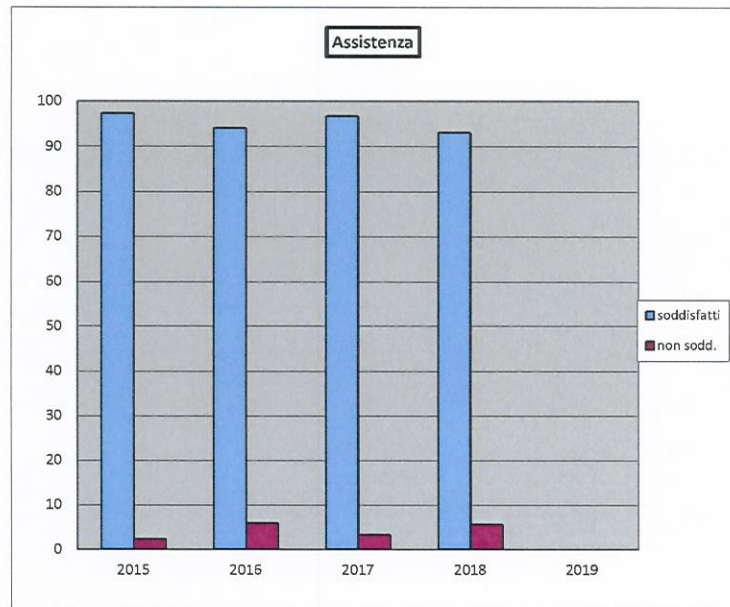


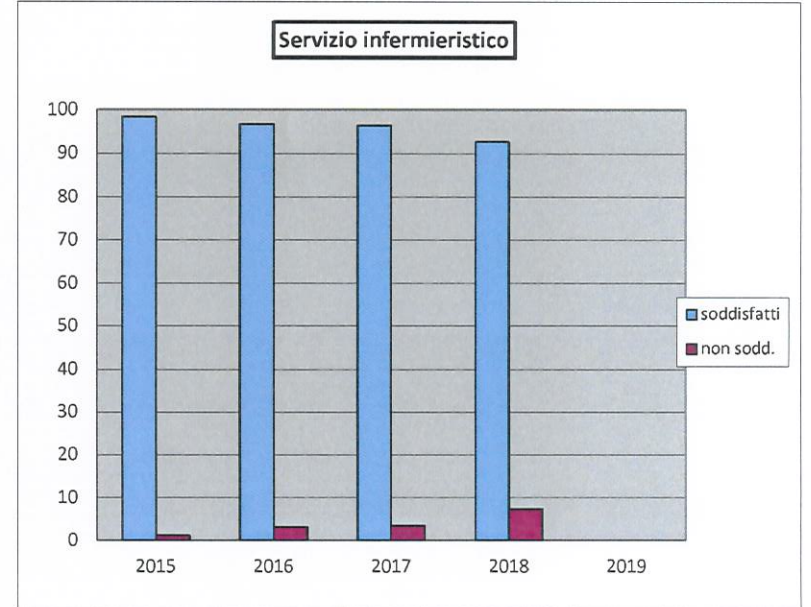


CUSTOMER SATISFACTION CONFRONTO 2015-2019 RSA

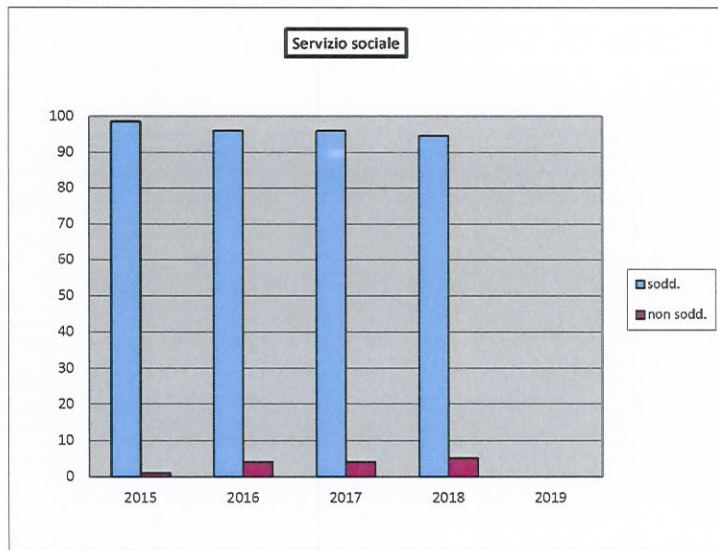
assistenza	soddisfatti	non sodd.
2015	97,377333	2,35562076
2016	94,13667	5,86332967
2017	96,729279	3,27072061
2018	93,165576	5,55366855
2019		



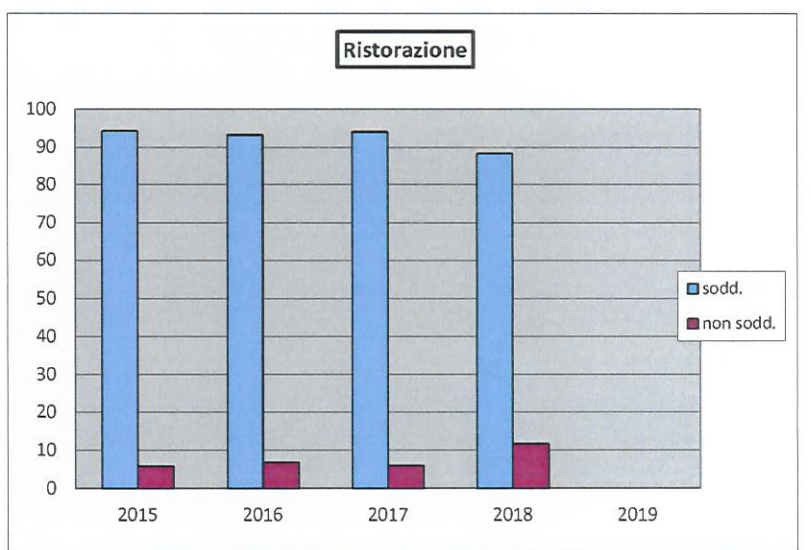
servizio infermeristi	sodd.	non sodd.
2015	98,425815	1,15192189
2016	96,849899	3,1501014
2017	96,549241	3,45075855
2018	92,705866	7,29413354
2019		



