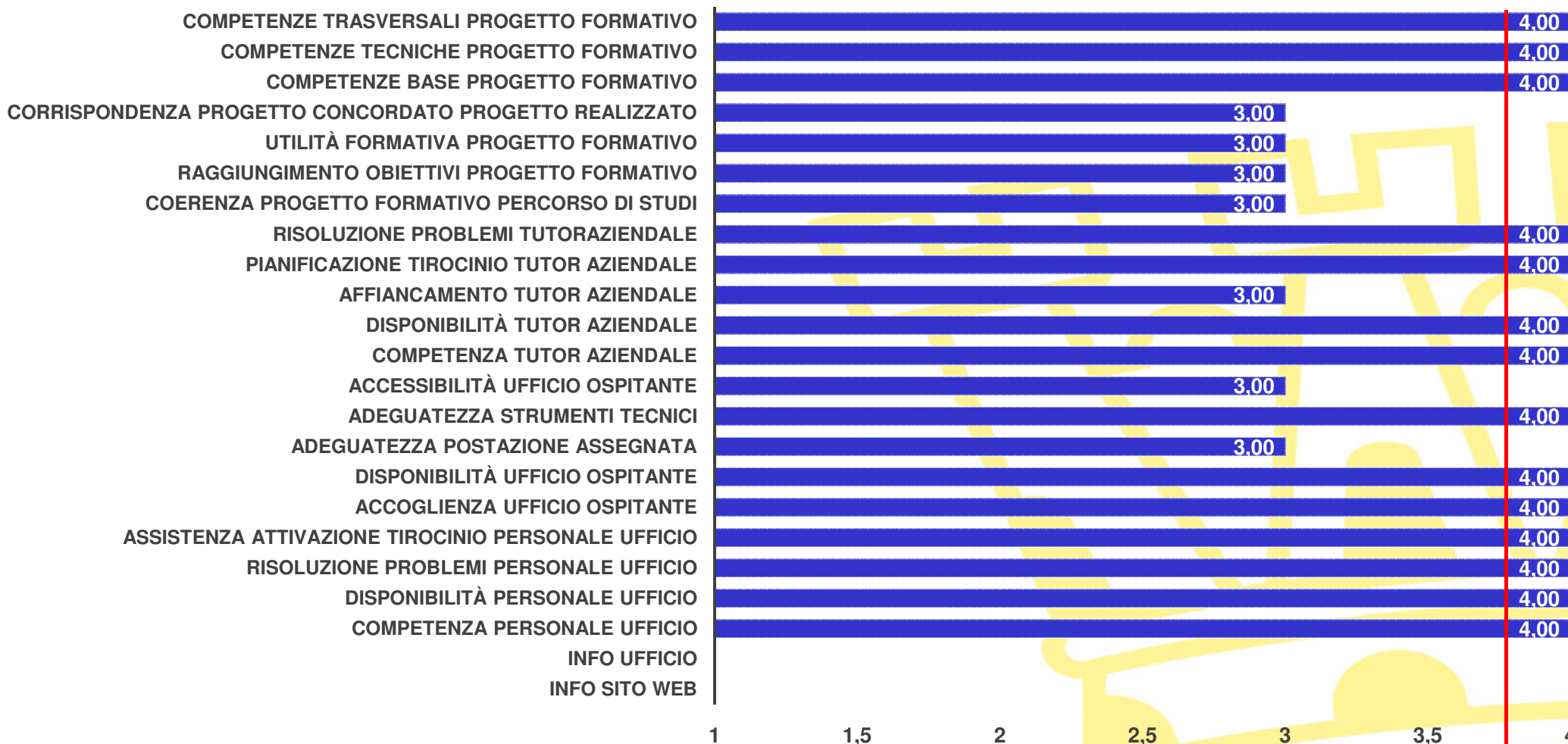
Ambiente-Ecosportello

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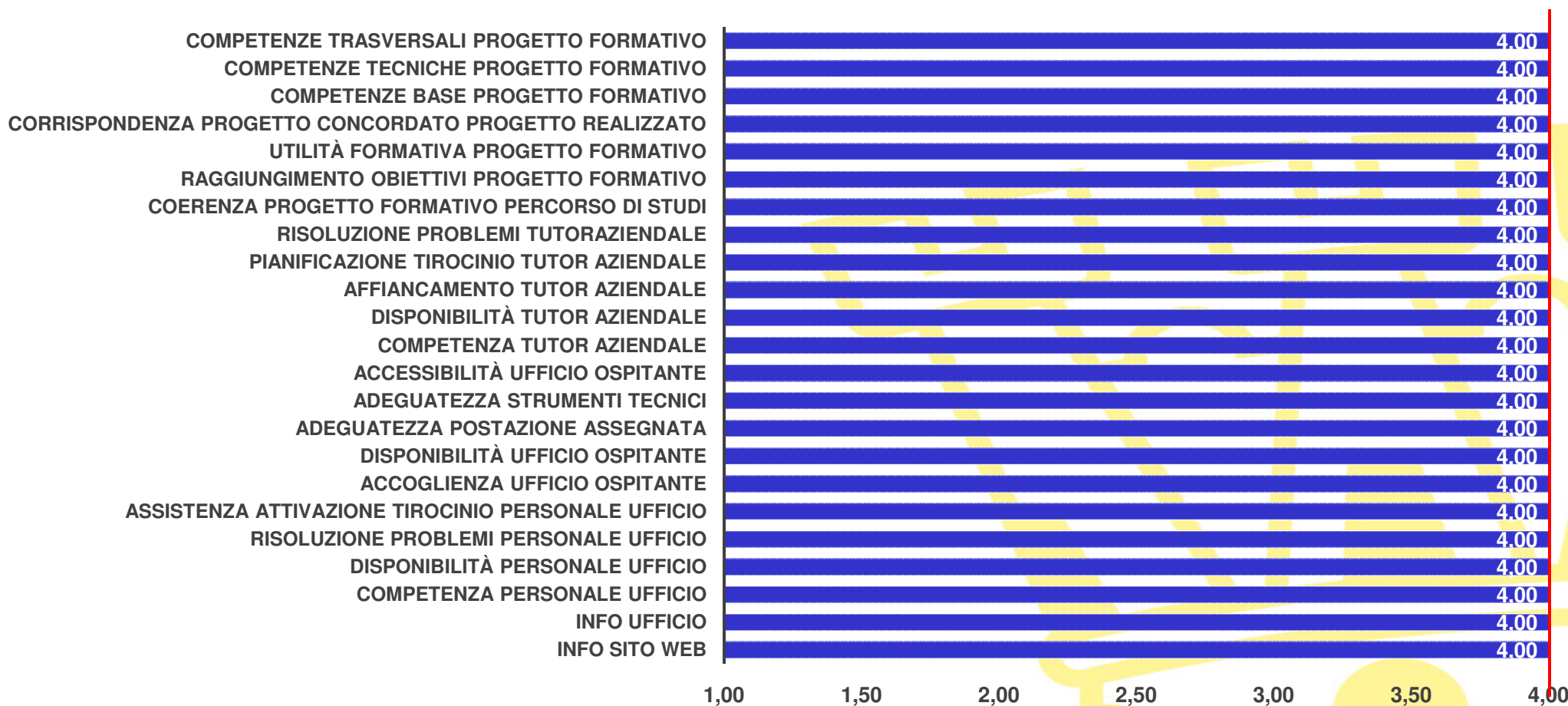
Ambiente- Suolo, Acque, Parco Adige, Elettromagnetismo

Media=3,67



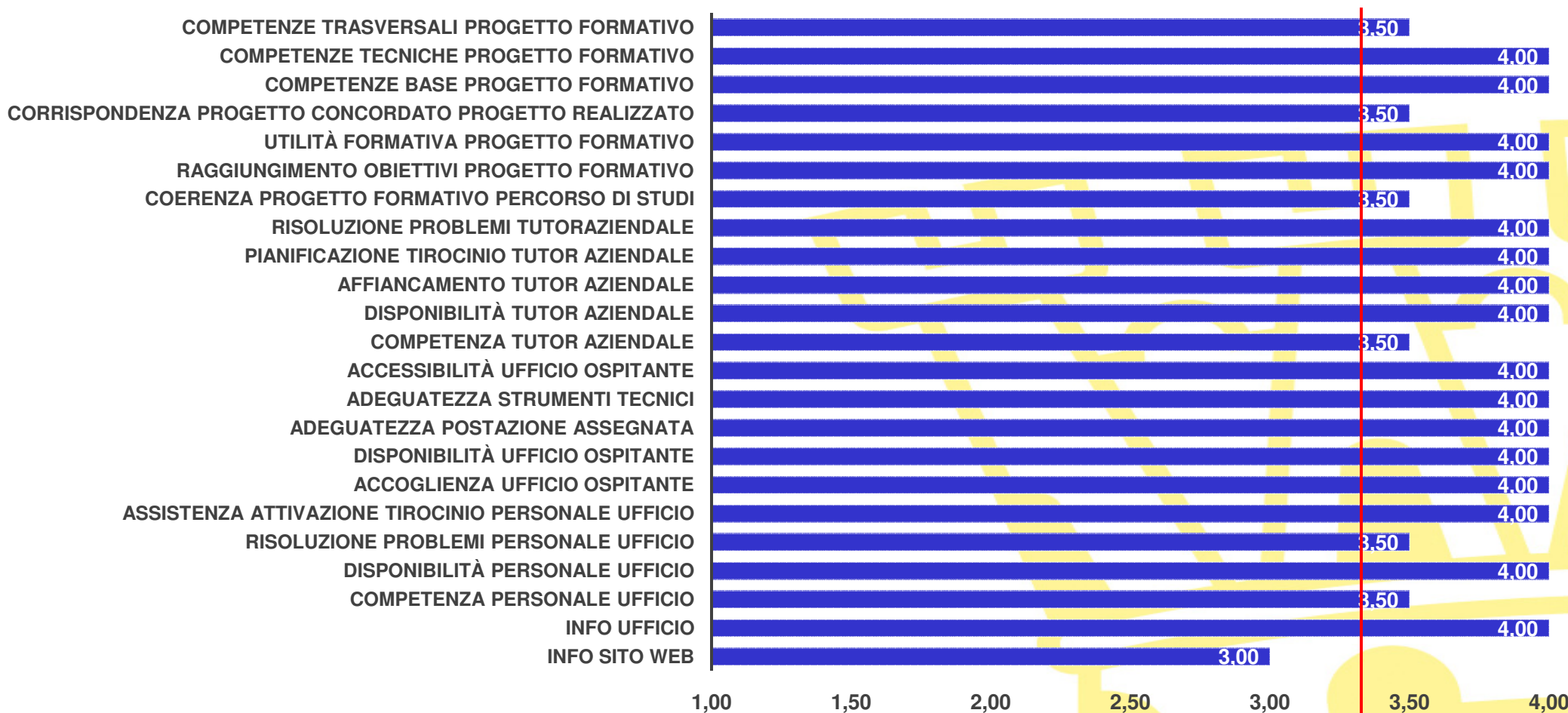
Area Lavori Pubblici e Responsabile Programma Triennale

