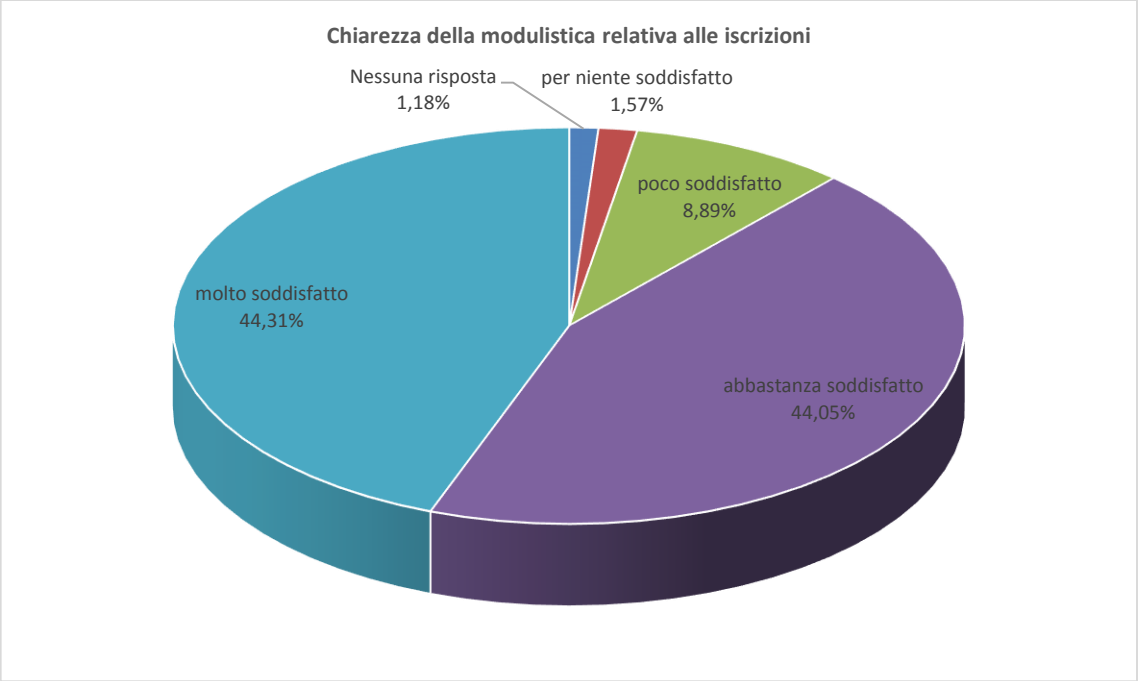
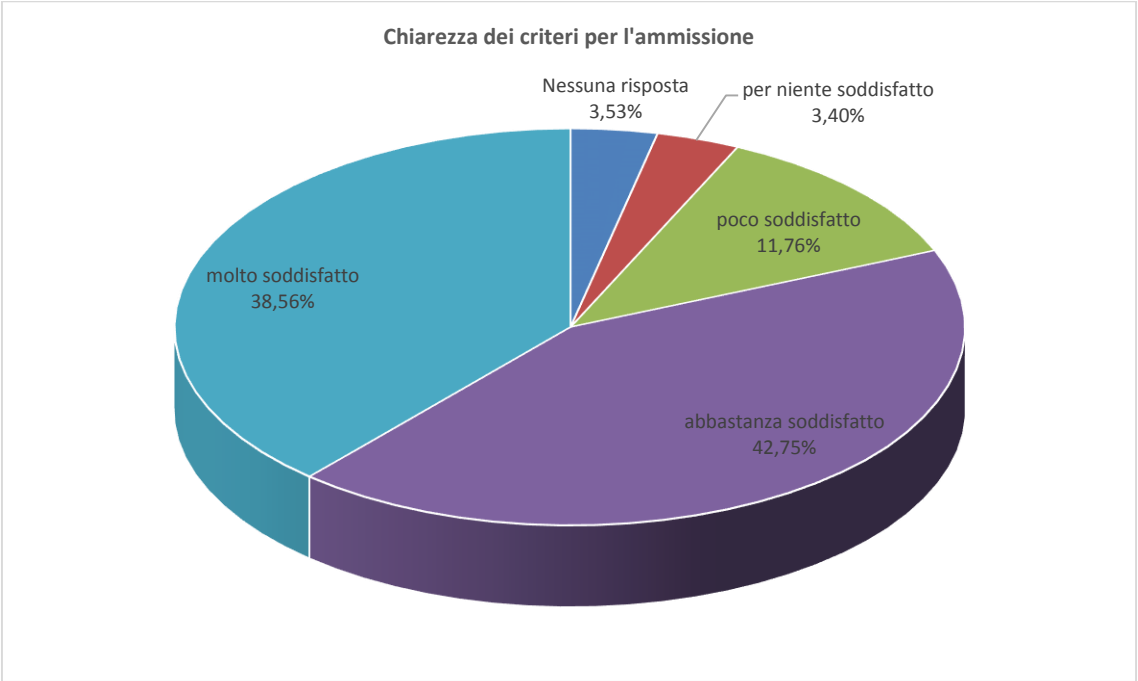
Comune di Genova
Direzione Scuola e Politiche Giovanili

