

**Comune di Udine**

**CITIZEN SATISFACTION 2018**



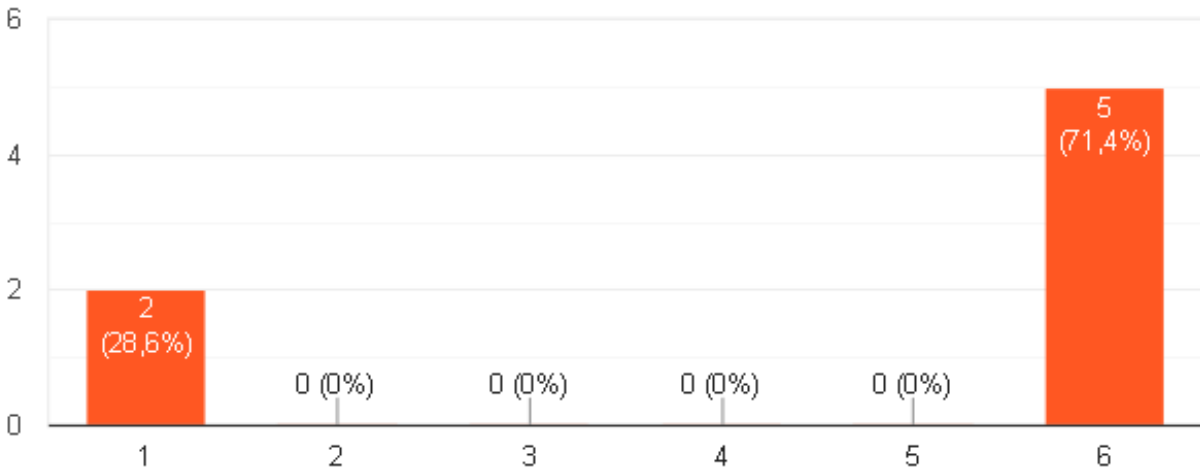
**SISSU**

***Sportello Informativo dei  
Servizi Sociali  
inglese***

# TOTALE RISPOSTE: 7

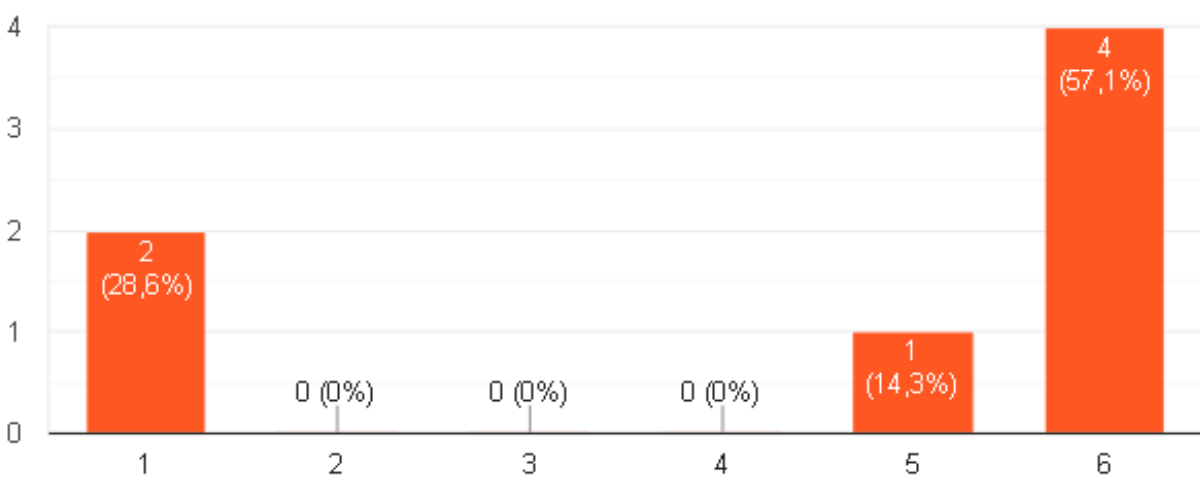
## 1. The opening hours of the SISSU Information Desk are adequate