Media=4,00



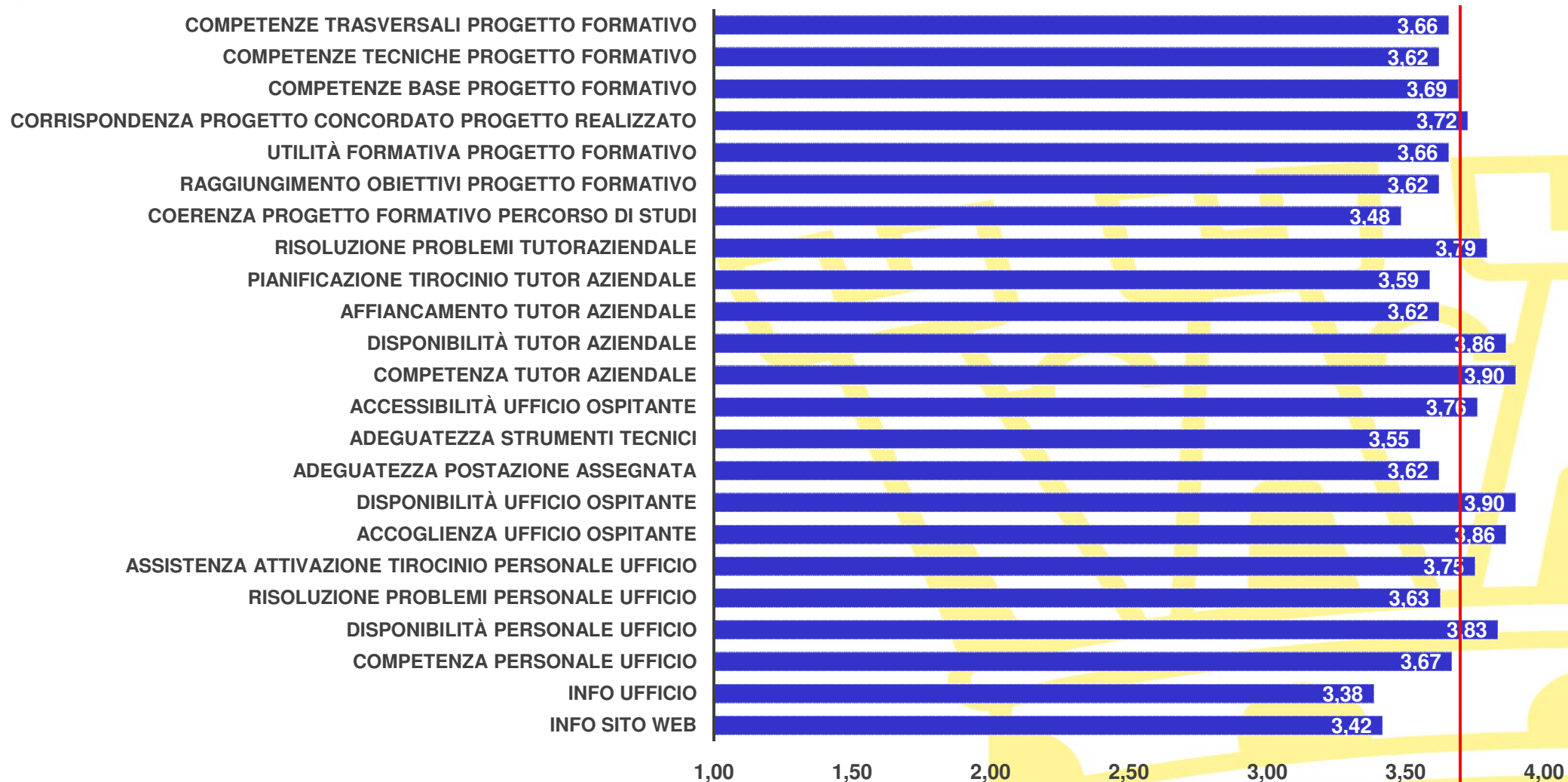
Audiovisivi

Media=3,83



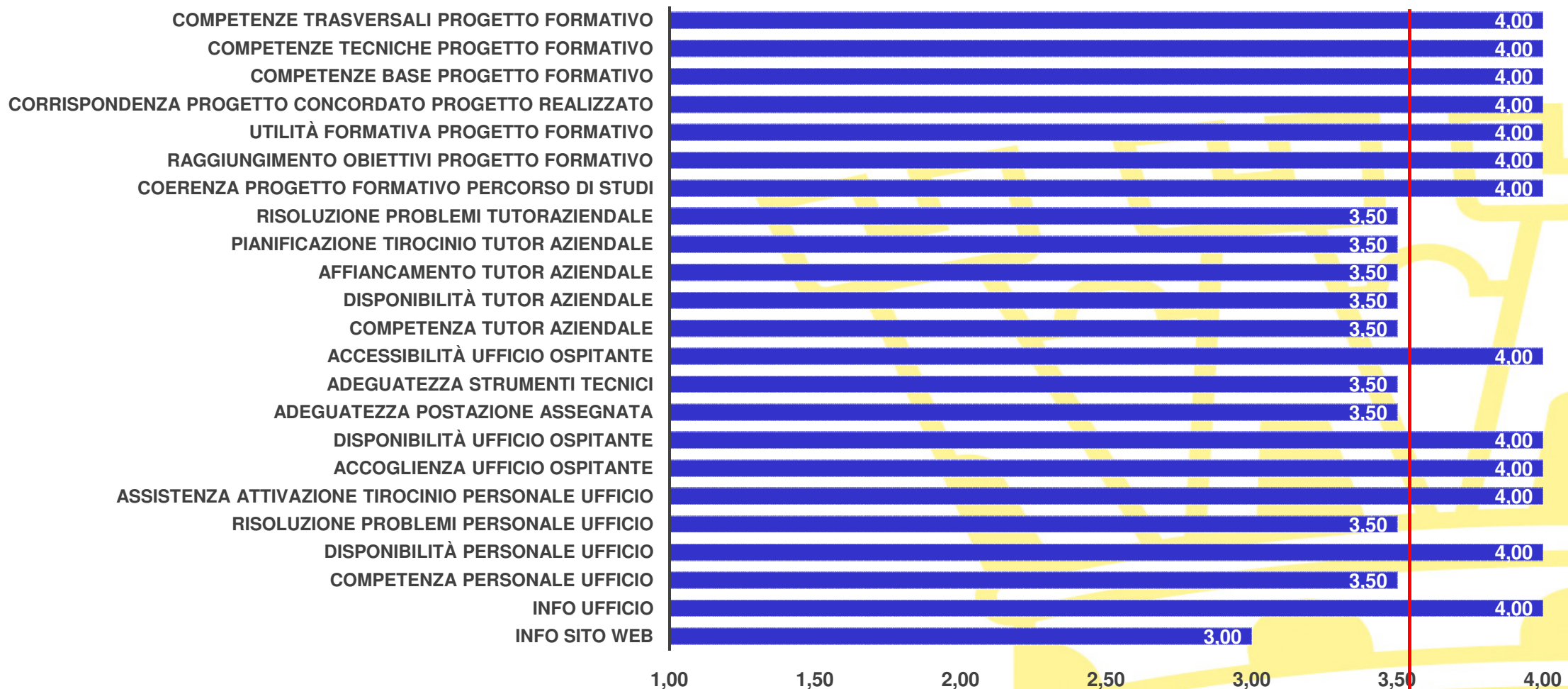
Biblioteca Civica

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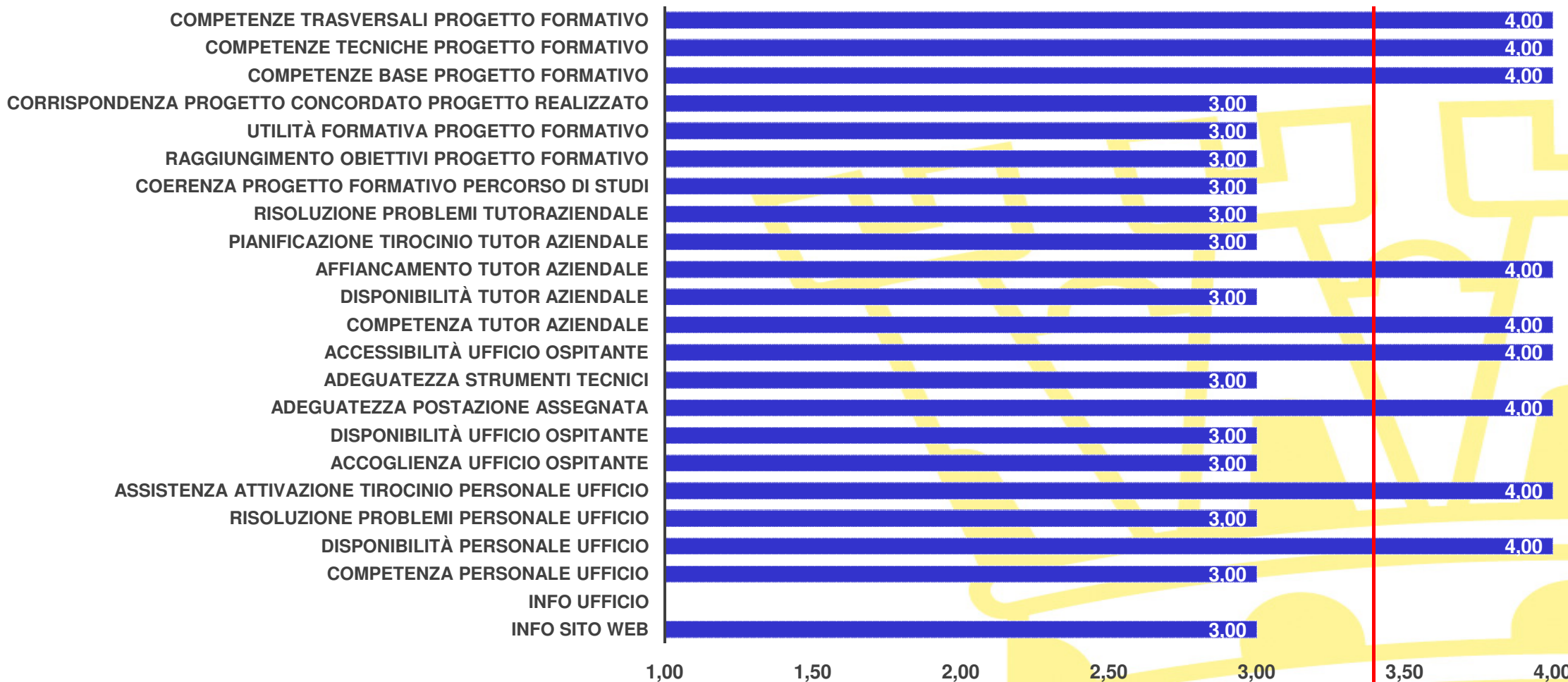
Biblioteche di Pubblica Lettura- Sede Centrale

Media=3,76



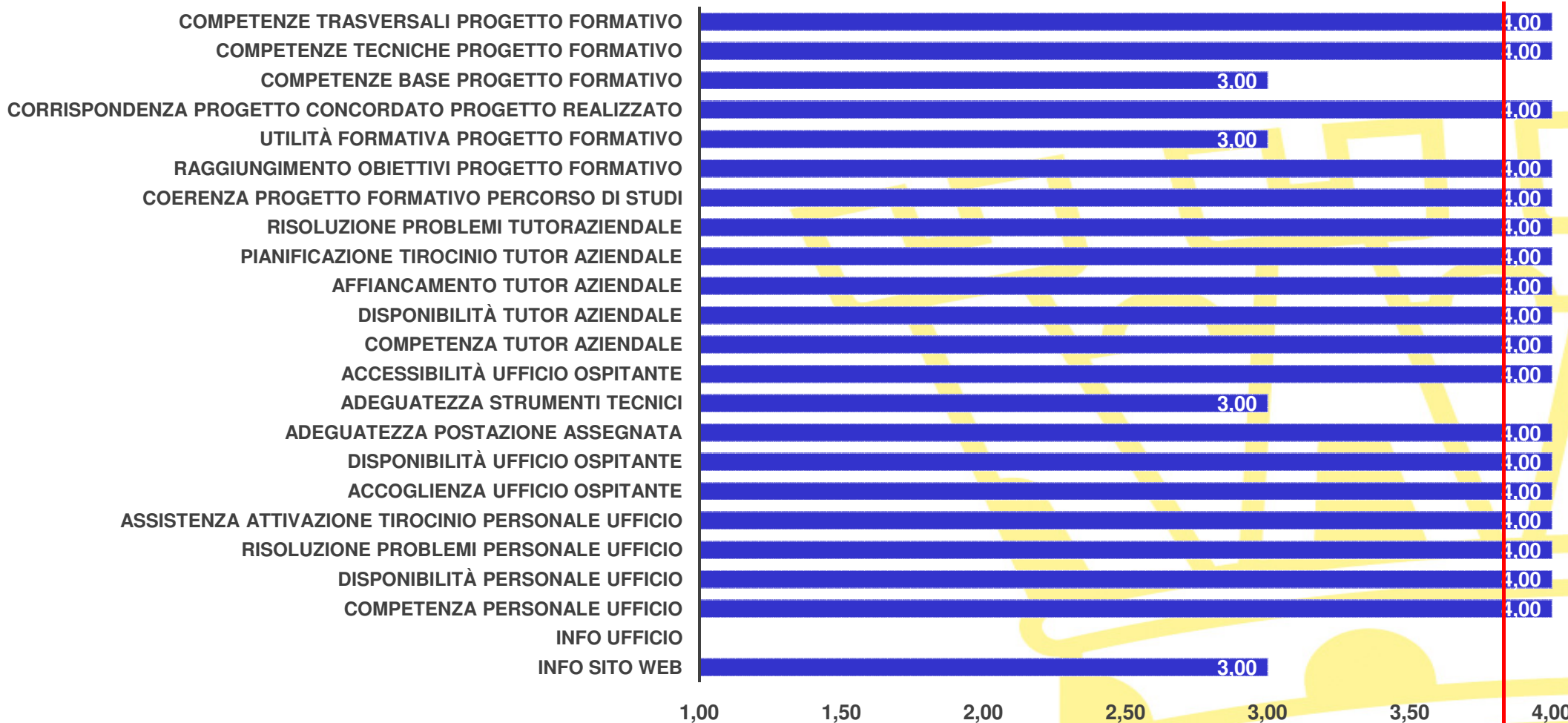
Centro Petra- Cultura delle Differenze e Pari Opportunità

Media=3,41



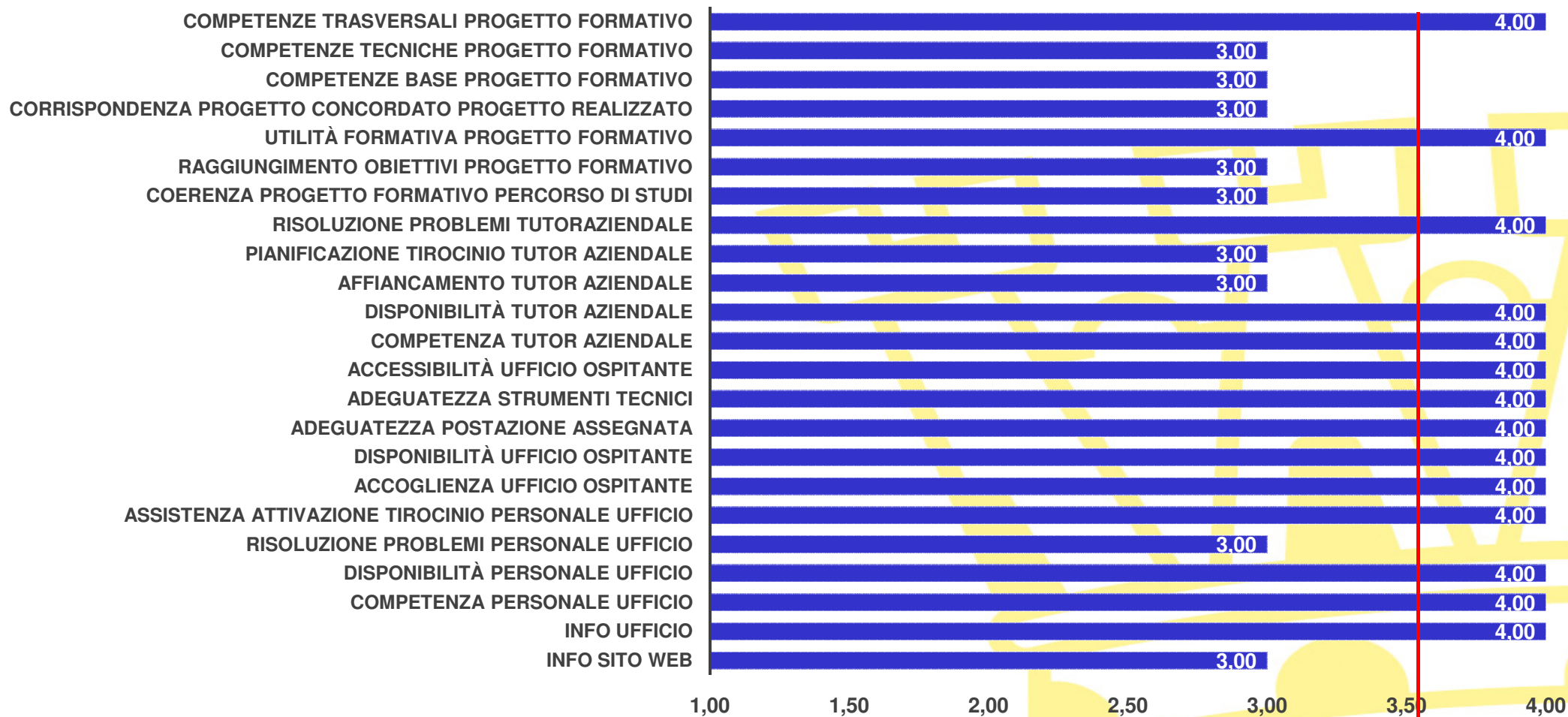
Commercio e attività produttive

Media=3,82



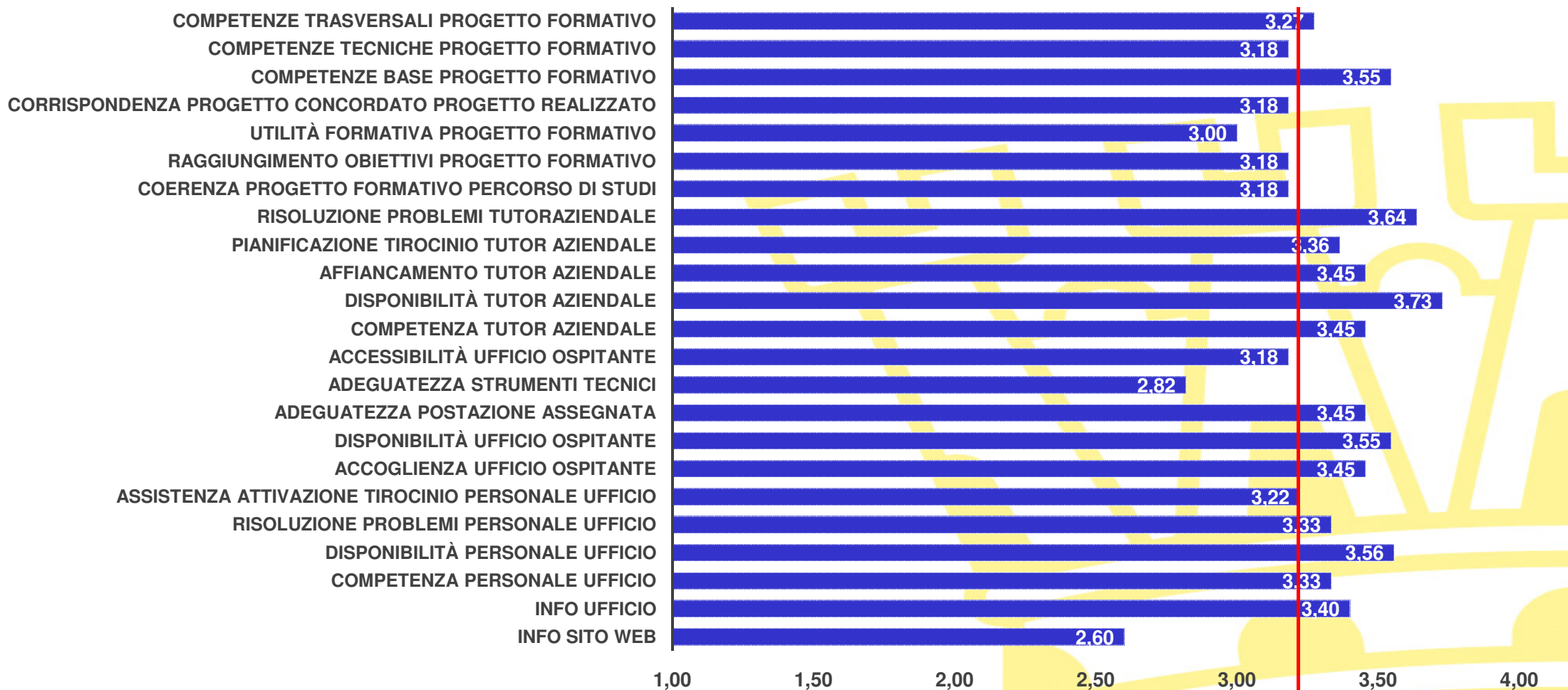
Area Comunicazione e Sistemi Telematica - Mobilità e Traffico

Media=3,61



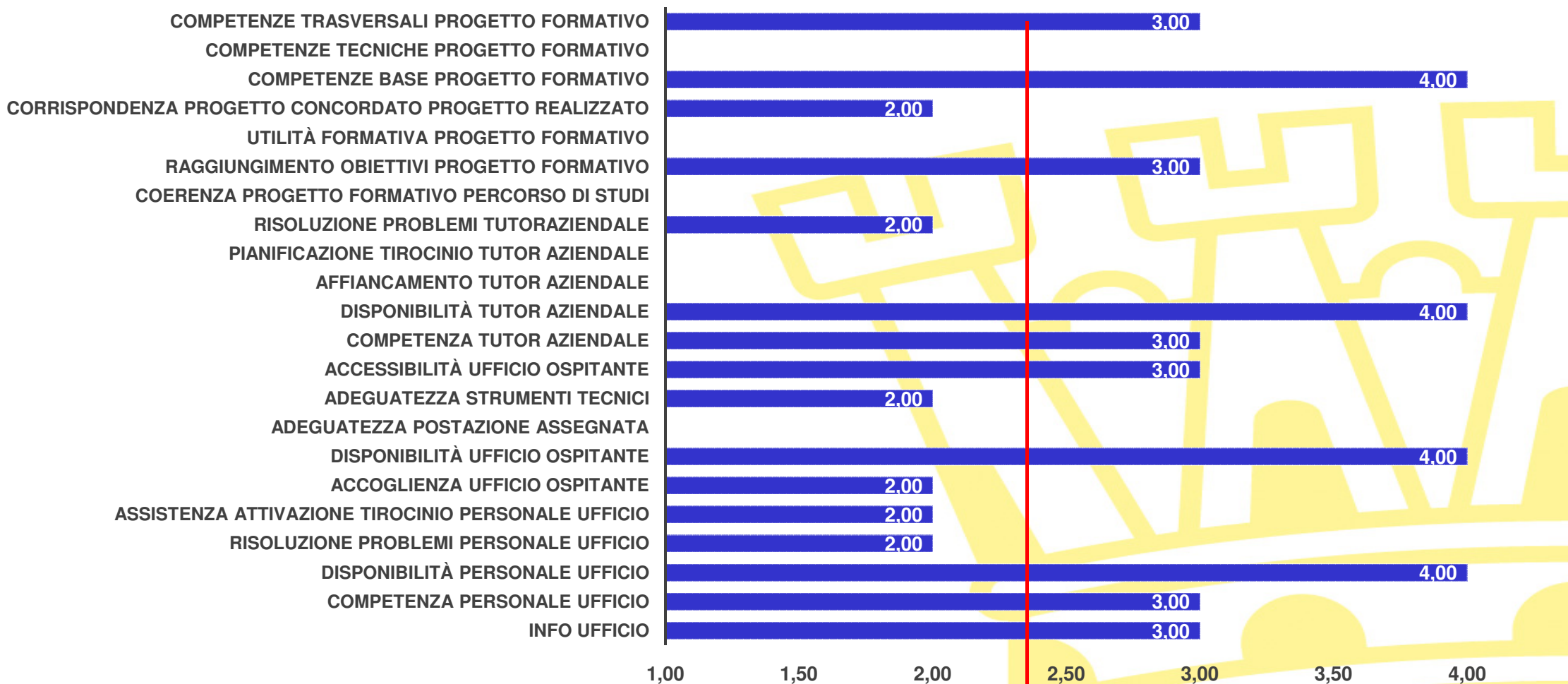
Area Cultura – Attività Didattica Area Cultura e Musei