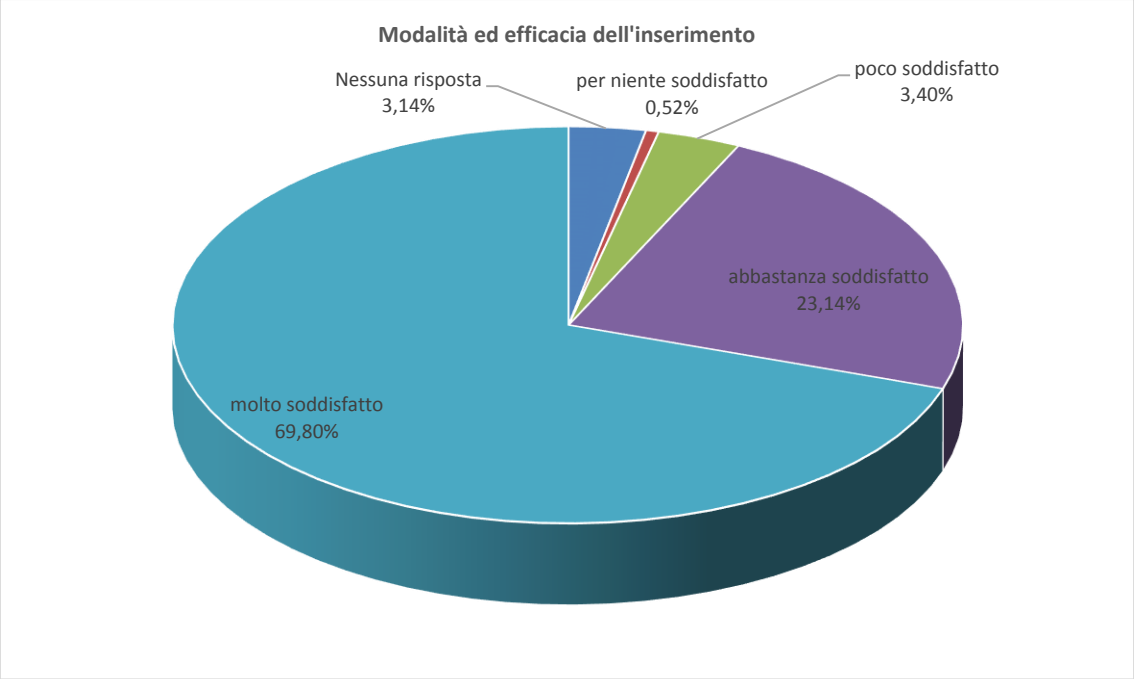
Indagine di customer satisfaction - Scuole infanzia - a.s. 2014/15