7 risposte



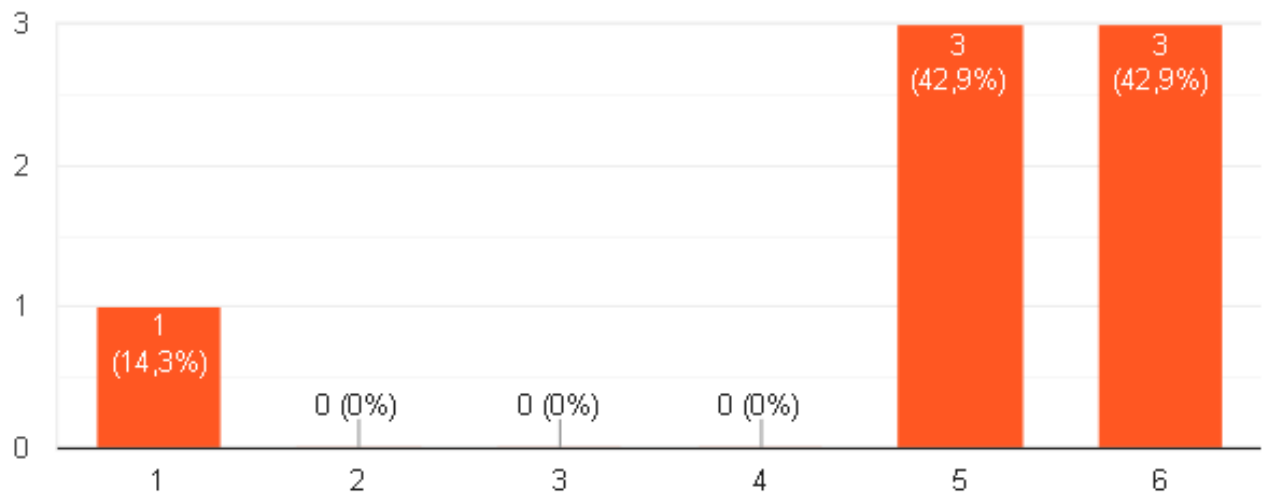
## 2. The SISSU Information Desk is easily reachable

7 risposte



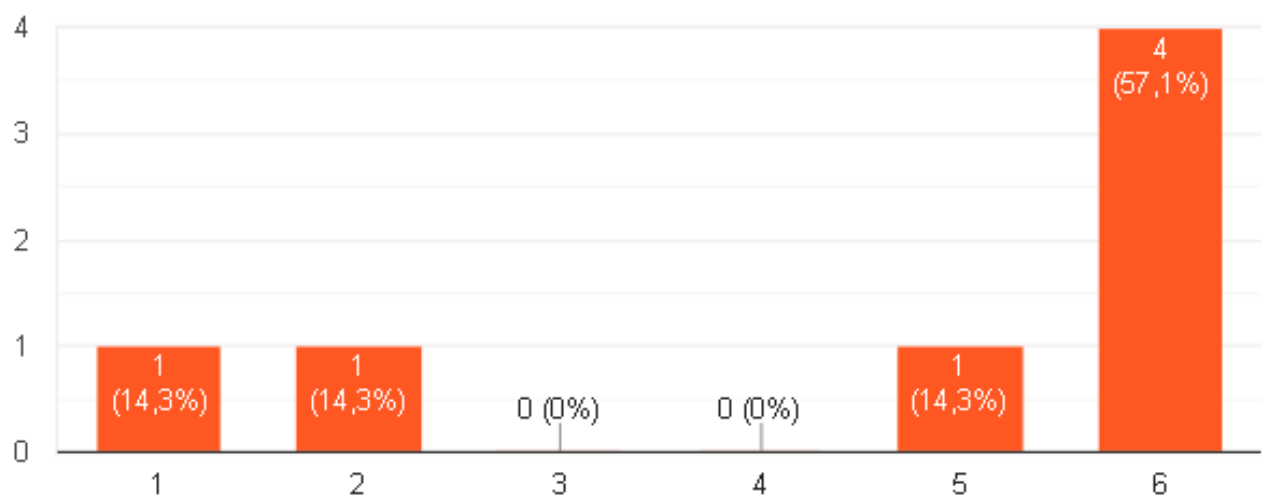
### 3. The premises are handicap accessible