Media=3,31



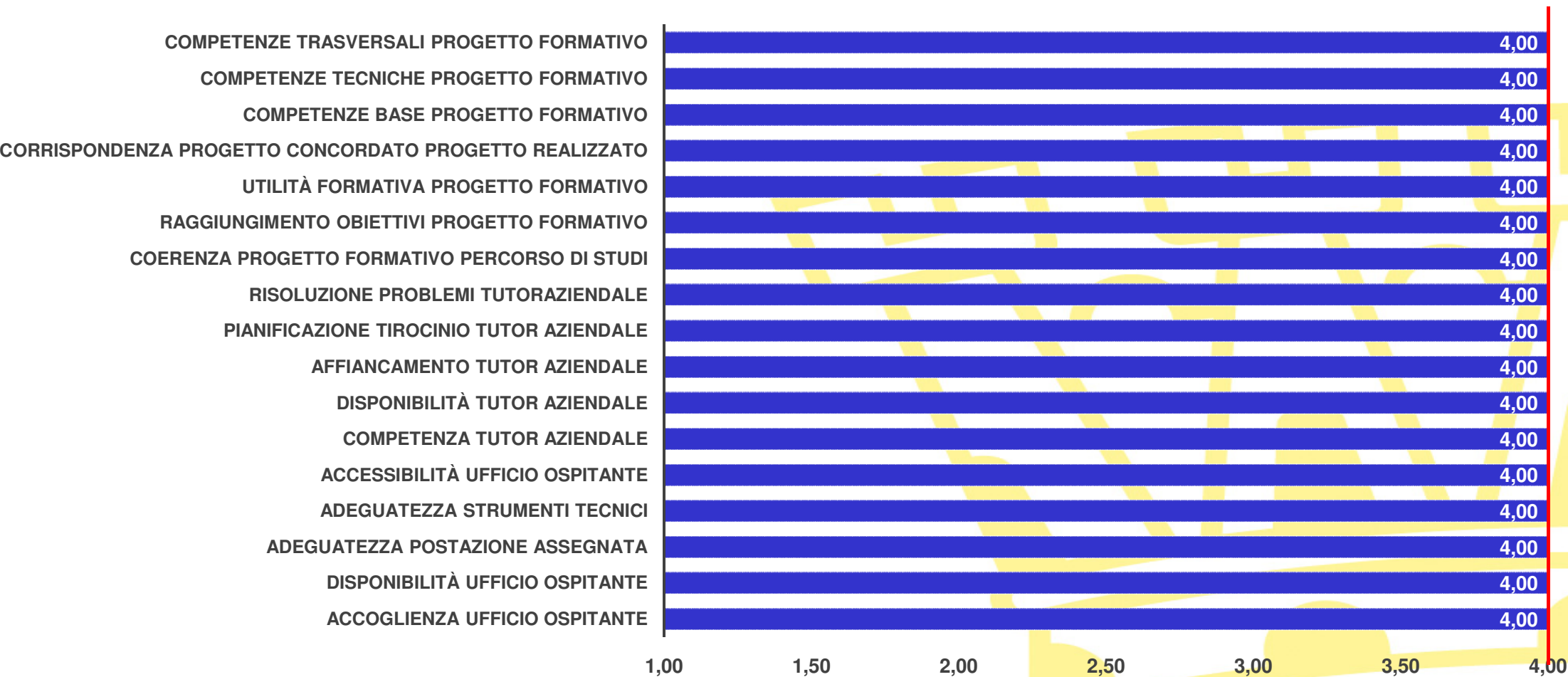
Area Cultura delle Differenze e Pari Opportunità- Sede Centrale

Media=2,36

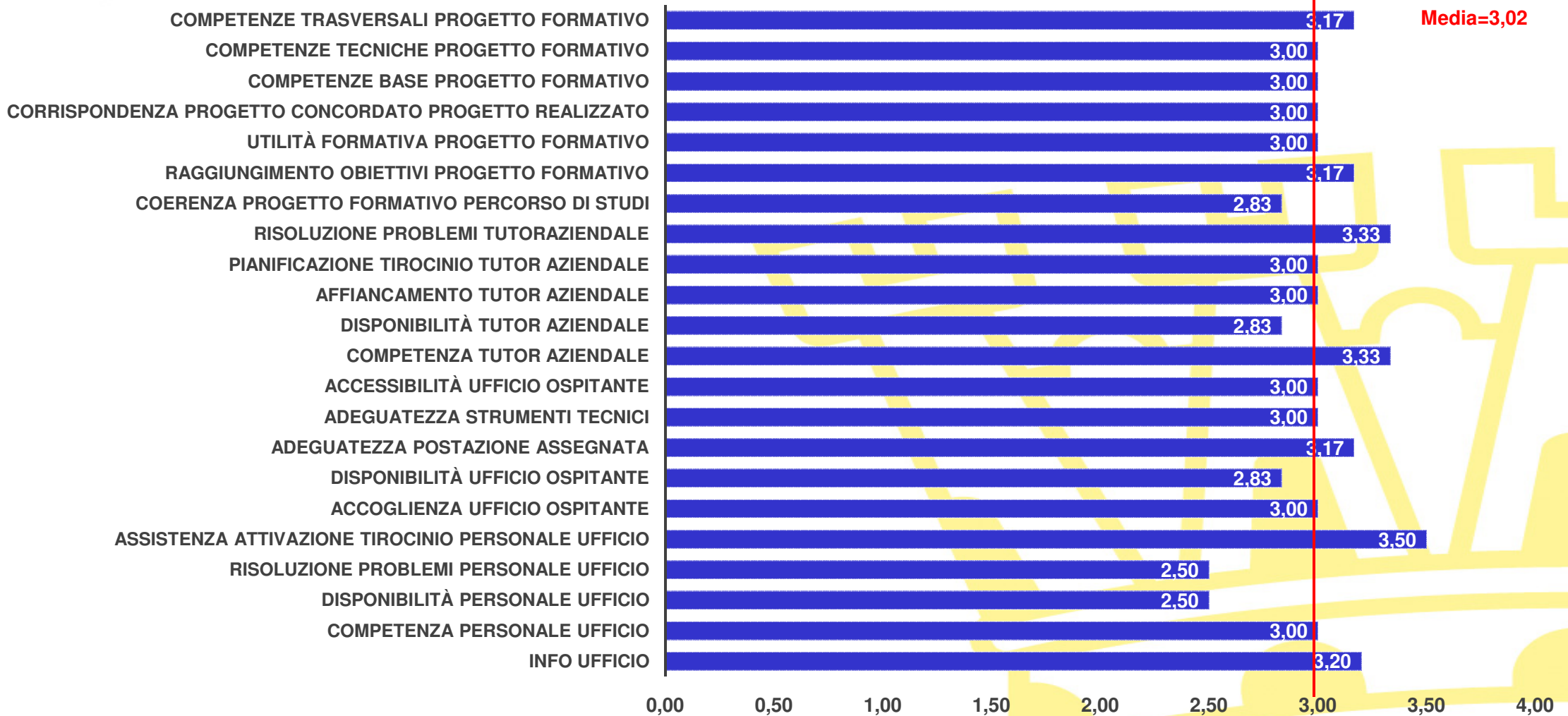


Edilizia Sportiva

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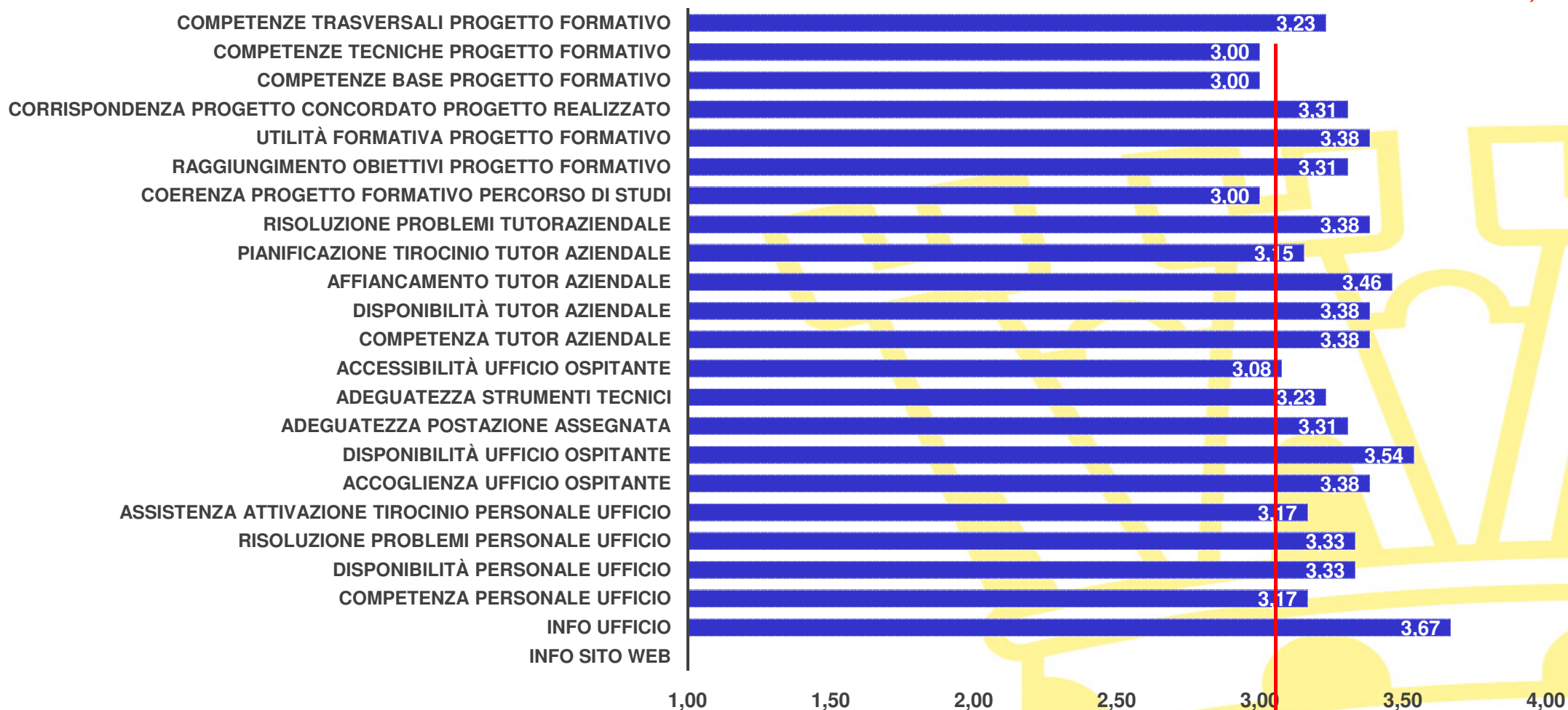


Galleria d'Arte Moderna

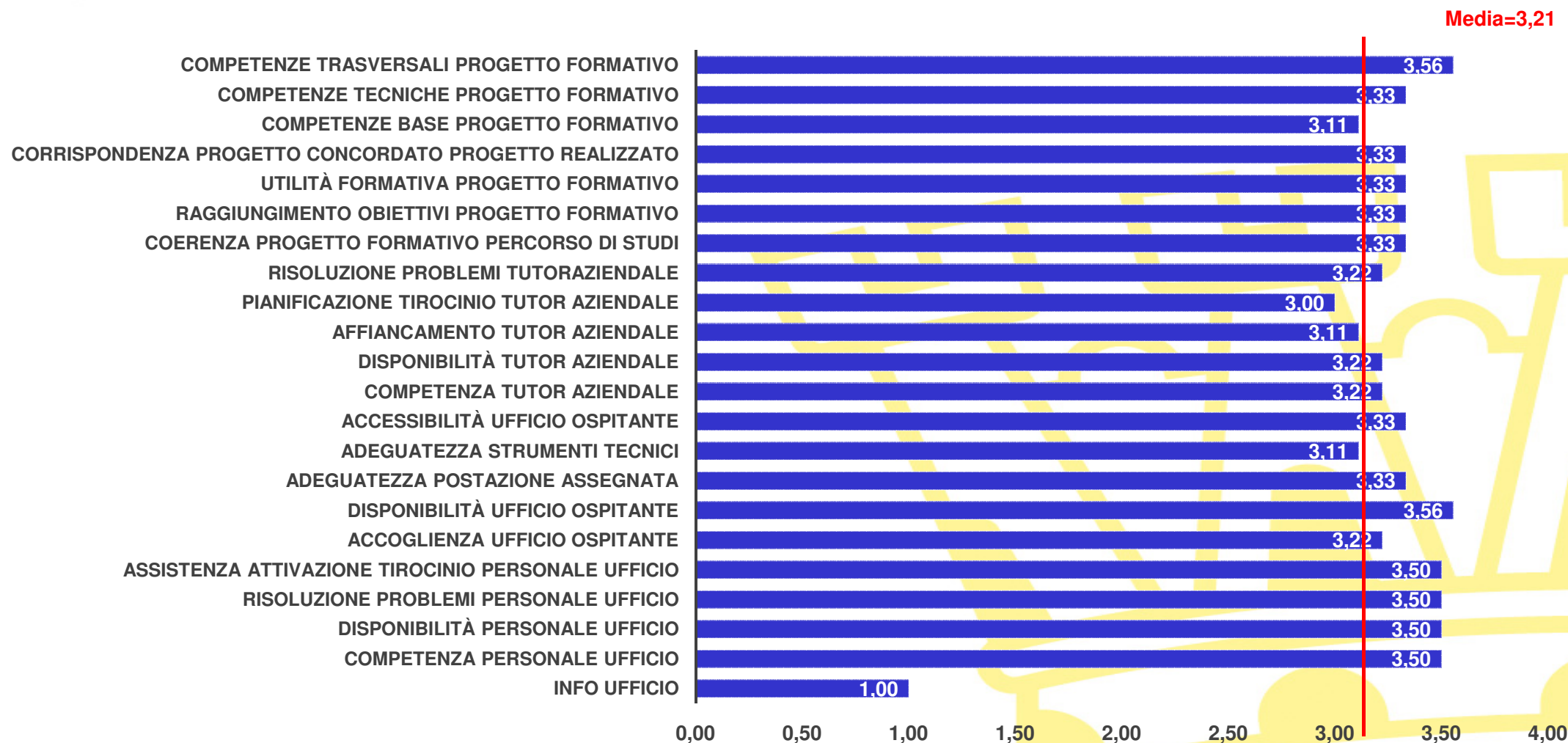


Istruzione - Asilo nido

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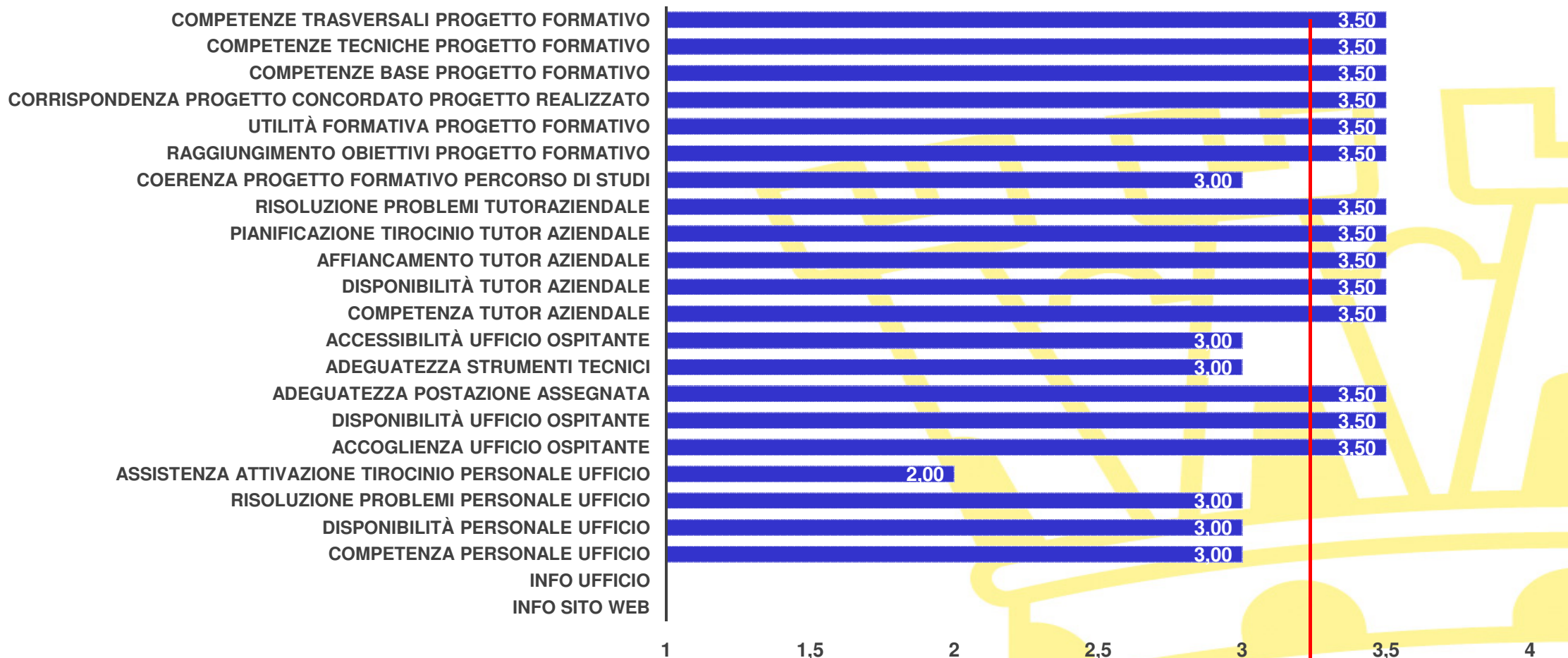