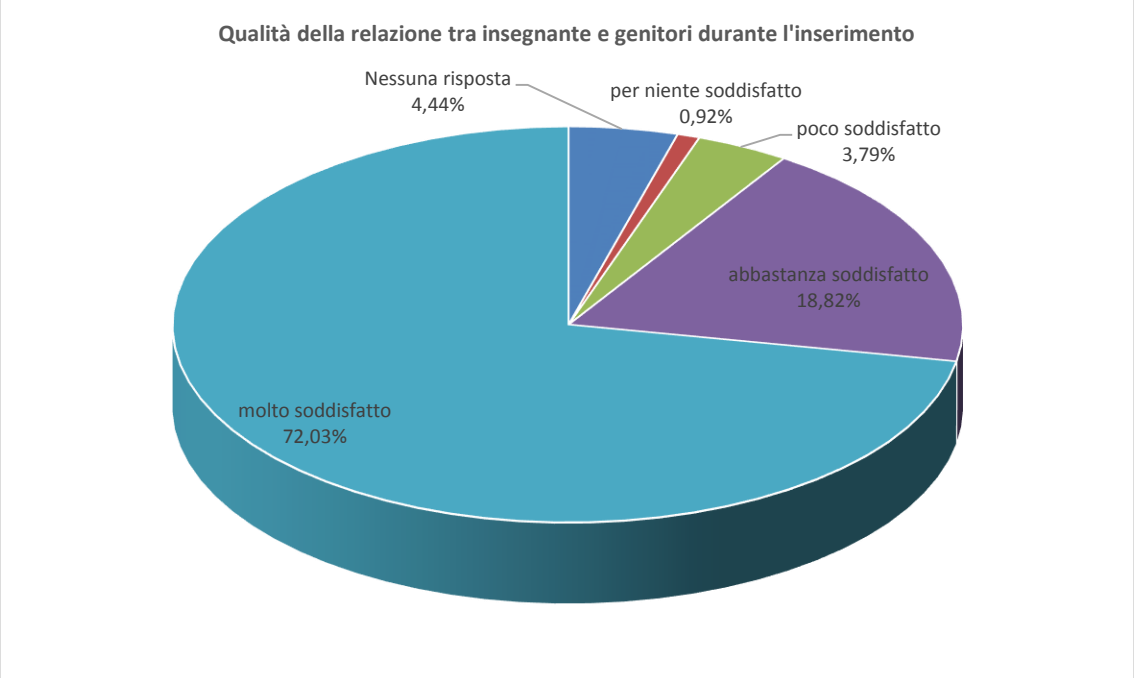
Accesso al servizio



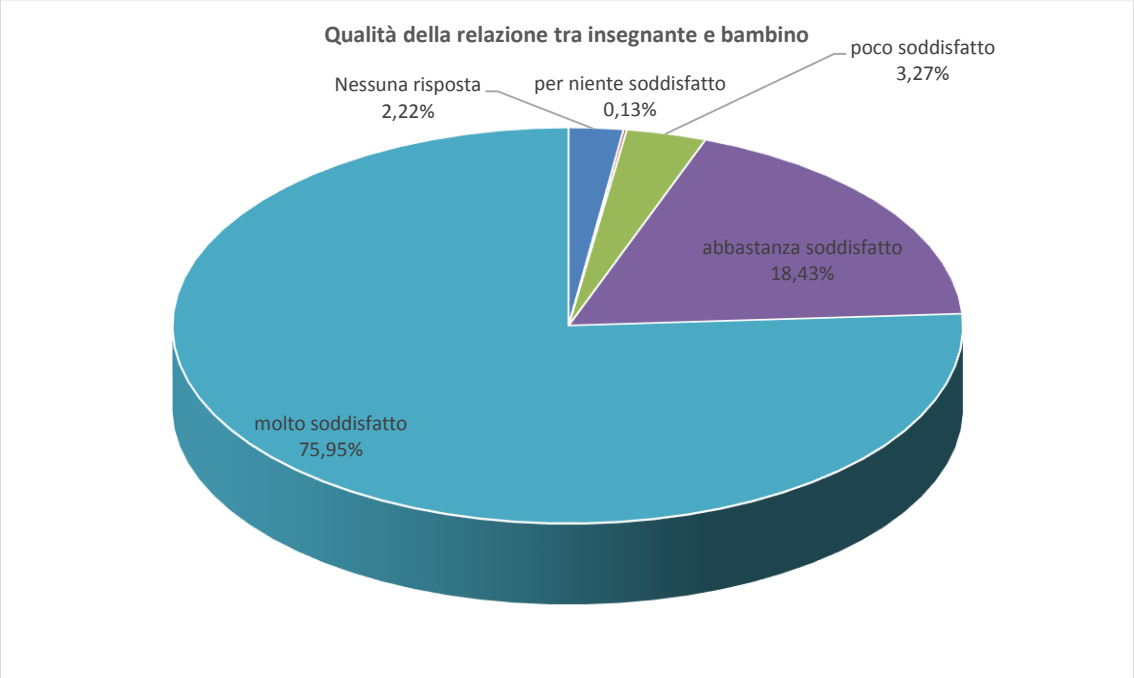


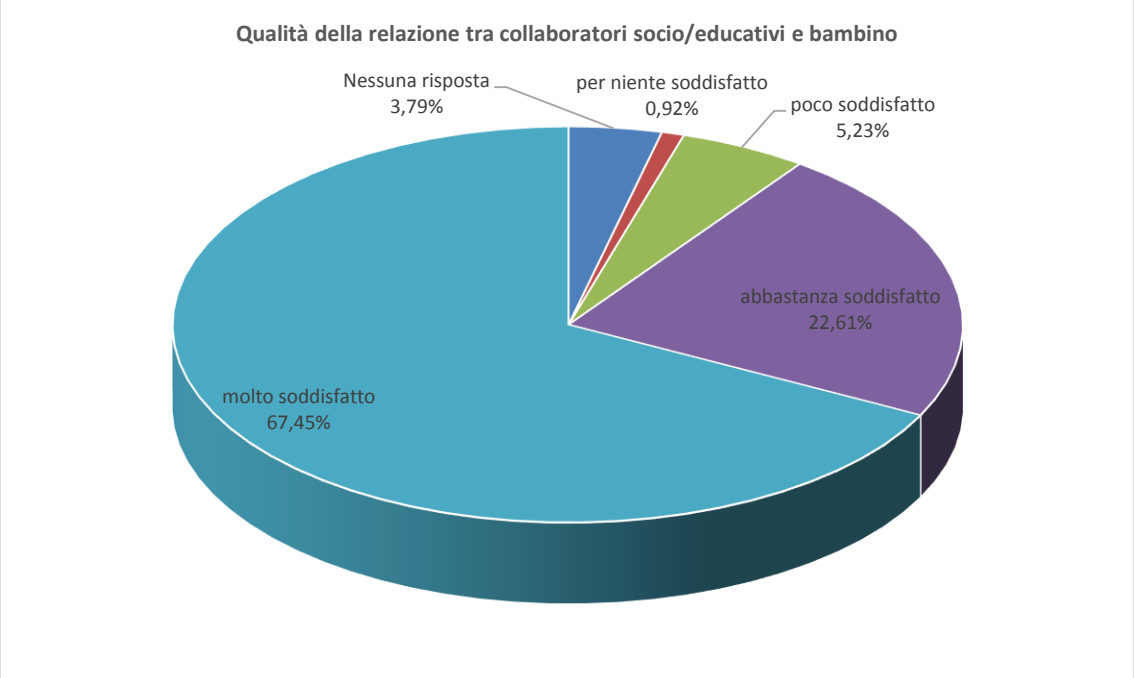