7 risposte



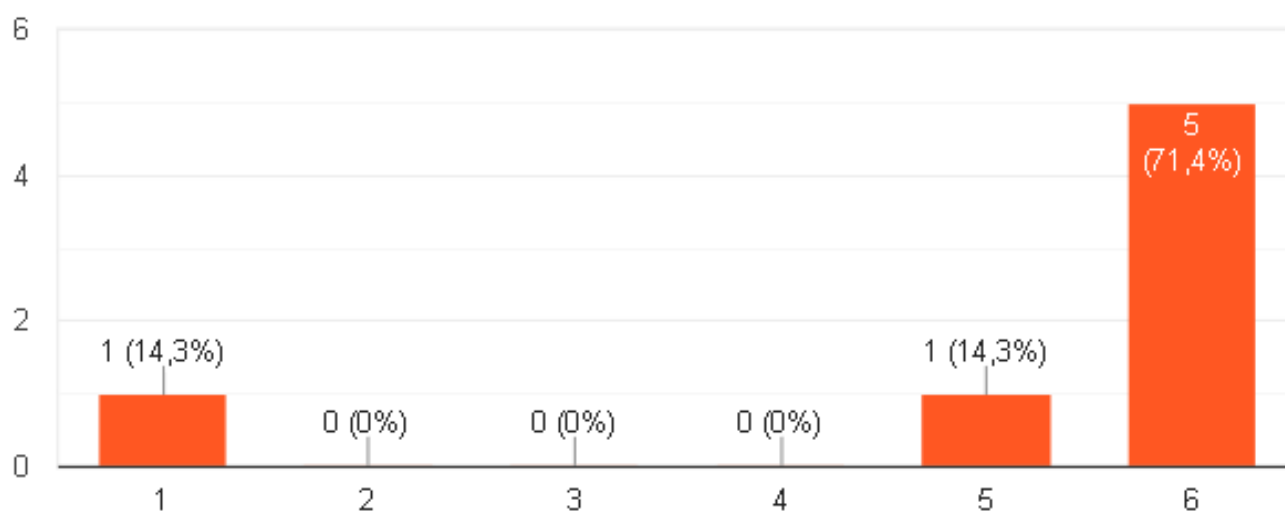
### 4. The signs to identify the SISSU Information Desk are clear

7 risposte



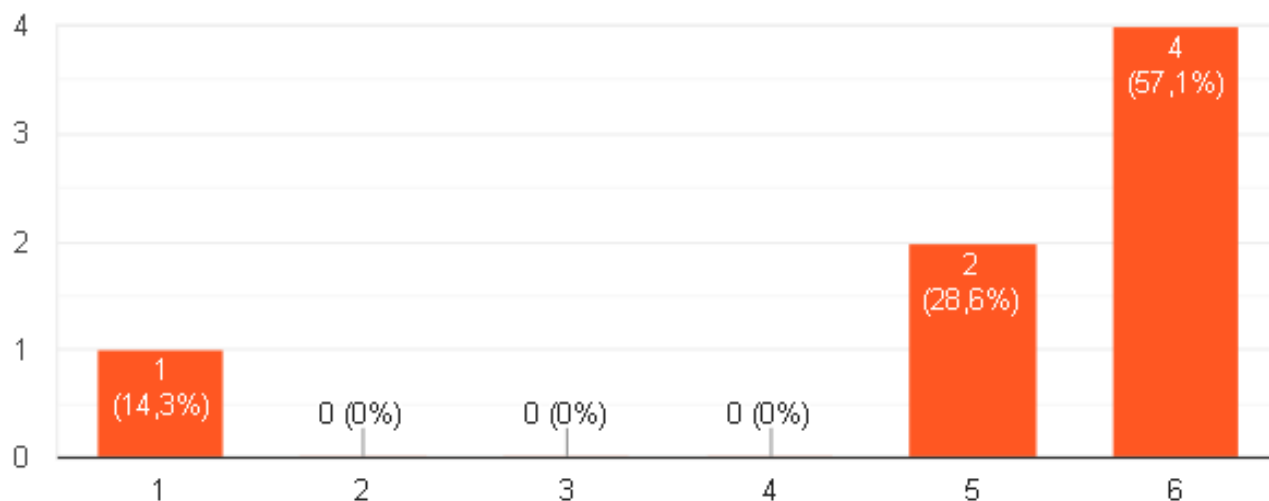
5. The rooms offer comfort and functionality (clean and comfortable spaces; there are containers for the application forms and the system to eliminate the queue of people at the door; the seats for waiting and the tables for writing are sufficient, etc.)