Istruzione – Scuole Materne



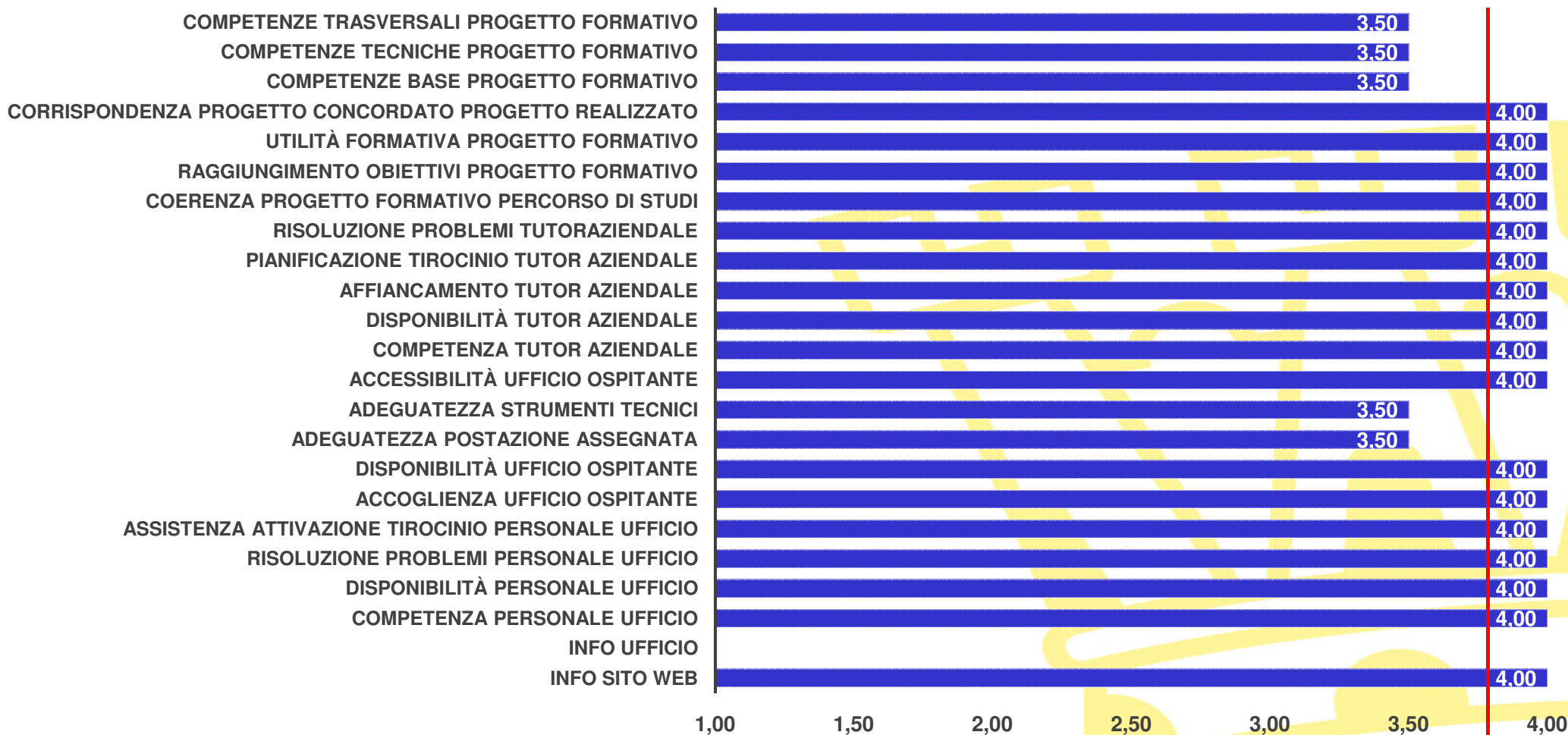
Galleria d'Arte Moderna Manifestazioni ed Eventi – Tocati – Area Cultura e Turismo

Media=3,29



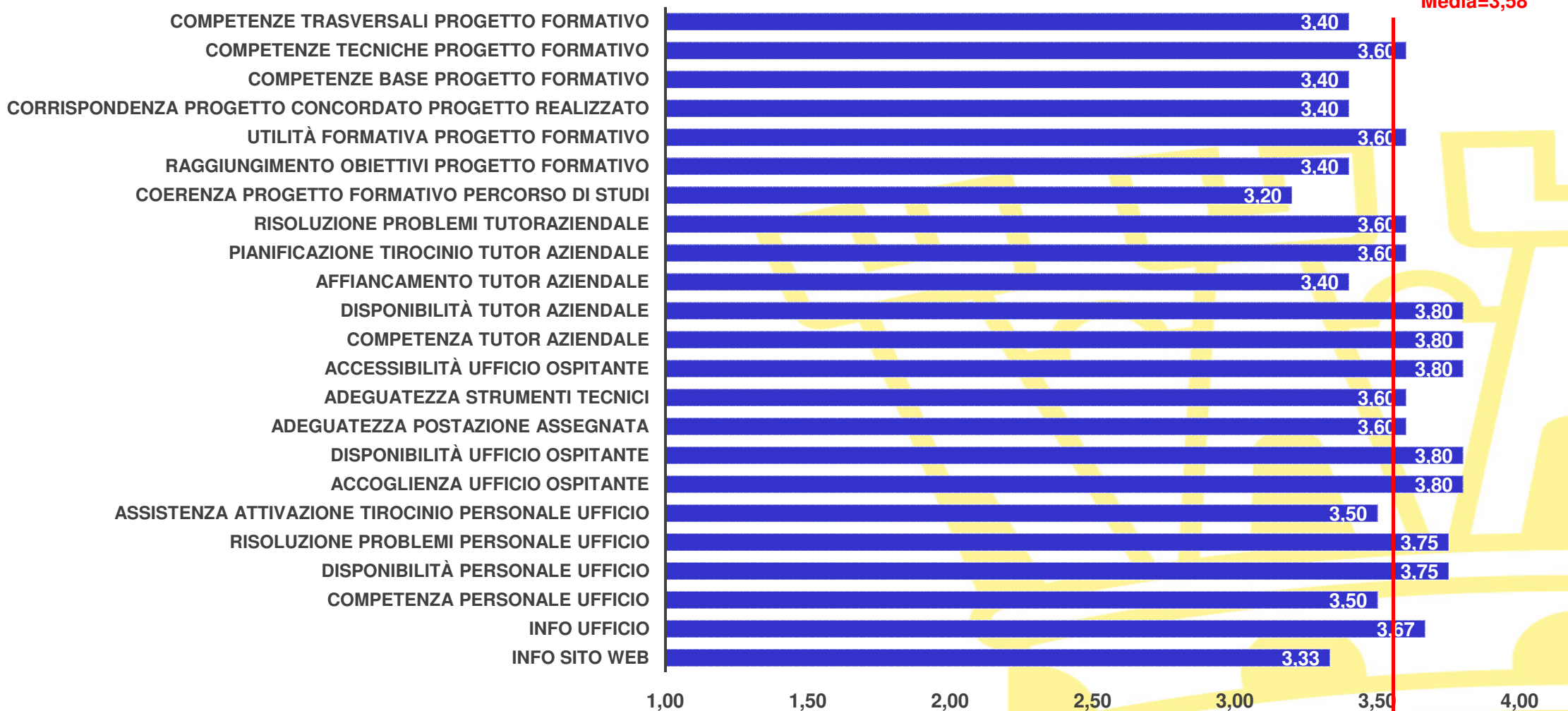
Museo Castelvecchio – Biblioteca d'arte, Catalogazione, Mostre