Inserimento del bambino



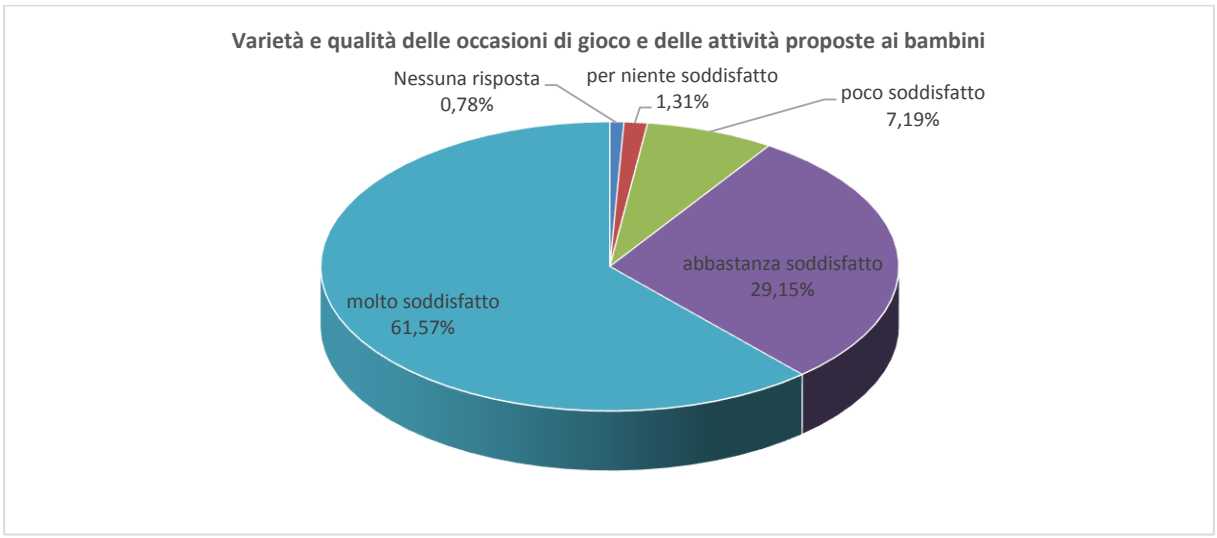


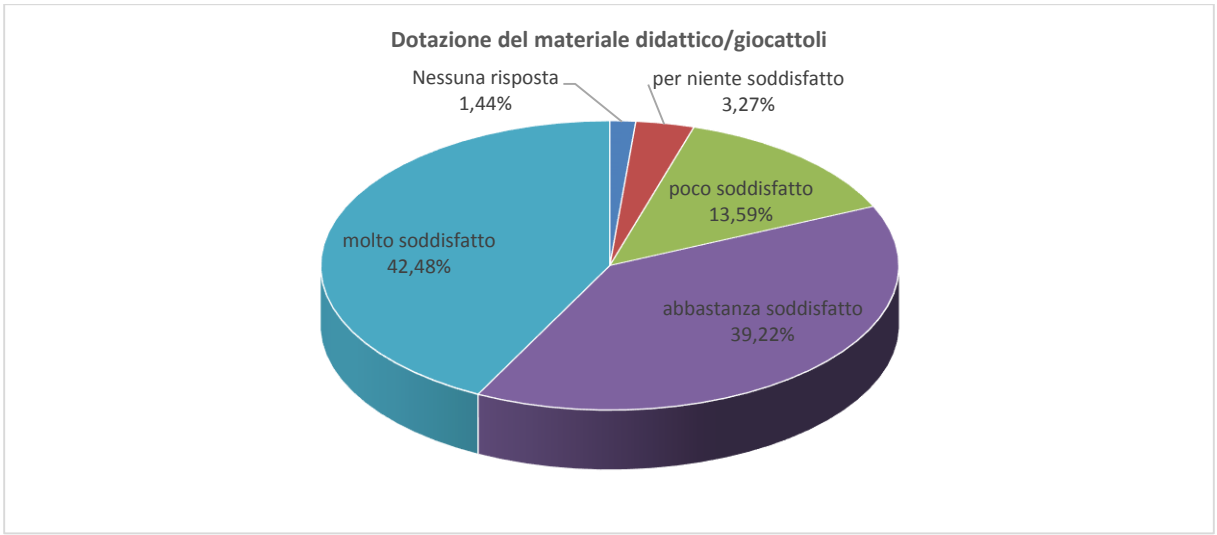
Relazione educativa