7 risposte



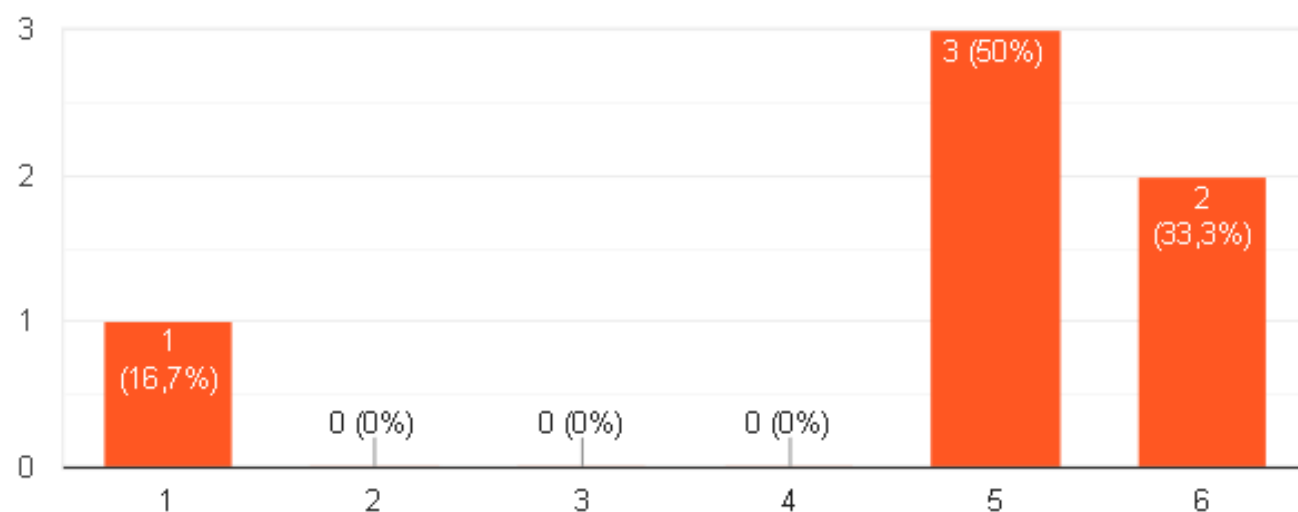
6. The application forms are easy to understand and to fill in

7 risposte



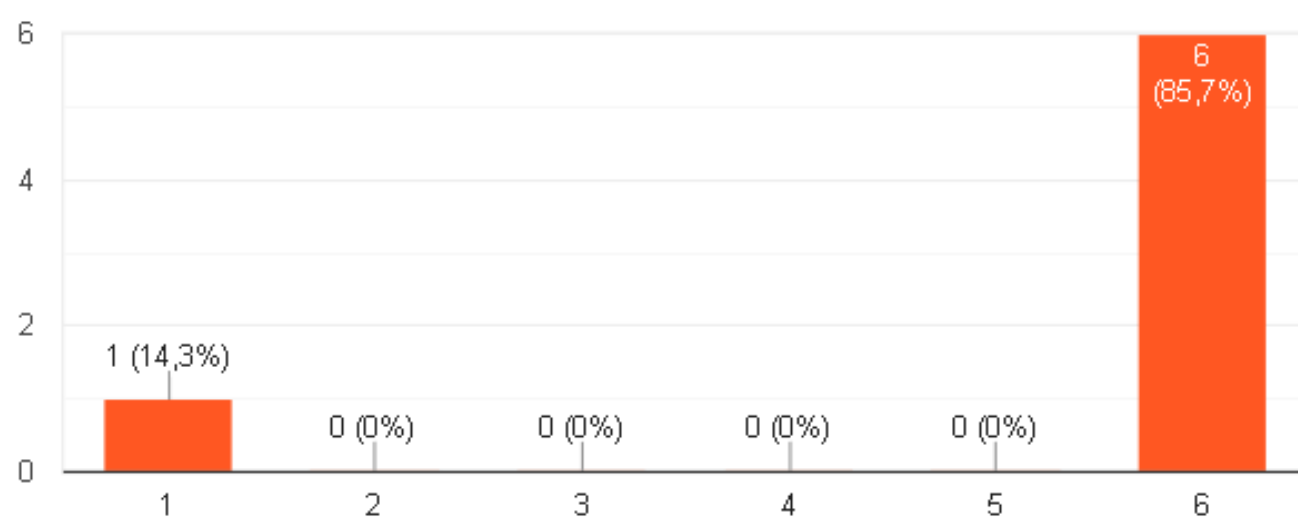
## 7. The waiting time to the SISSU Information Desk is short