Media=3,89

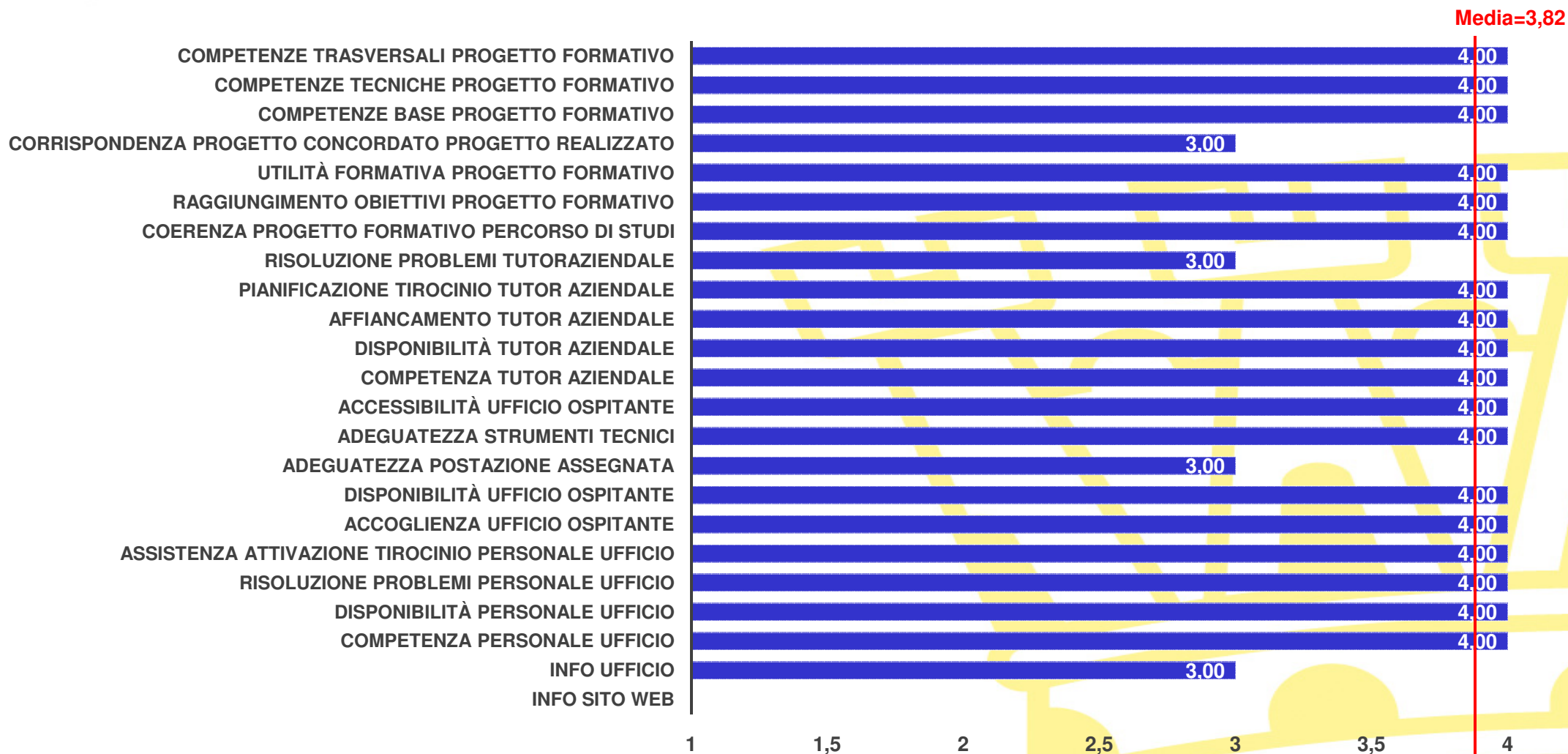


Museo di Storia Naturale – Didattica e comunicazione

Media=3,58

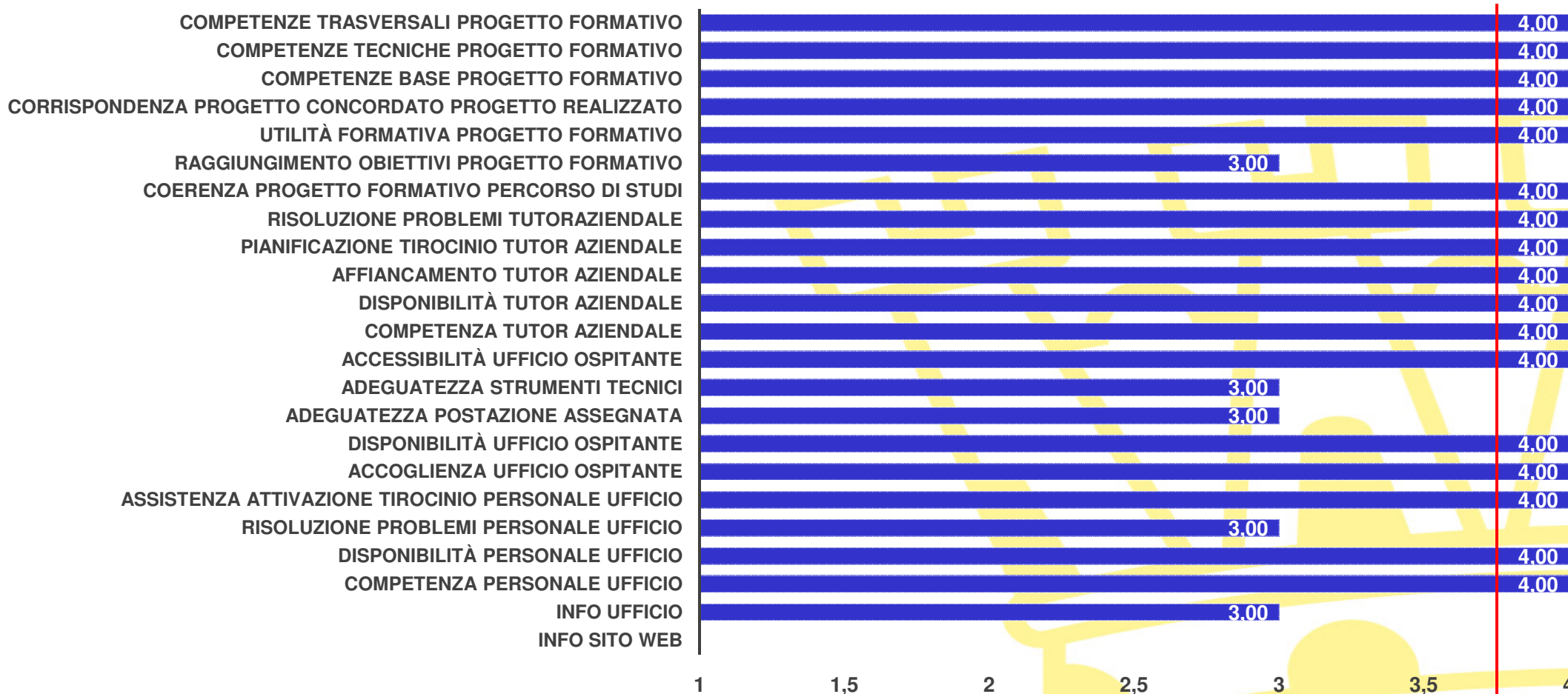


Museo di Storia Naturale – Geologia, Paleontologia



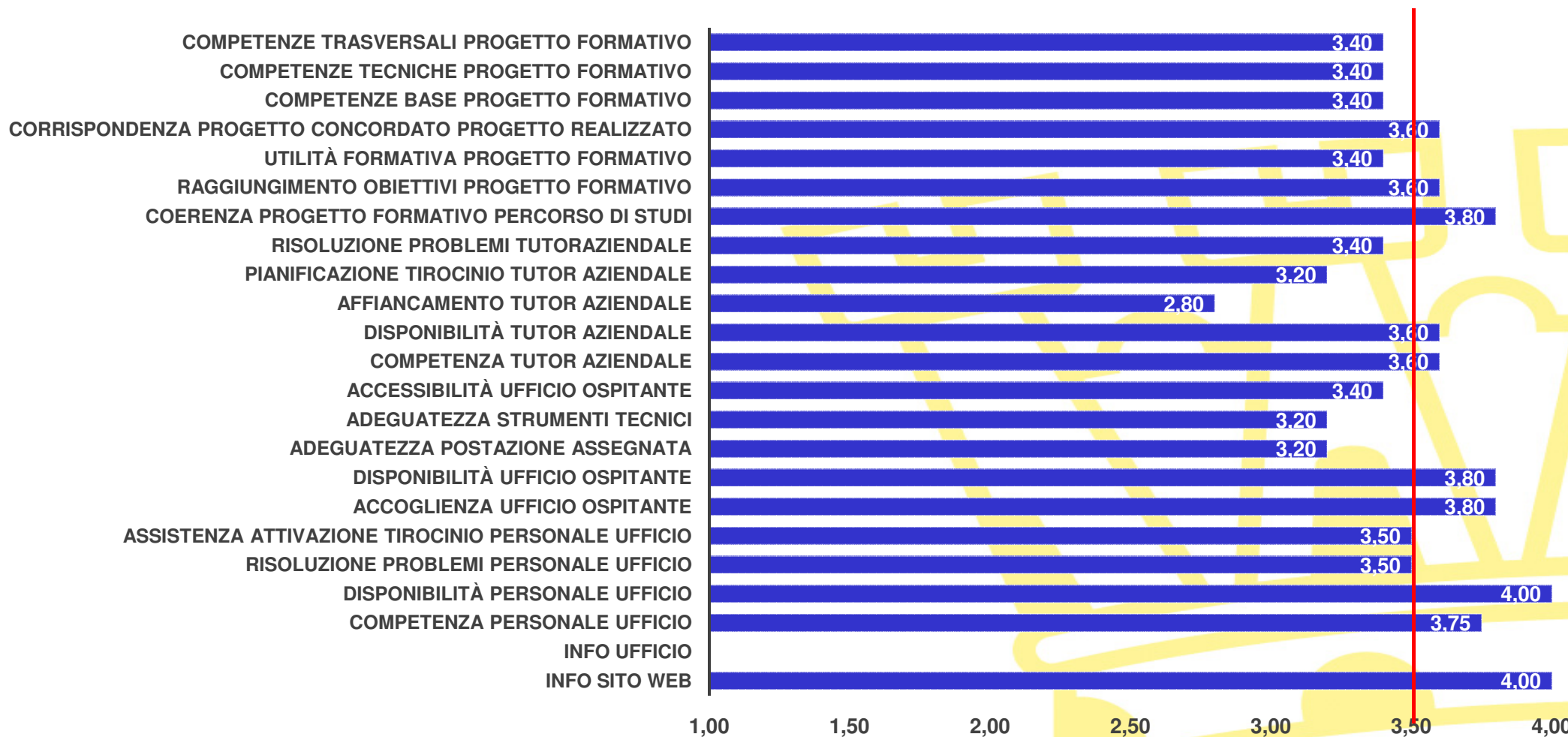
Museo di Storia Naturale – Preistoria

Media=3,77



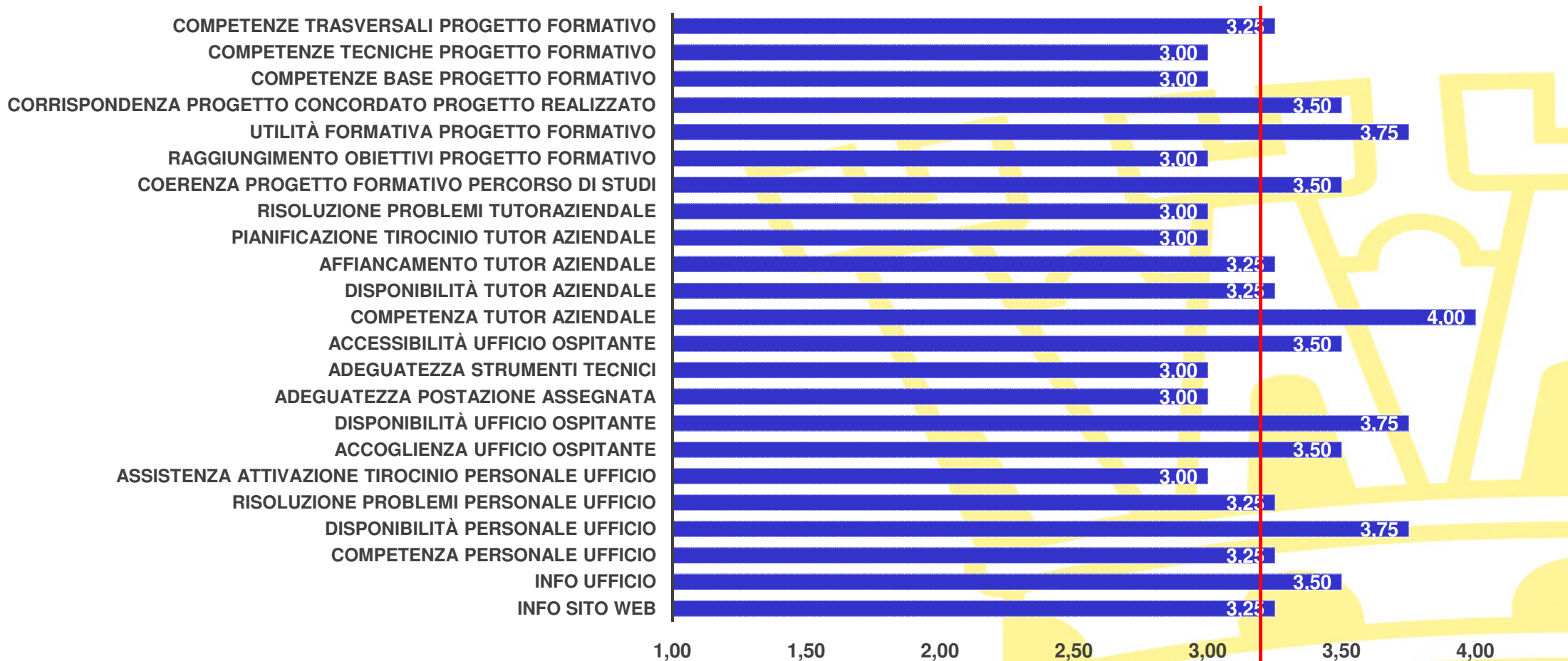
Museo di Storia Naturale – Zoologia

Media=3,52



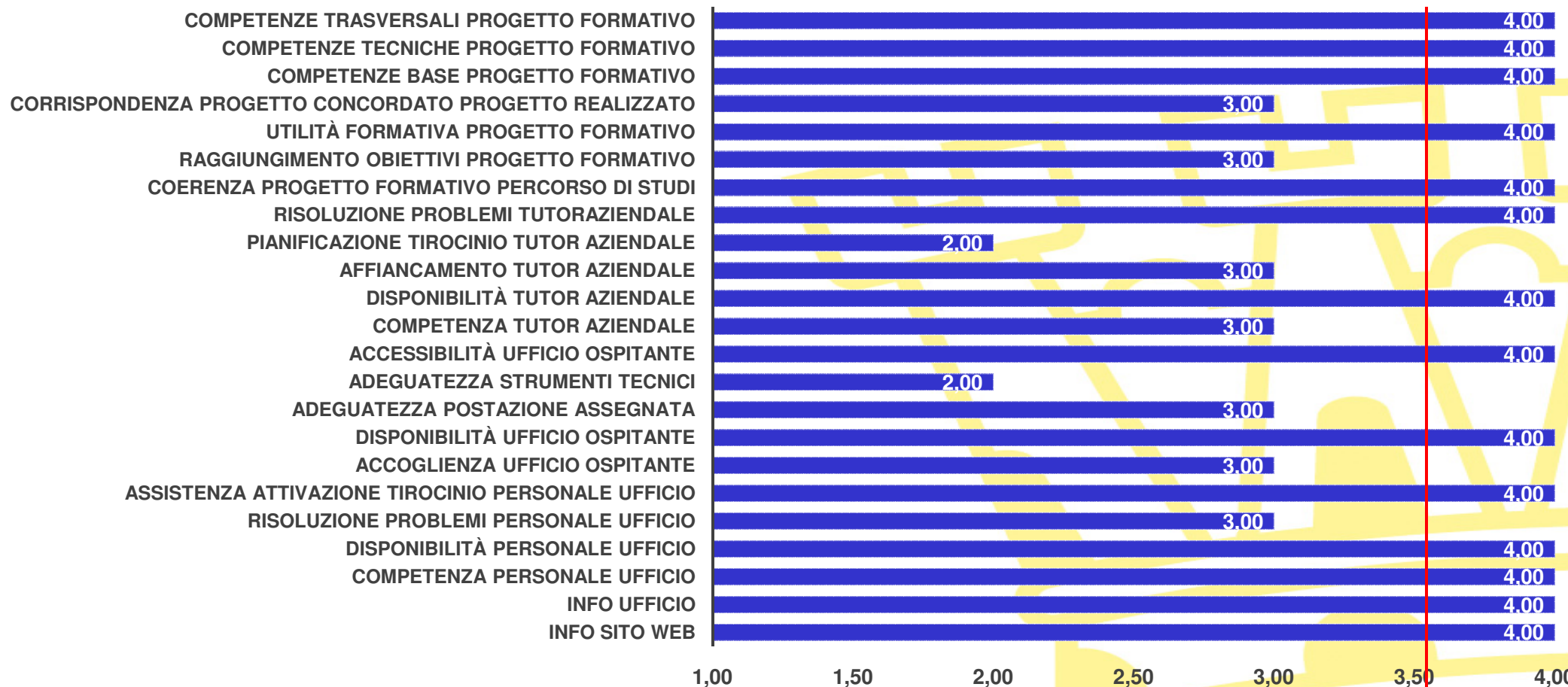
Personale – Rapporti di Lavoro Sistema Informativo del Personale

Media=3,32



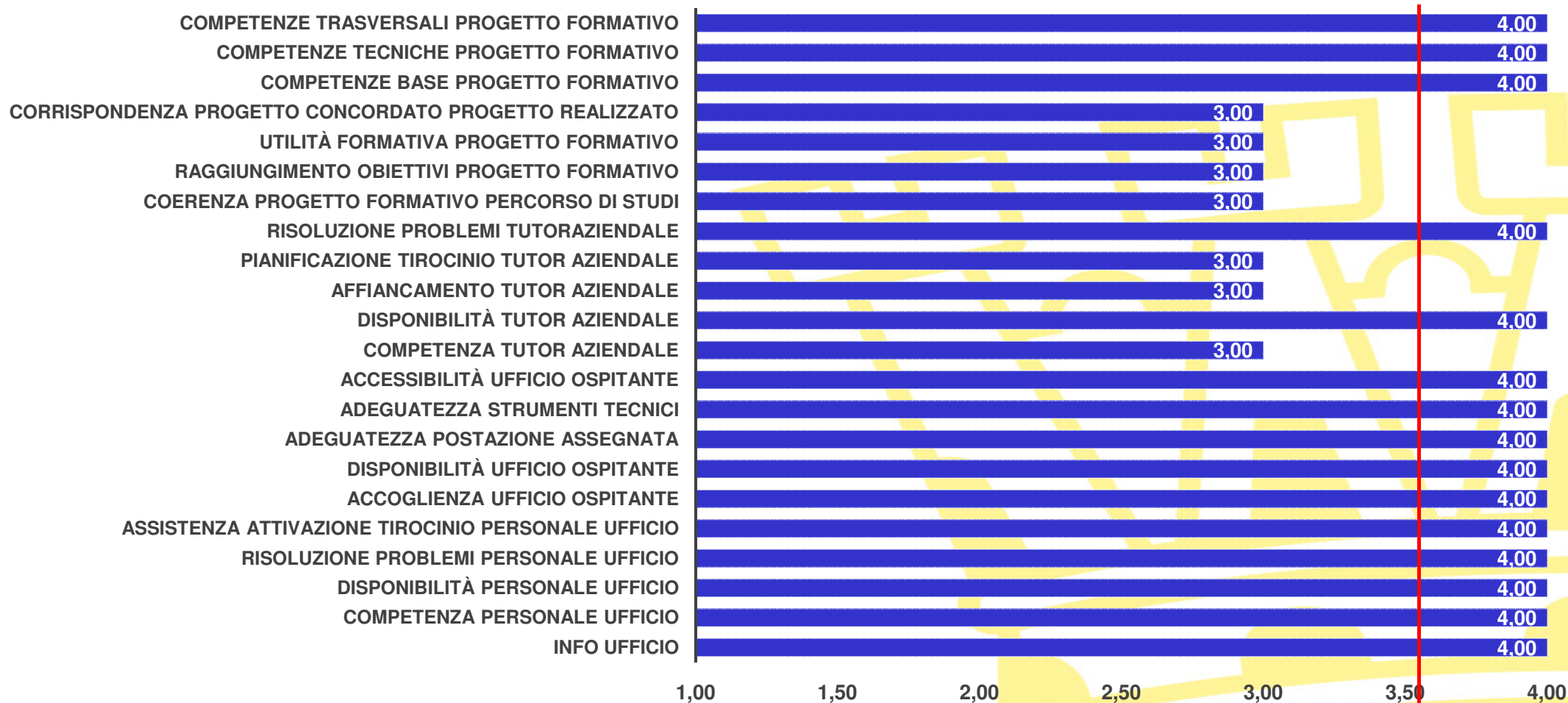
Pianificazione Territorio – Autorizzazioni Paesaggistiche

Media=3,52



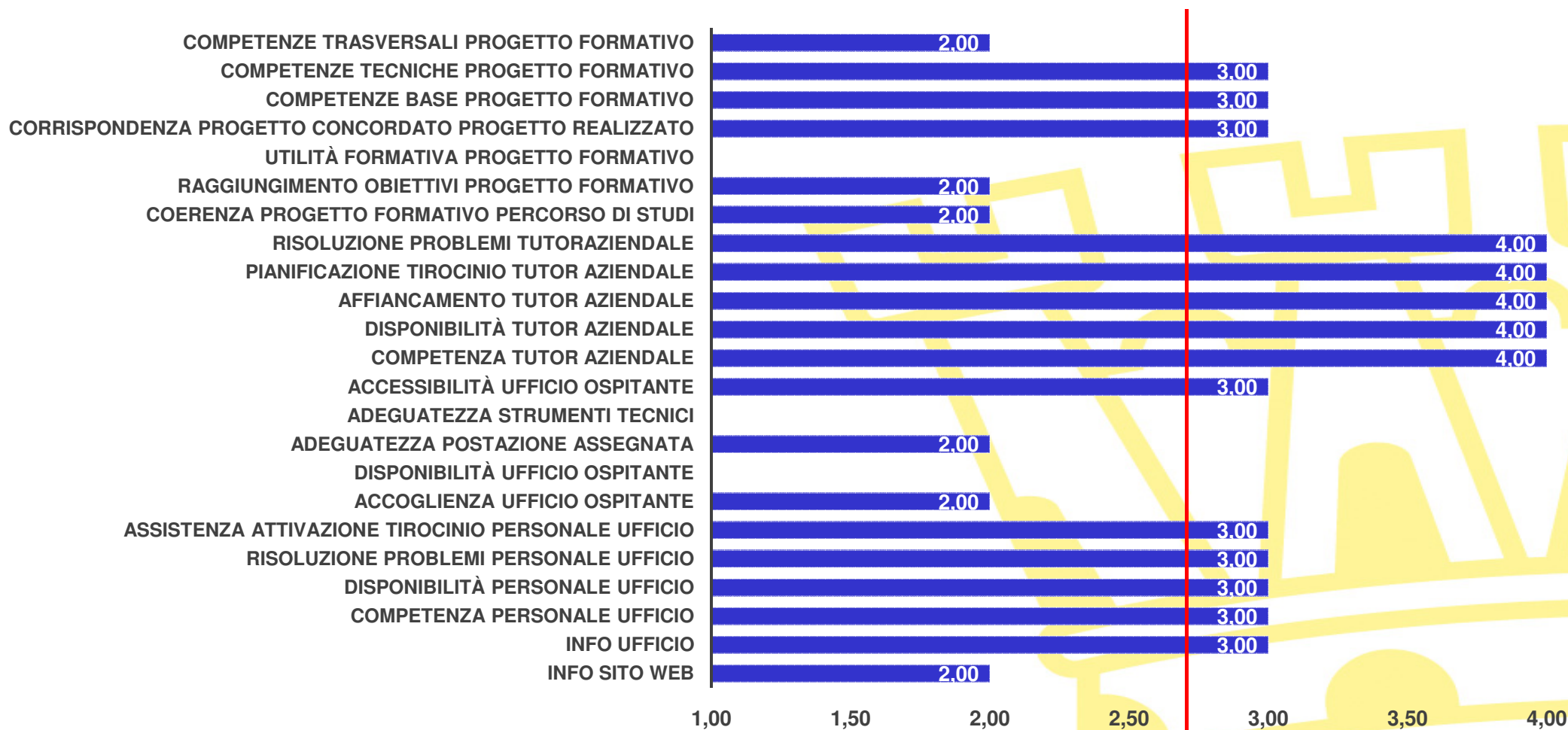
Promozione lavoro

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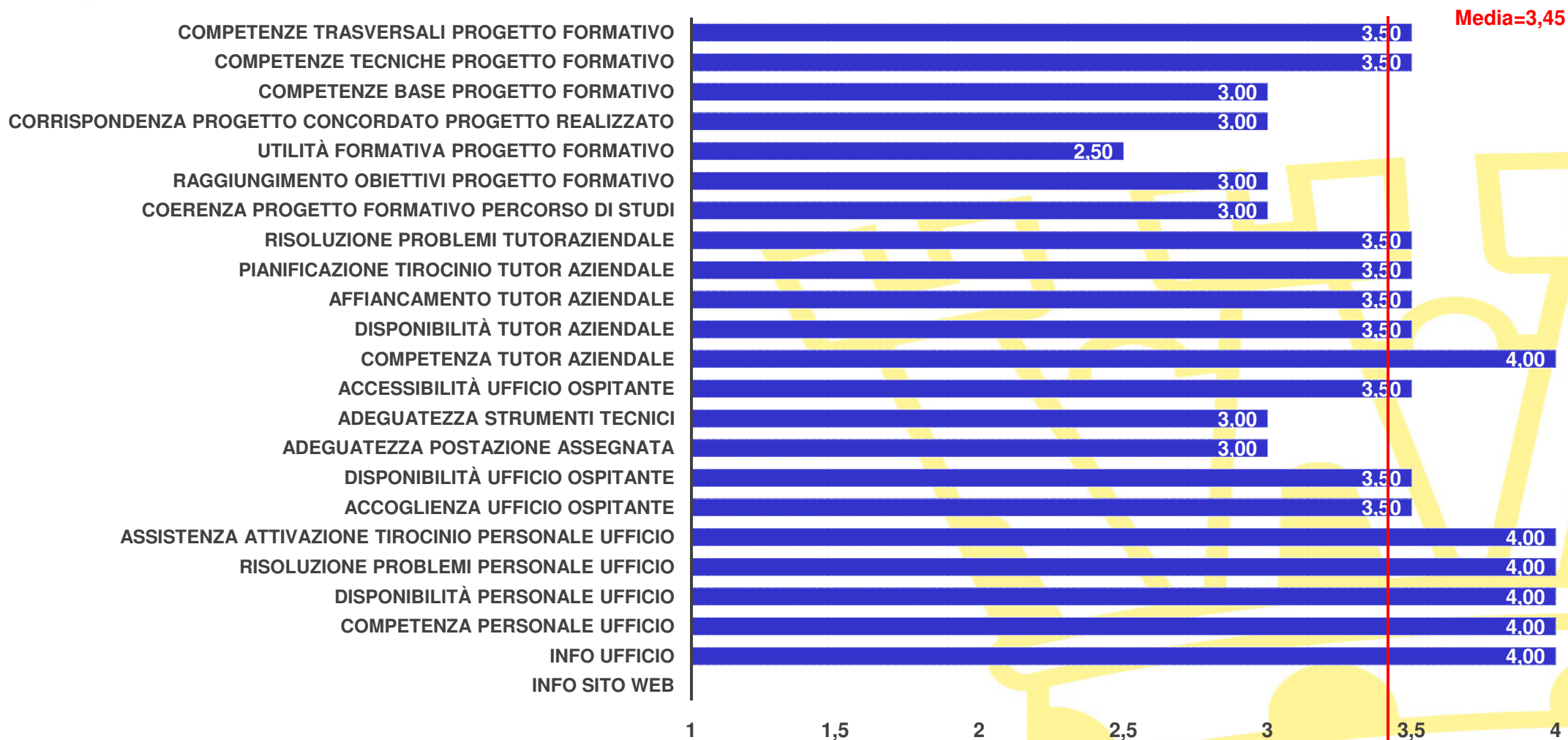


Segreteria del Consiglio

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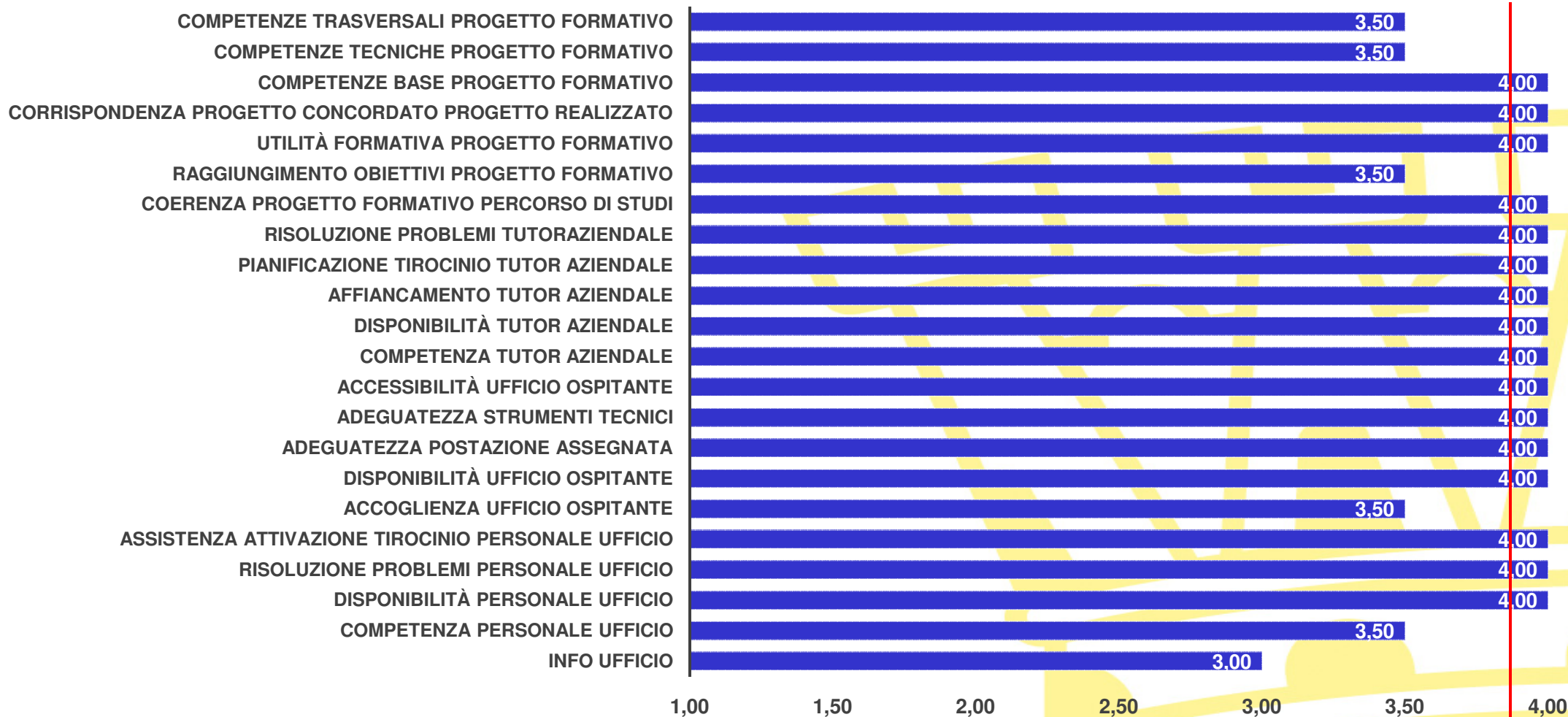