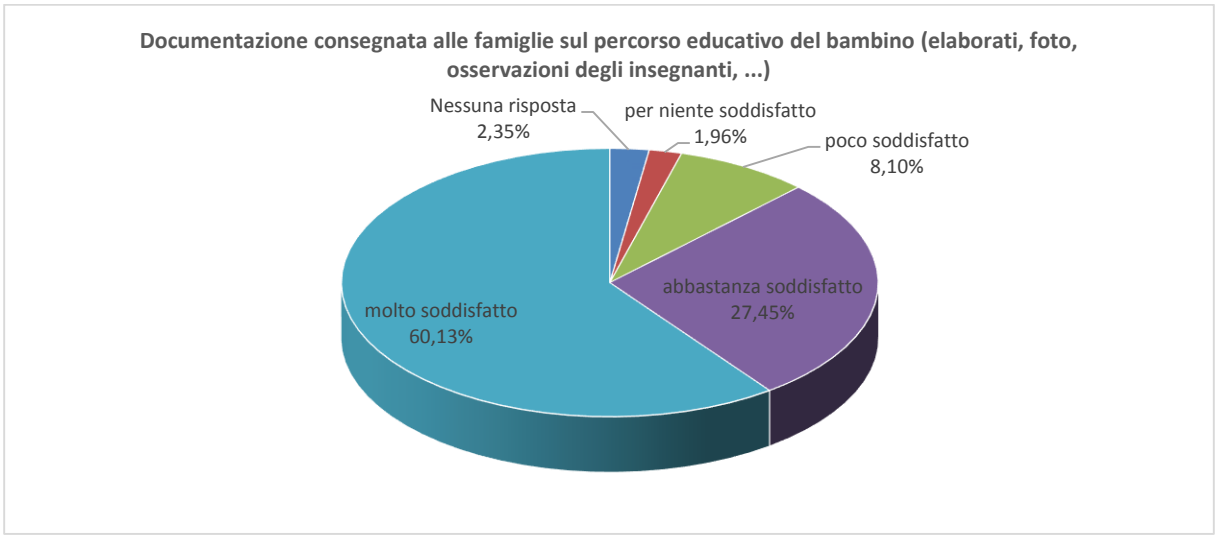




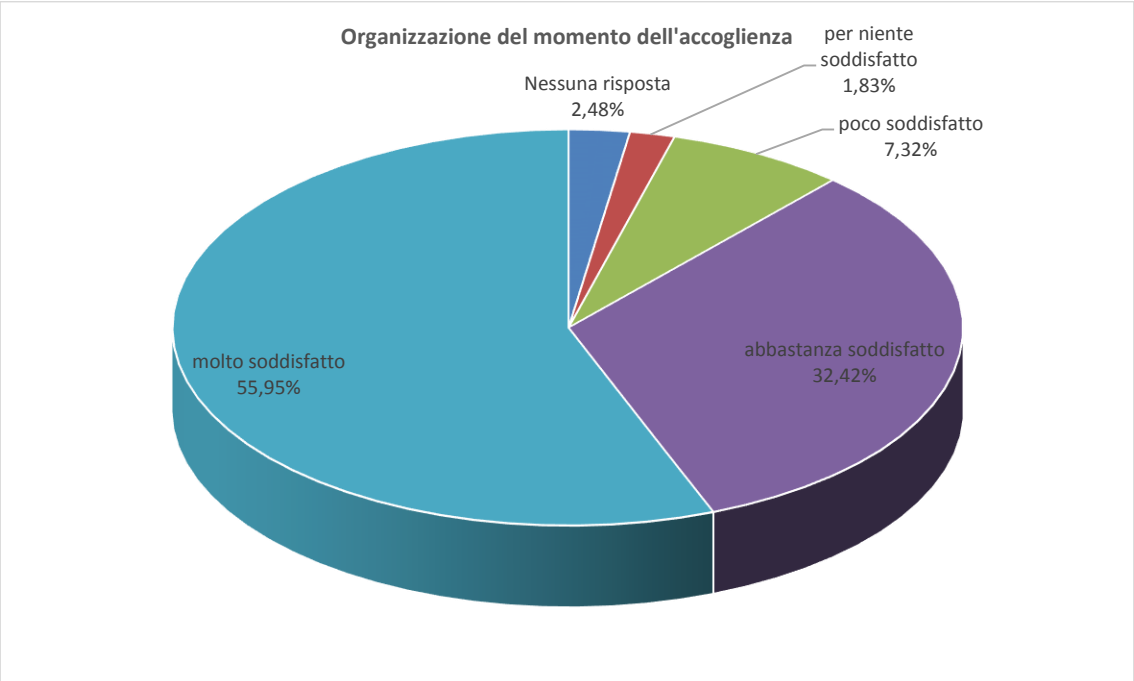
Programmazione educativa

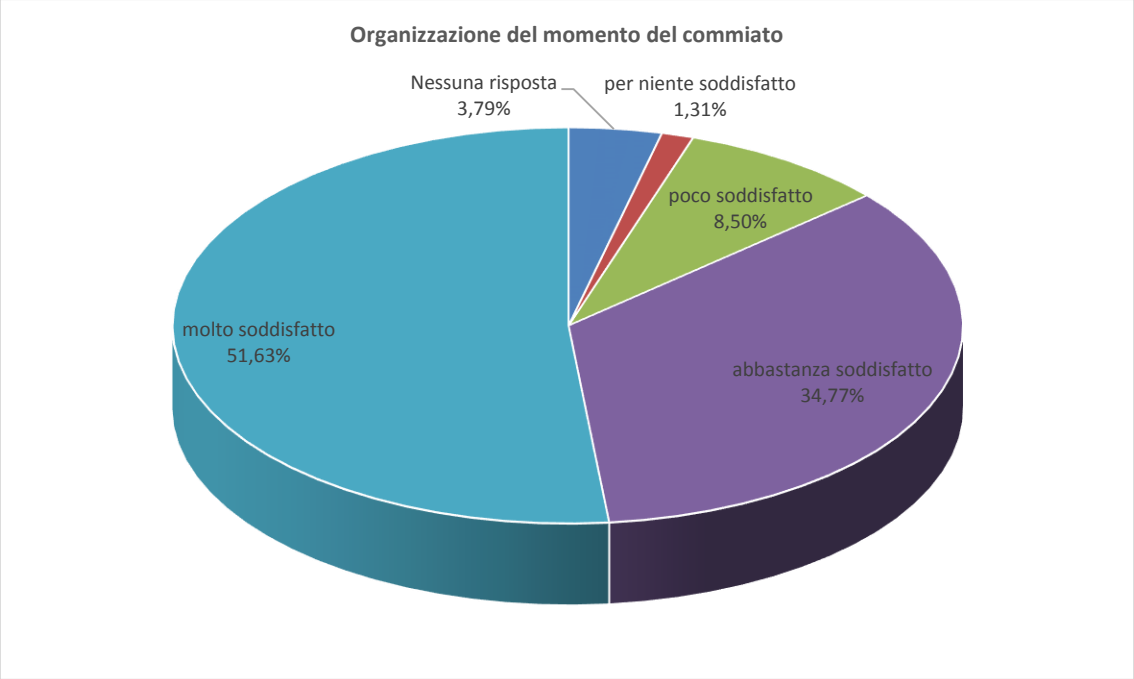