6 risposte



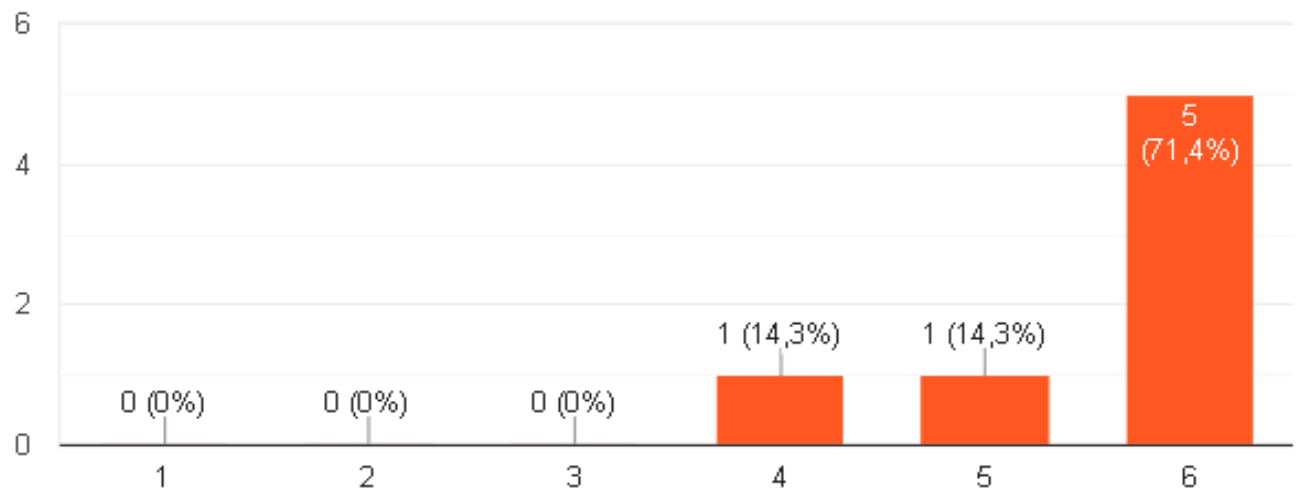
## 8. Information are provided in a clear language

7 risposte



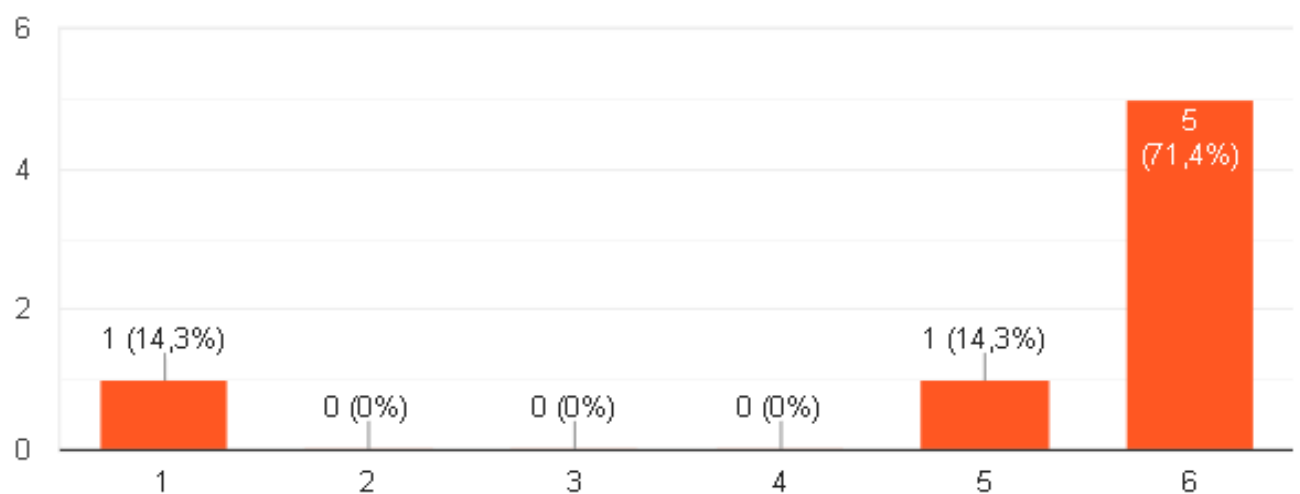
## 9. I have received detailed and exhaustive information