Servizi Sociali – CST1

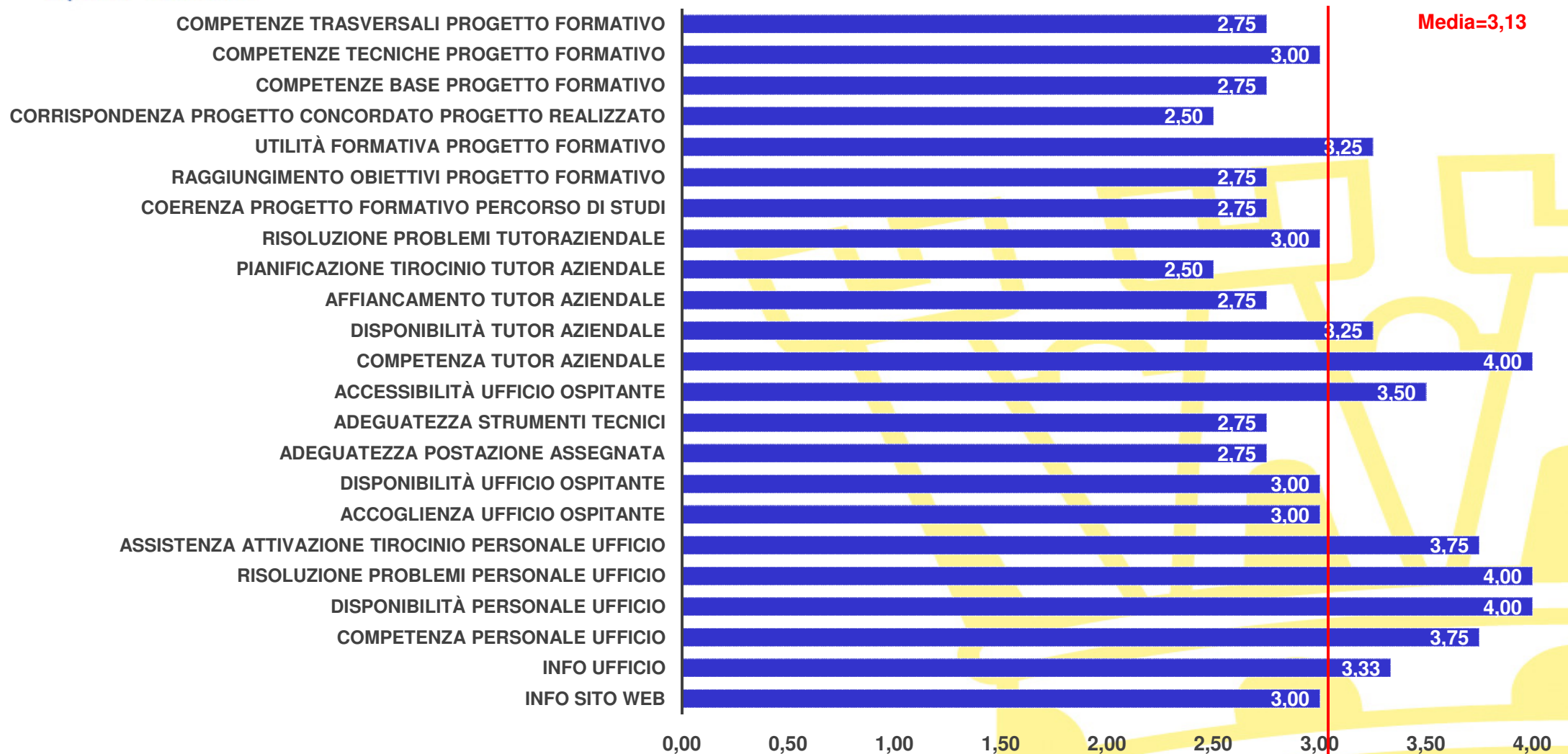


Servizi Sociali – CST2

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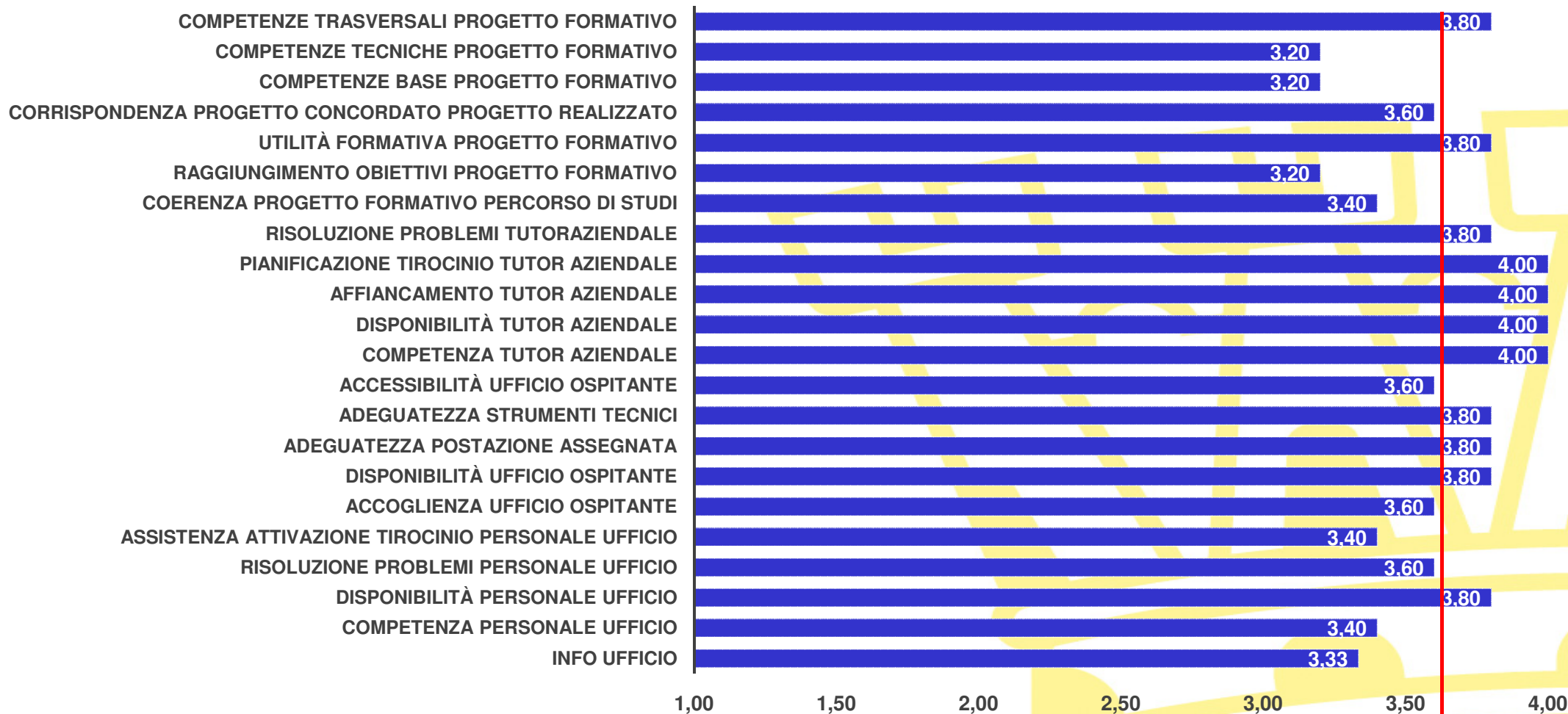


Servizi Sociali – CST4



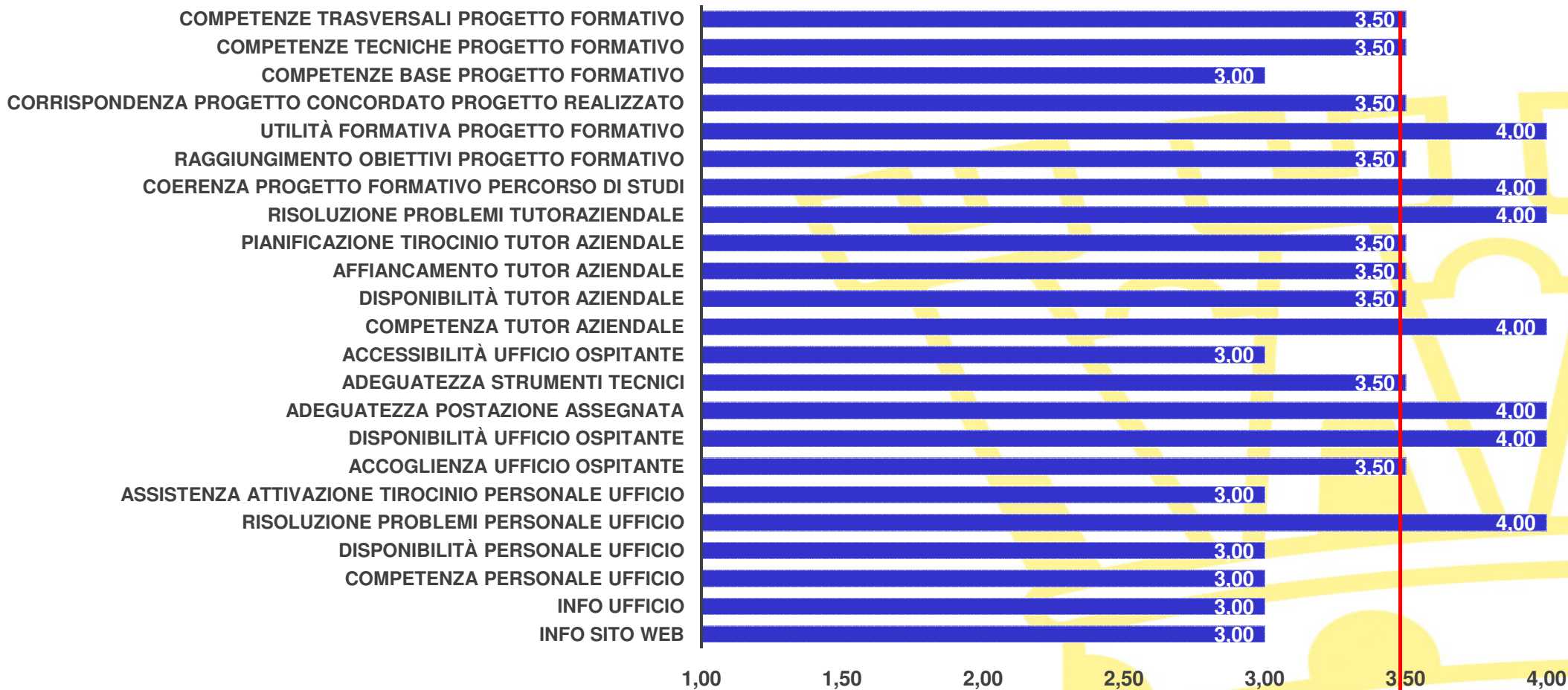
Servizi Sociali – CST5

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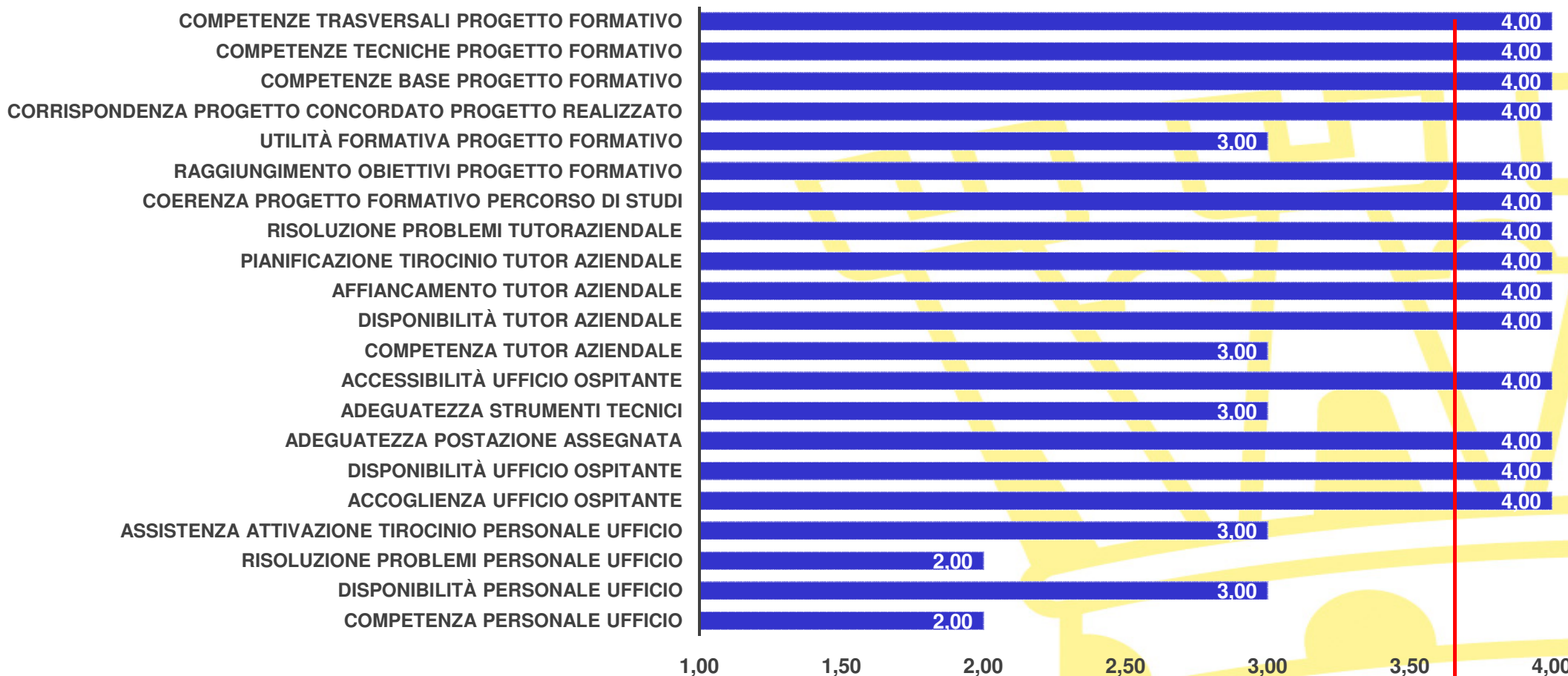
Servizi Sociali – Sede Centrale

Media=3,50



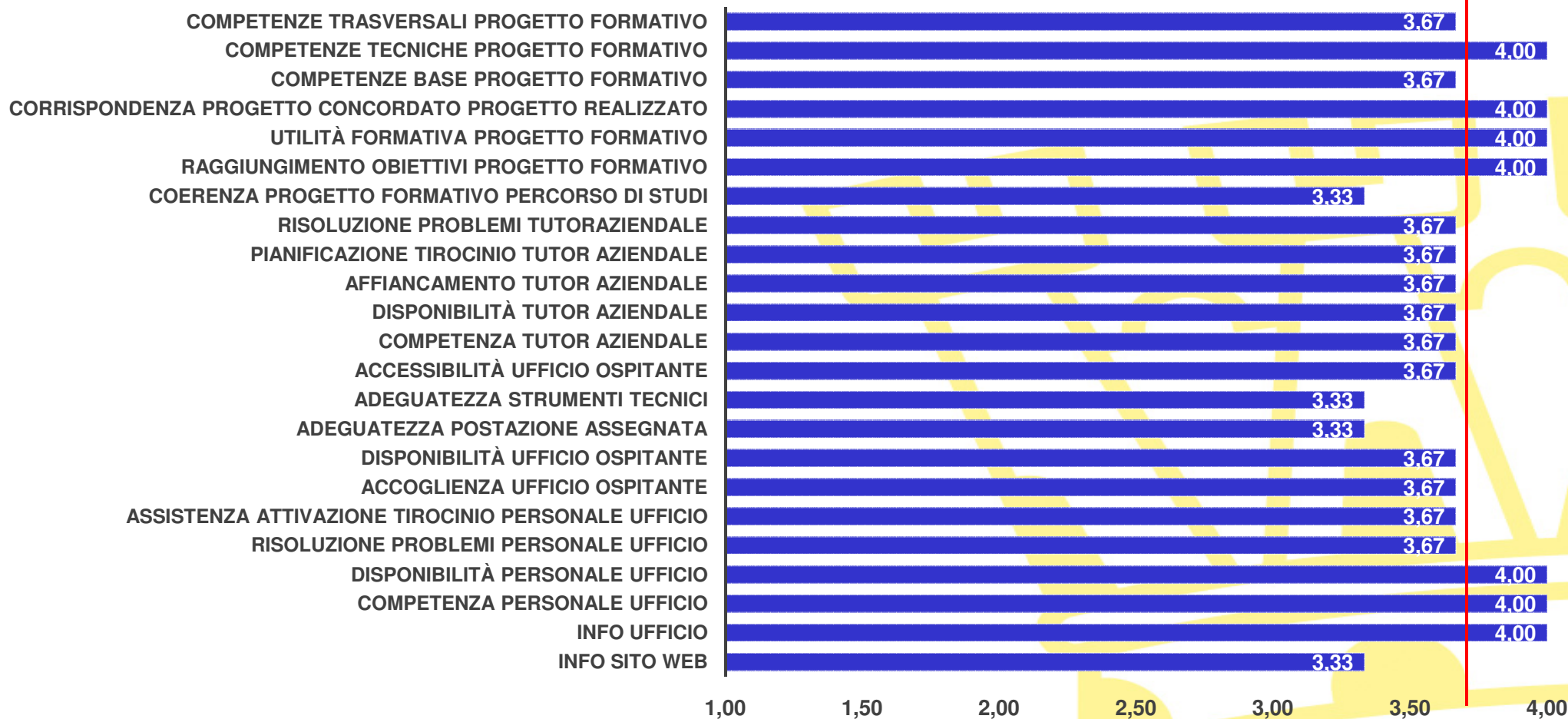
Spettacolo – Estate Teatrale Veronese- Teatro Camploty