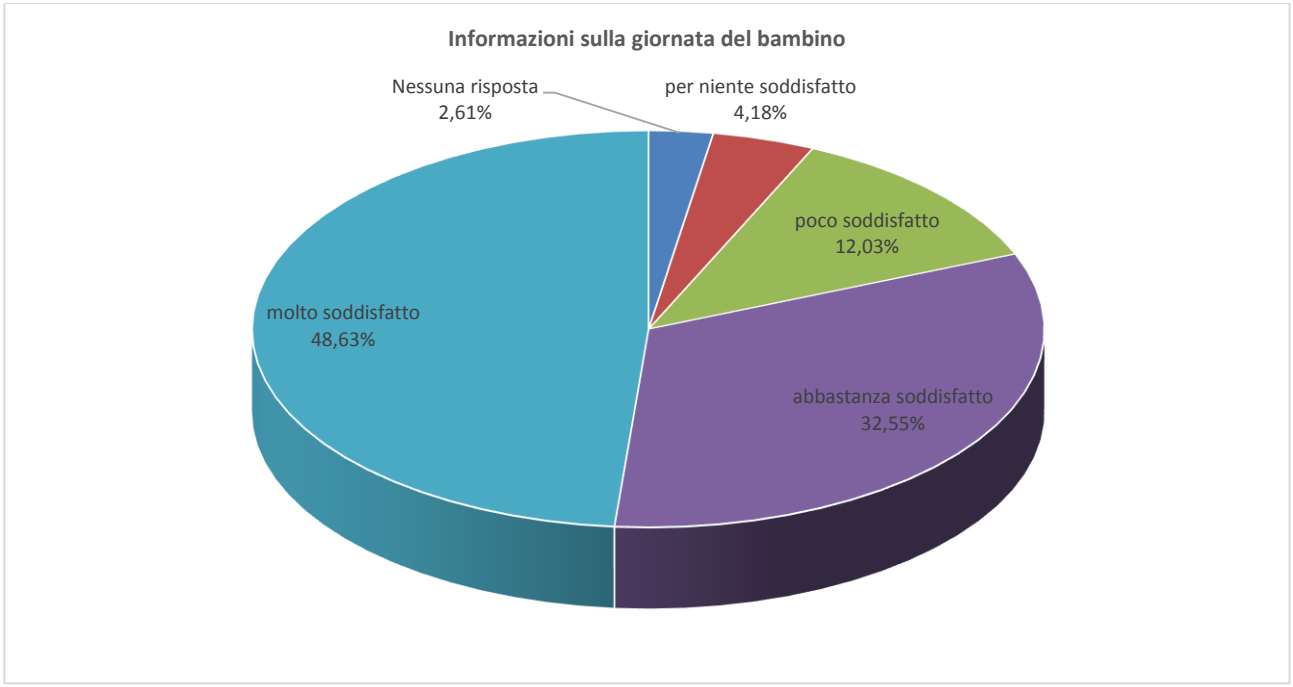


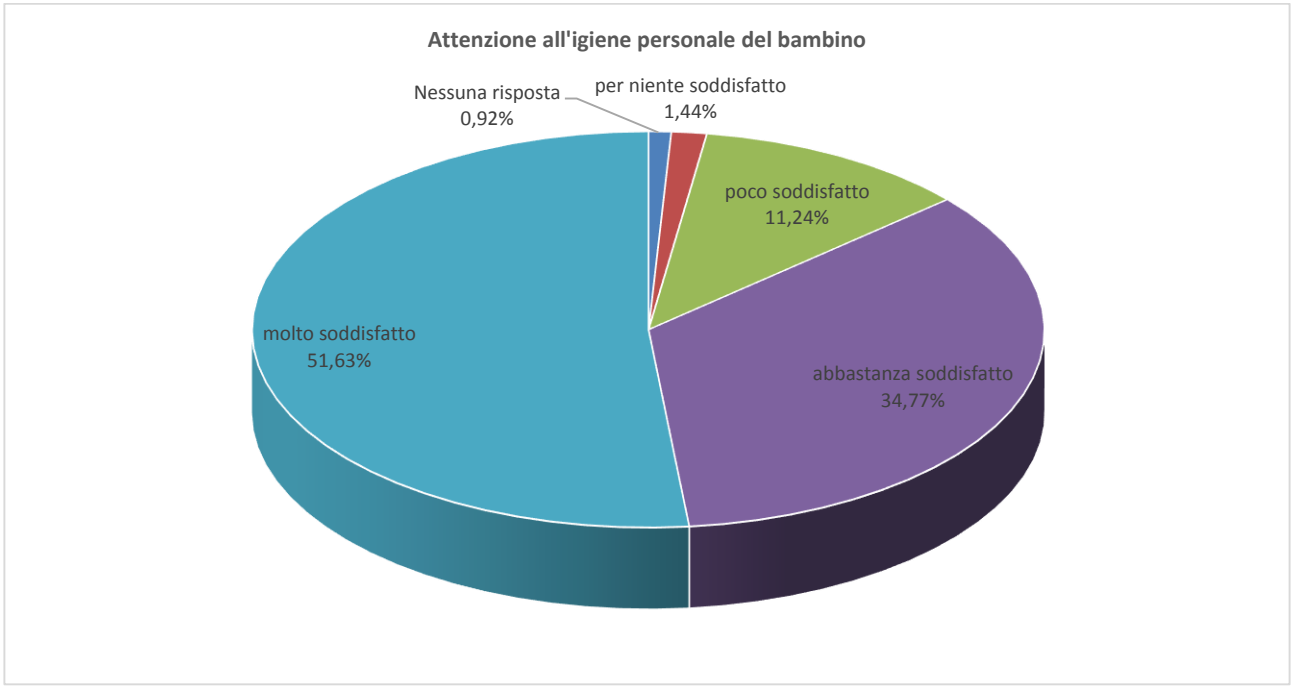


Accoglienza – Commiato – Cure di routine