7 risposte



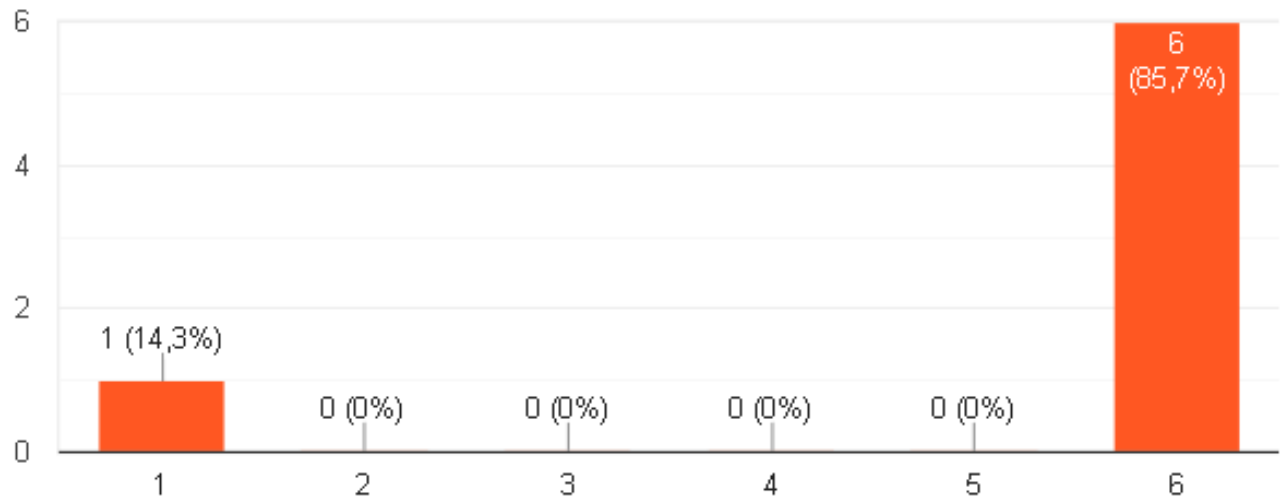
## 10. The SISSU operators are courteous, correct and willing to listen