Media=3,57



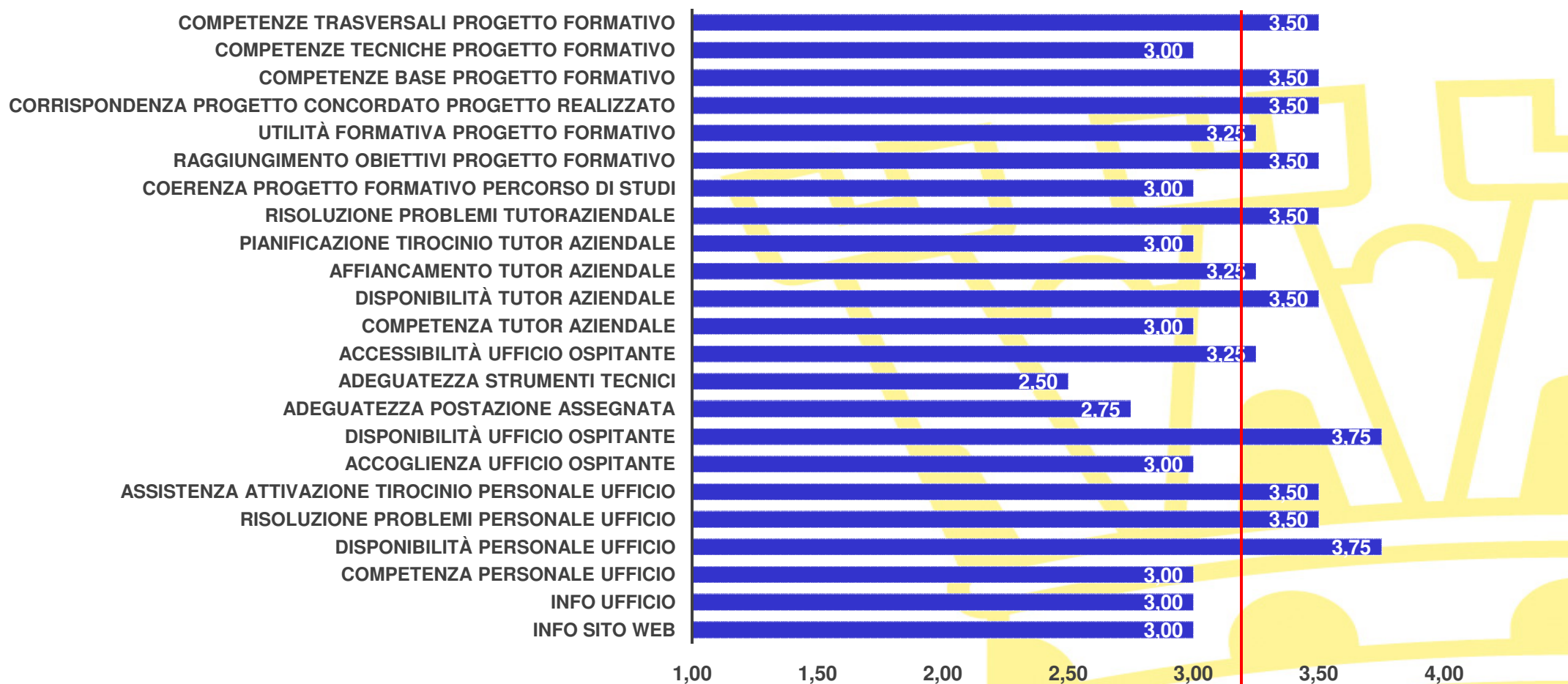
Sportelli Polifunzionali- Customer Satisfaction Servizi ai cittadini

Media=3,71



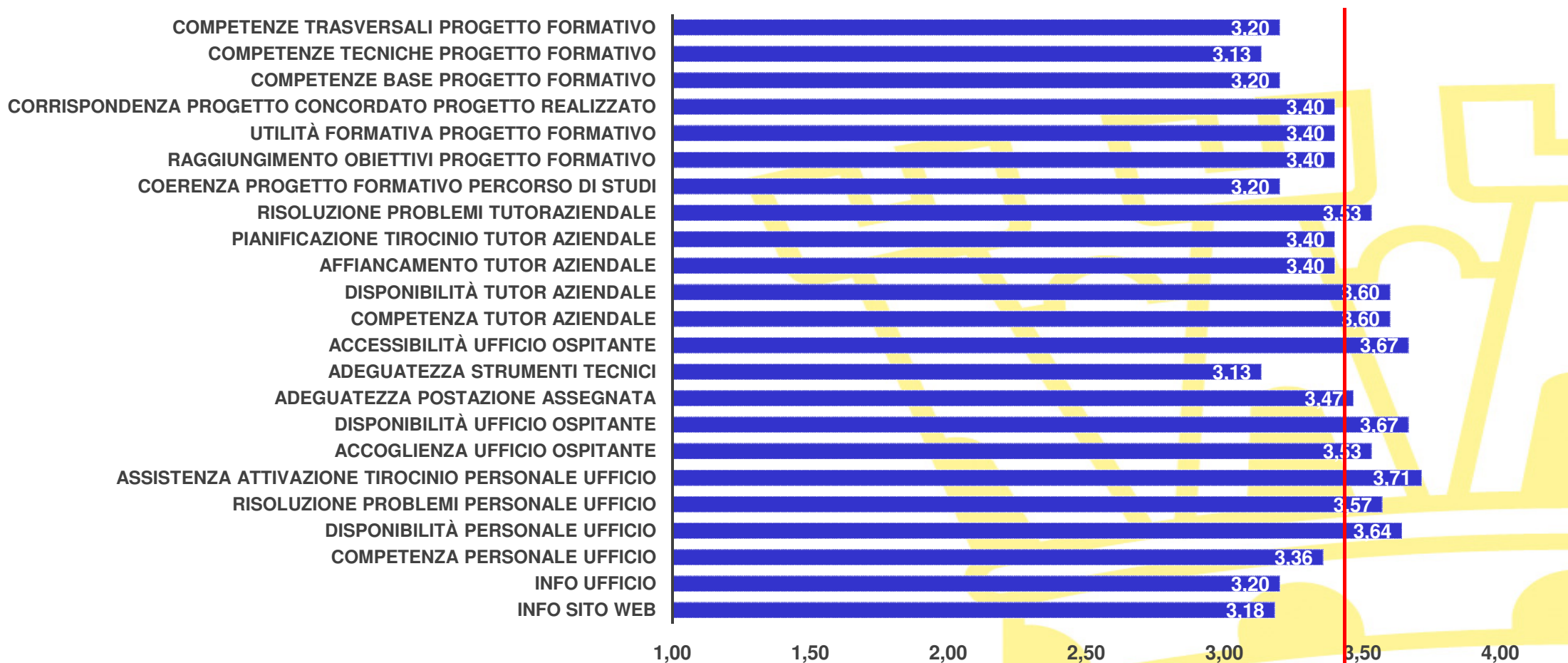
Sposami a Verona – Servizi ai cittadini

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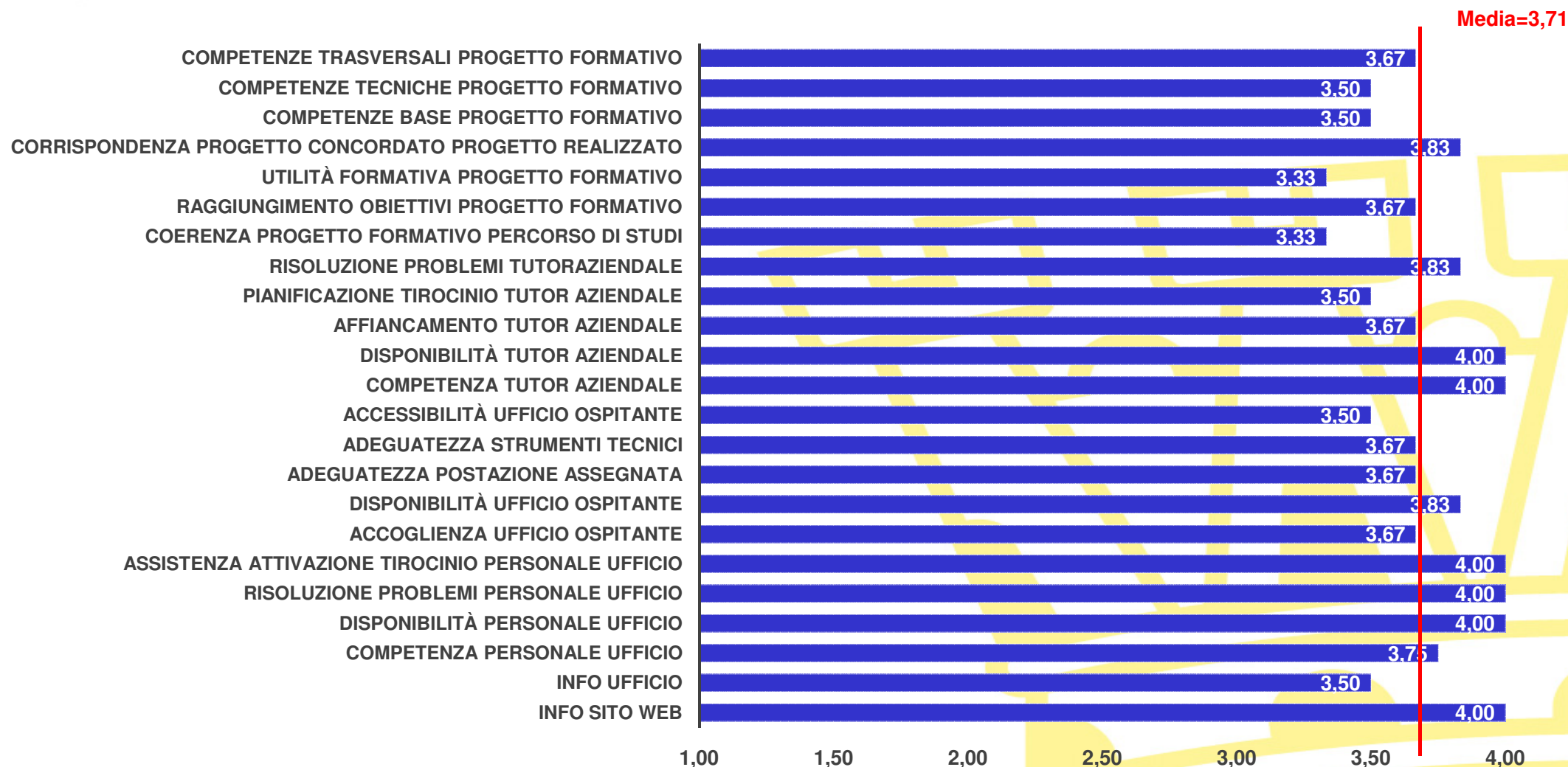


Statistica

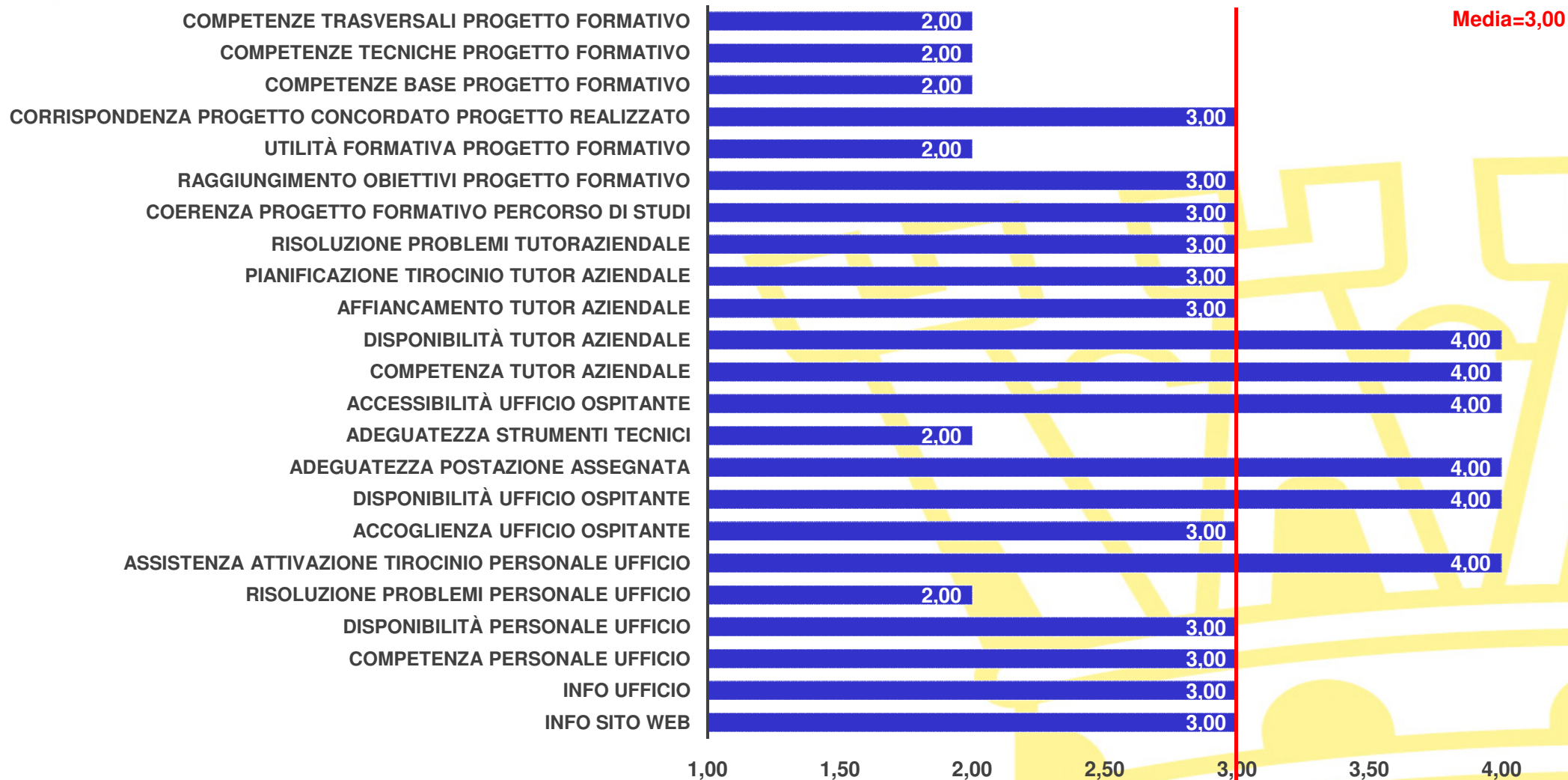
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Tributi – Pubblicità e Autorizzazioni Pubblicitarie