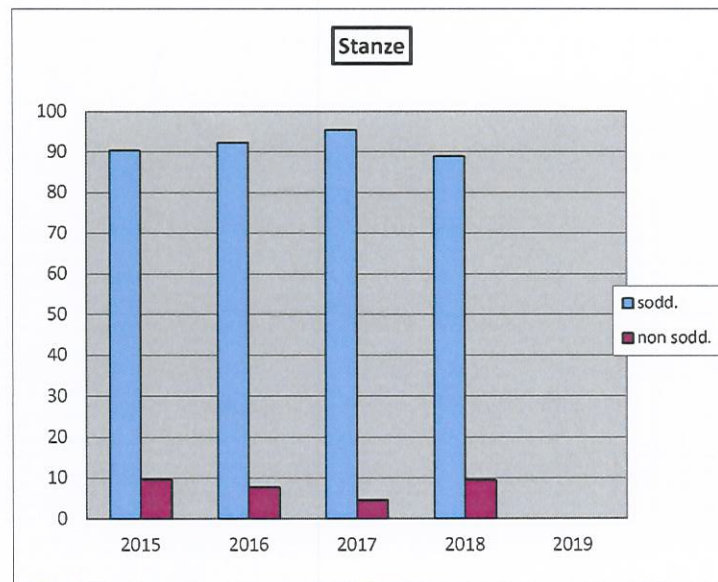
servizio sociale	sodd.	non sodd.
2015	98,52588	1,05302051
2016	95,970858	4,02914199
2017	95,909921	4,09007912
2018	94,628654	5,02003635
2019		



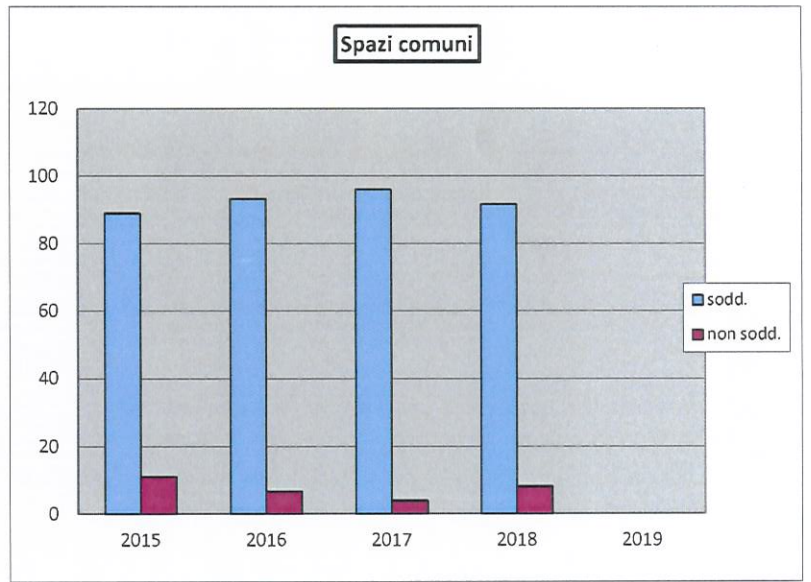
ristorazione	sodd.	non sodd.
2015	94,24966	5,75033955
2016	93,162588	6,83741152
2017	94,024226	5,97577413
2018	88,339905	11,6600953
2019		



stanze	sodd.	non sodd.
2015	90,332554	9,66744564
2016	92,26729	7,73271004
2017	95,469326	4,53067393
2018	88,903669	9,46951413
2019		



spazi comuni	sodd.	non sodd.
2015	88,980312	11,0196883
2016	93,278981	6,72101926
2017	96,014716	3,98528425
2018	91,633382	8,17168602
2019		



	sodd.	non sodd.
2015	94,6485925	5,166339451
2016	94,2777144	5,722285649
2017	95,7827849	4,217215098
2018	91,5628421	7,861522316
2019		



CUSTOMER SATISFACTION CENTRO DIURNO (2015-2019)

assistenza	soddisfatti	non sodd.
2015	100	0
2016	99,107143	0,89286
2017	96,814495	3,1855
2018	93,165576	5,55367
2019	#RIF!	#RIF!

servizio infermierist	sodd.	non sodd.
2015	100	0
2016	98,461538	1,53846
2017	100	0
2018	100	#RIF!
2019		

servizio sociale	sodd.	non sodd.
2015	100	0
2016	98,75	1,25
2017	100	0
2018	100	#RIF!
2019		

ristorazione	sodd.	non sodd.
2015	78,084416	21,9156
2016	98,863636	1,13636
2017	94,870912	5,12909
2018	100	#RIF!
2019		

stanze	sodd.	non sodd.
2015	100	0
2016	100	0
2017	96,825397	3,1746
2018	100	#RIF!
2019		

spazi comuni	sodd.	non sodd.
2015	100	0
2016	100	0
2017	95,787546	4,21245
2018	100	#RIF!
2019		

	sodd.	non sodd.
2015	96,3474026	3,6526
2016	99,1970529	0,80295
2017	97,3830583	2,61694
2018	98,8609294	#RIF!
2019		