7 risposte

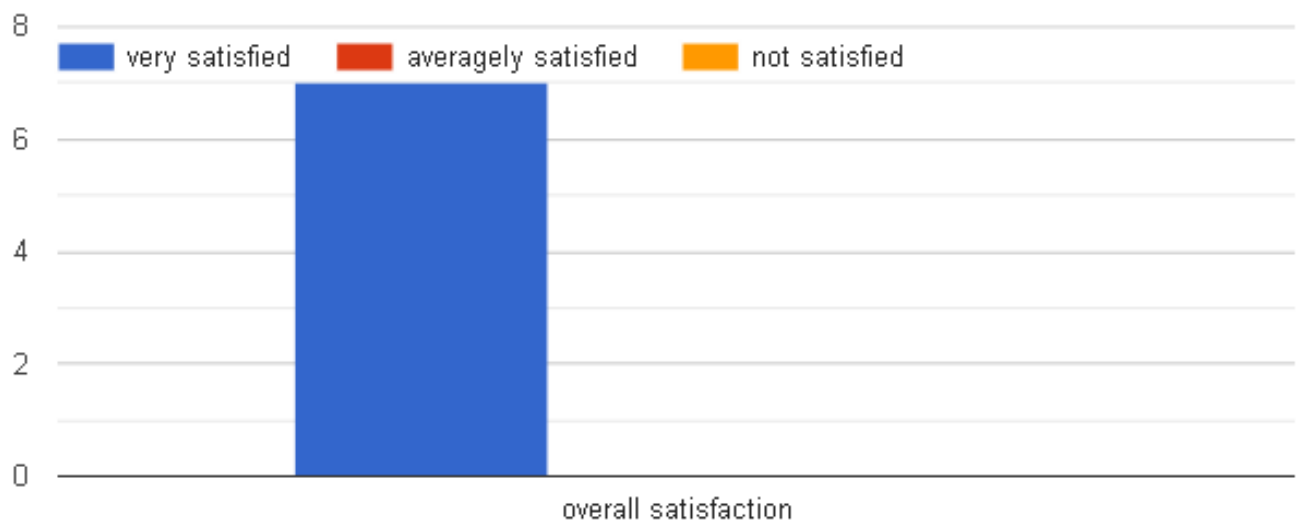


## 11. The SISSU operators proved to be competent and professional

7 risposte



## 12. Taking into account all the above aspects, how do you evaluate the overall service?



13. If you wish, you can explain the main reasons of your judgement and/or give some suggestions for improving the quality of the service