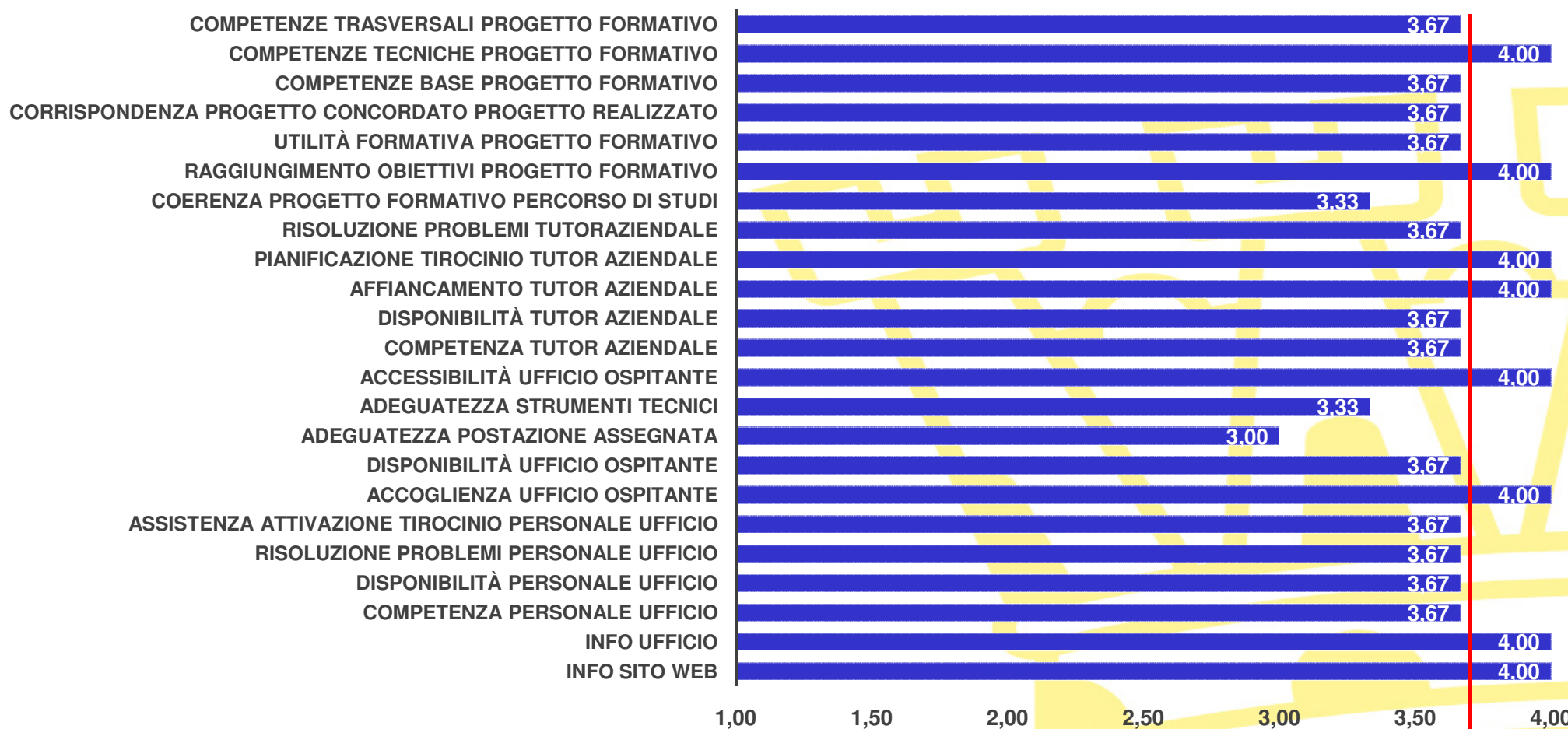


Turismo



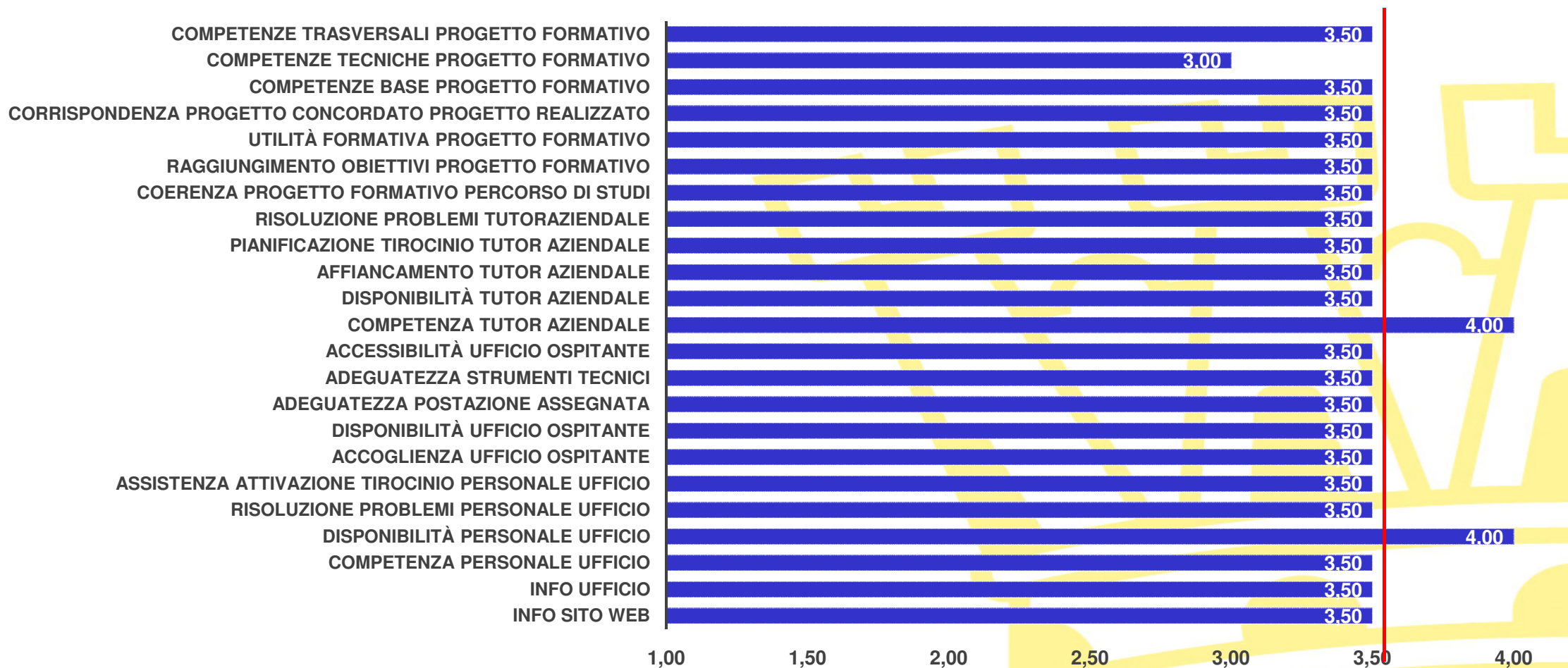
Turismo Sociale

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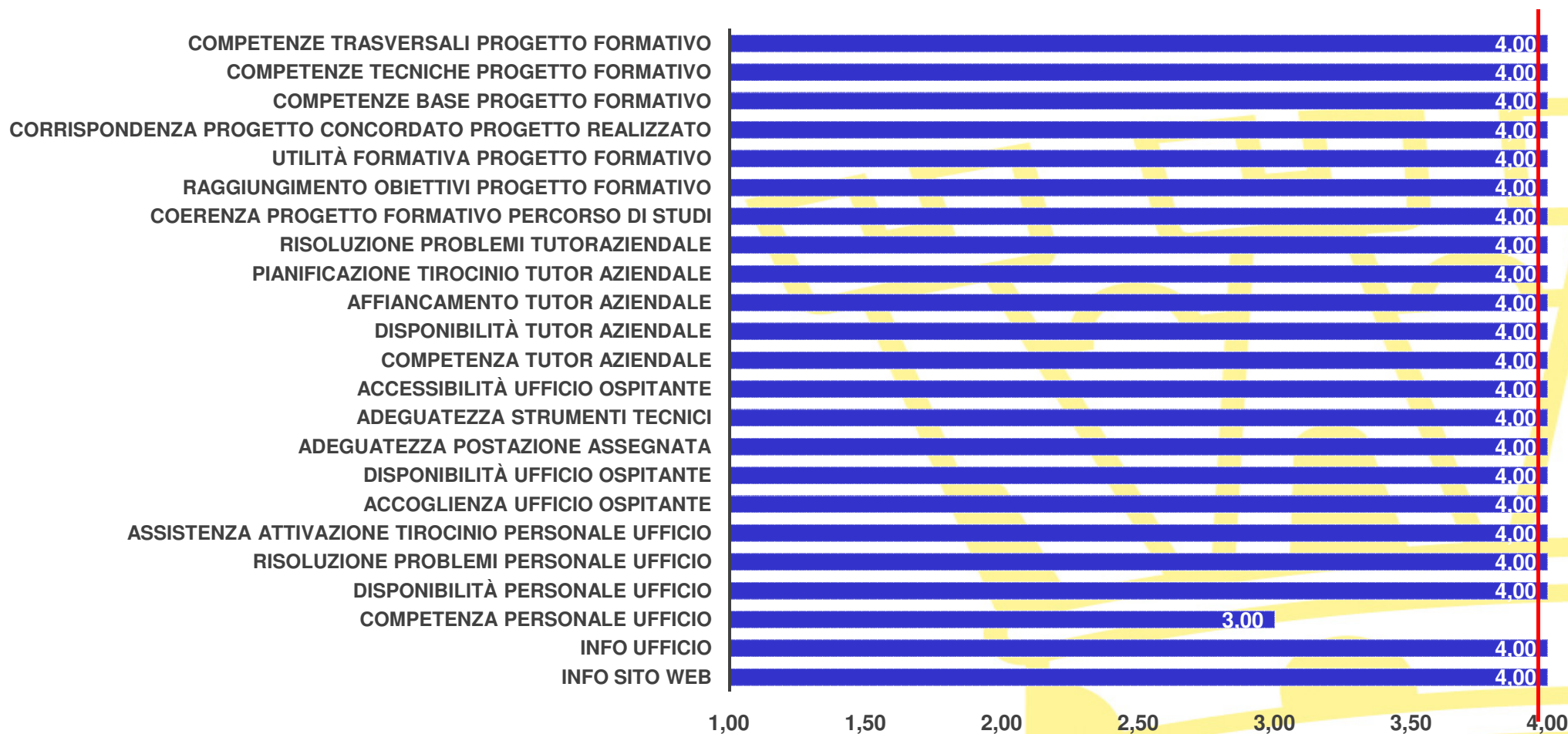
Uffici Elettorale – Servizi ai Cittadini

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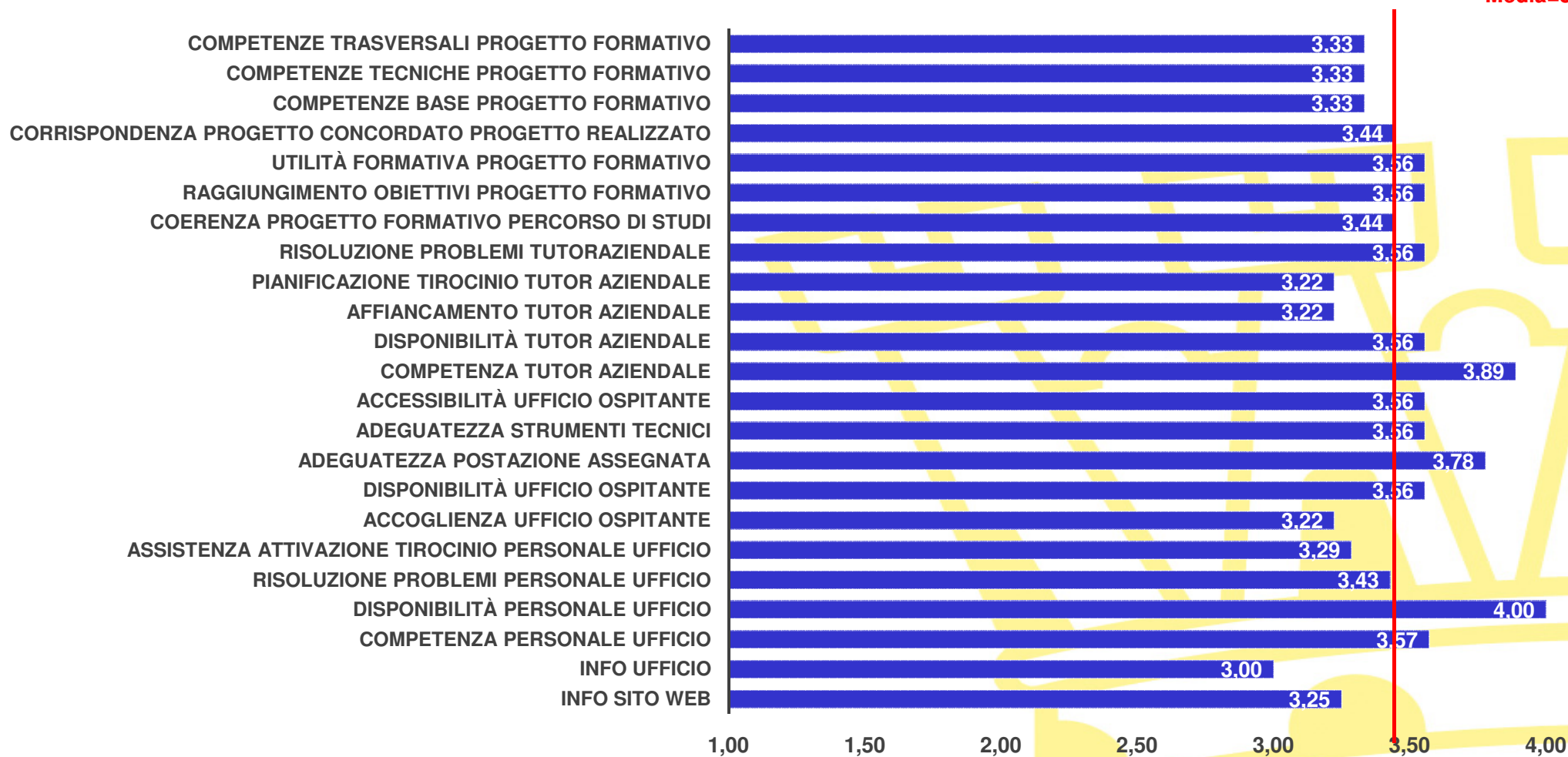
Ufficio Messi – Affari Generali

Media=3,96



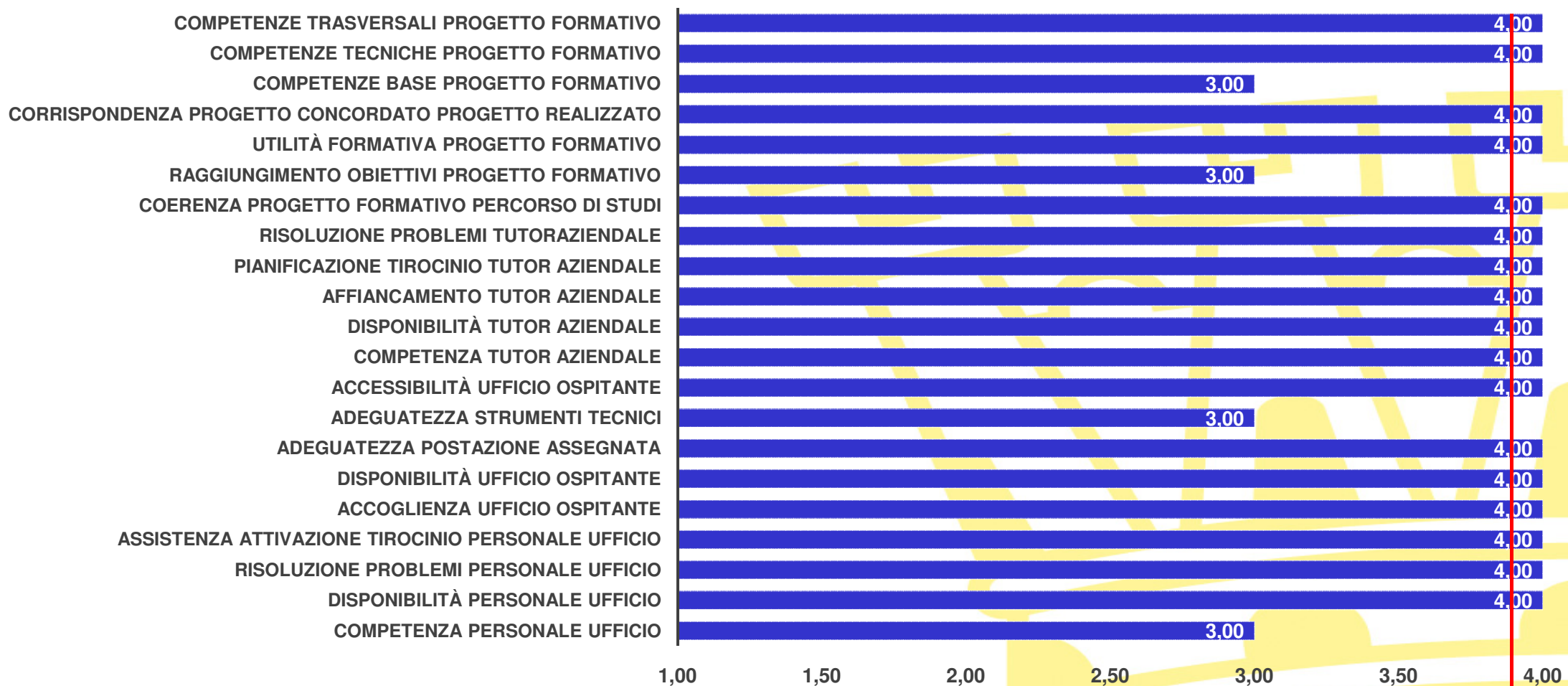
Ufficio Stampa e Web

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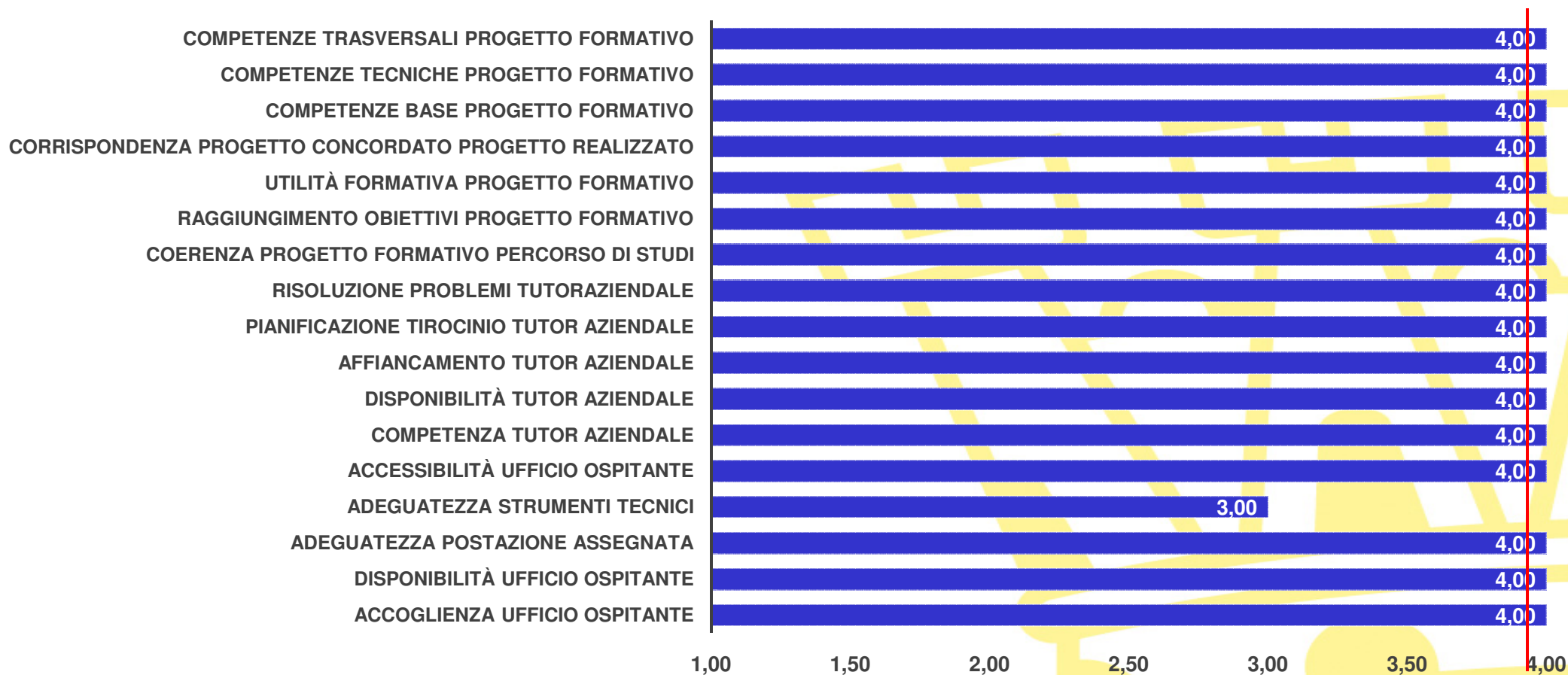
Ufficio Stranieri Accoglienza

Media=3,81



UNESCO – Direzione Generale

Media=3,94



Verona Film Festival