1 risposta

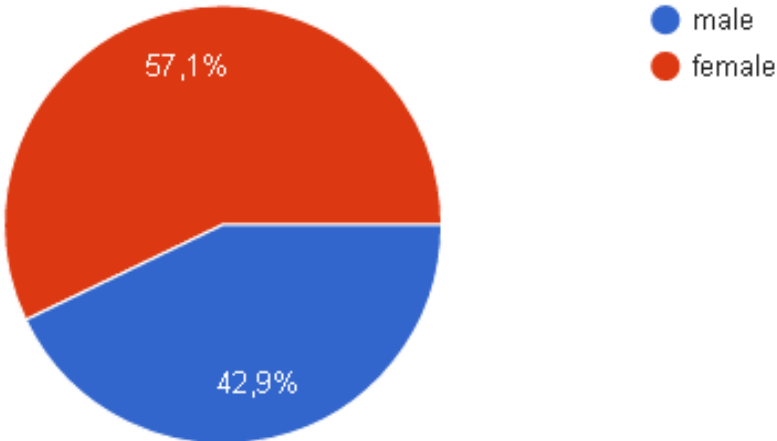
their service is excellent



# Information about respondents

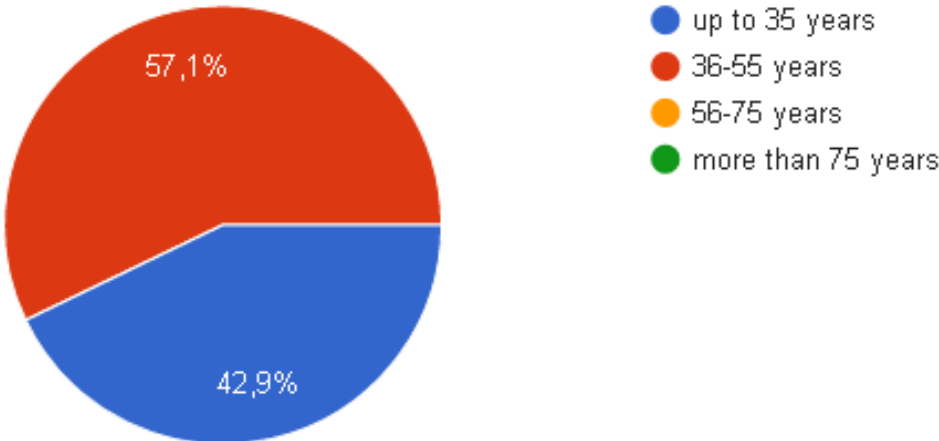
## Gender

7 risposte



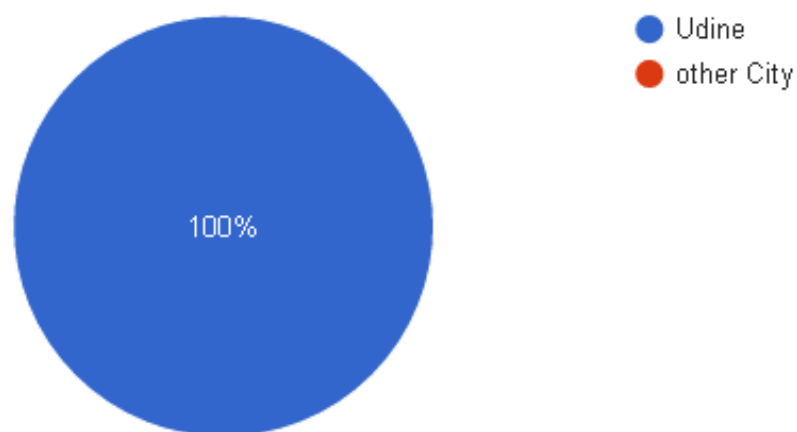
## Age

7 risposte



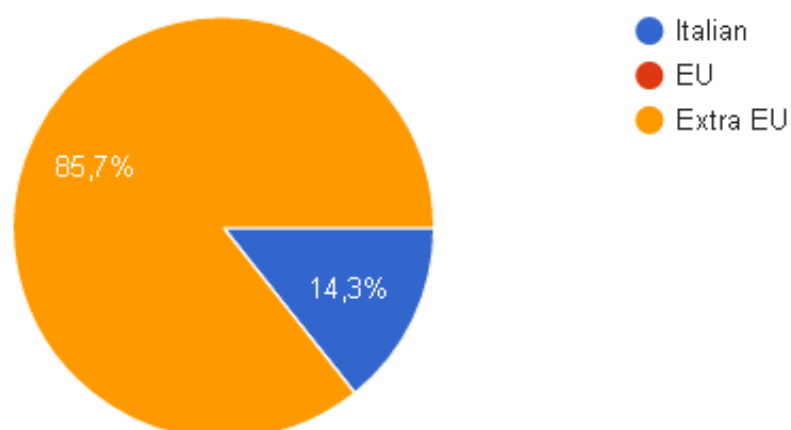
## Residenza

7 risposte



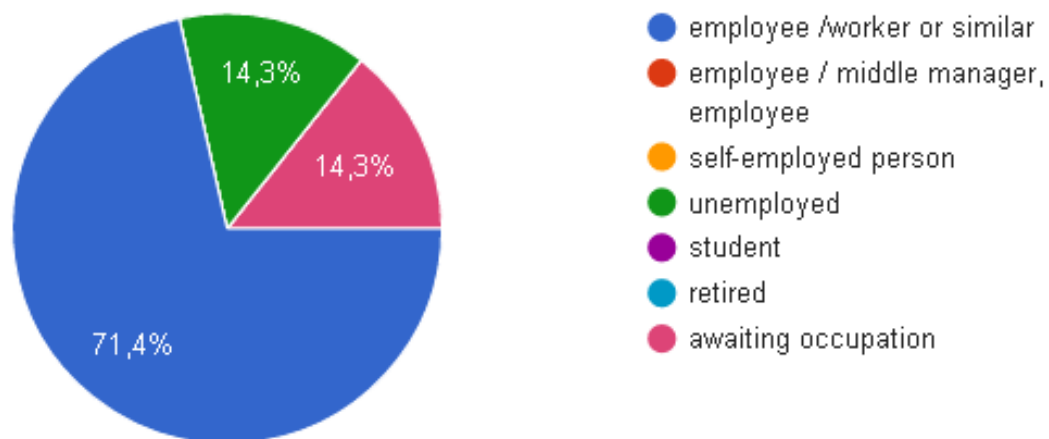
## Citizenship

7 risposte



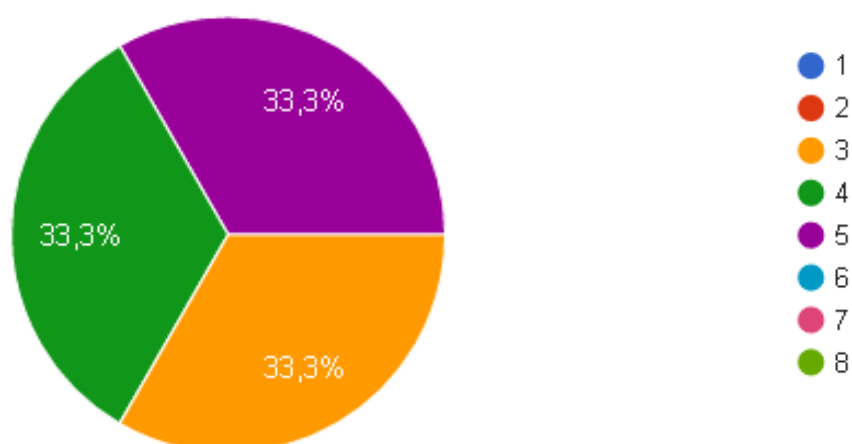
## Work

7 risposte



## Number of members of the family unit

6 risposte



## Qualification

7 risposte