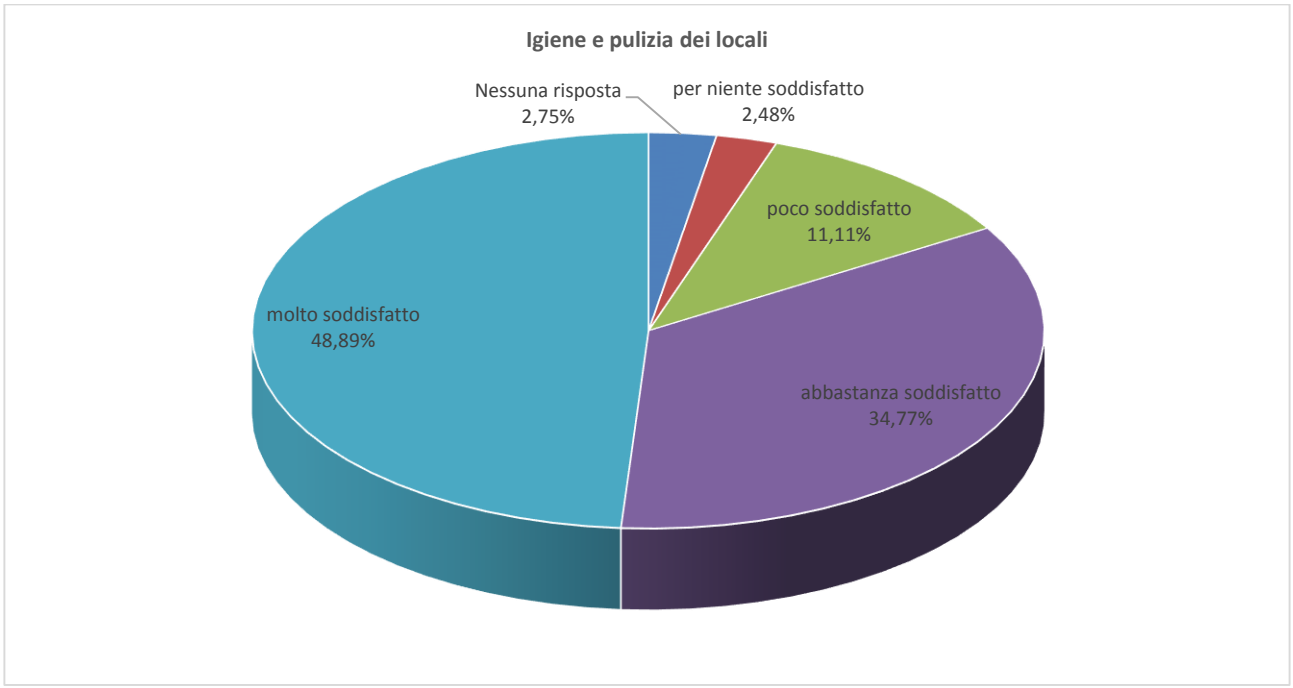


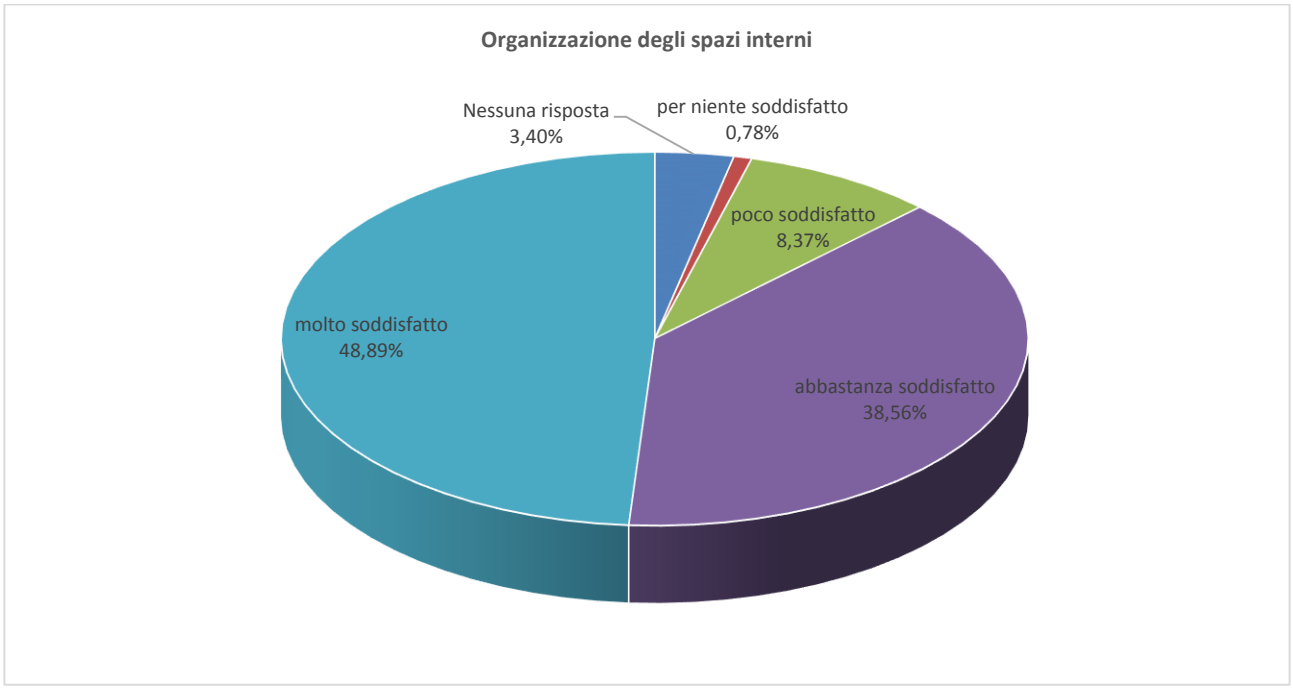


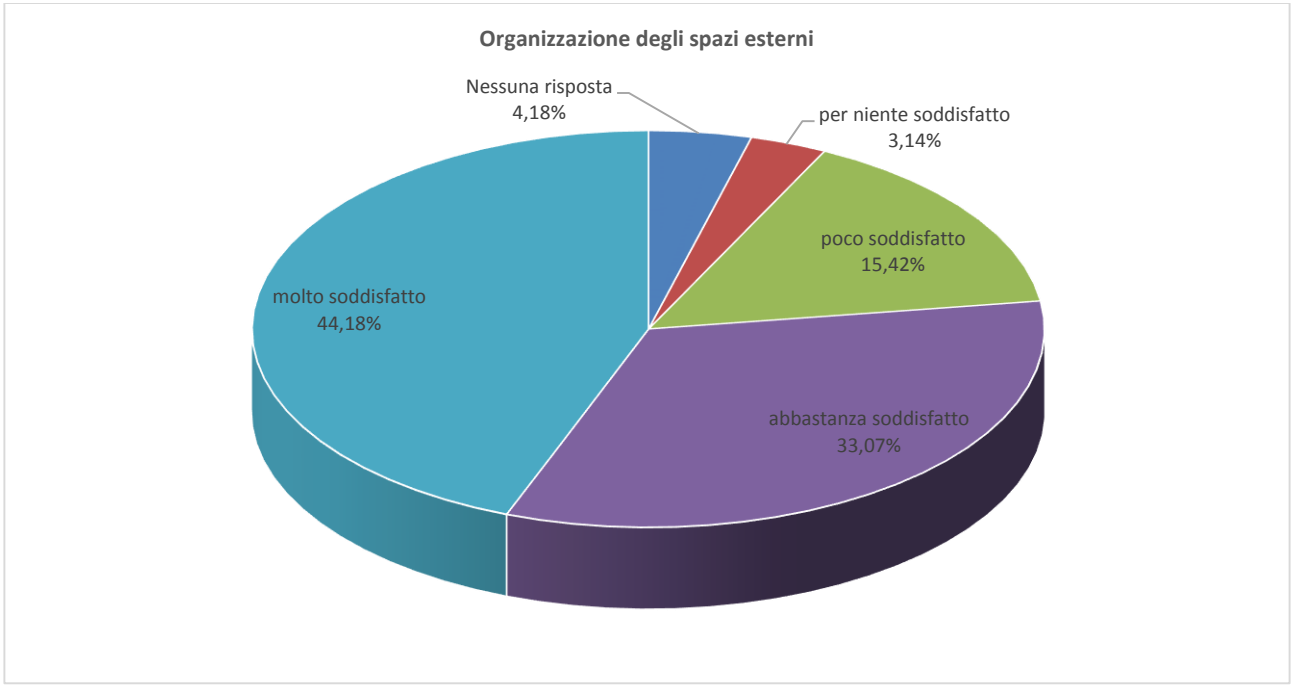

Informazioni sulla giornata del bambino
Nessuna risposta
2,61%
per niente soddisfatto
4,18%
poco soddisfatto
12,03%
molto soddisfatto
48,63%
abbastanza soddisfatto
32,55%

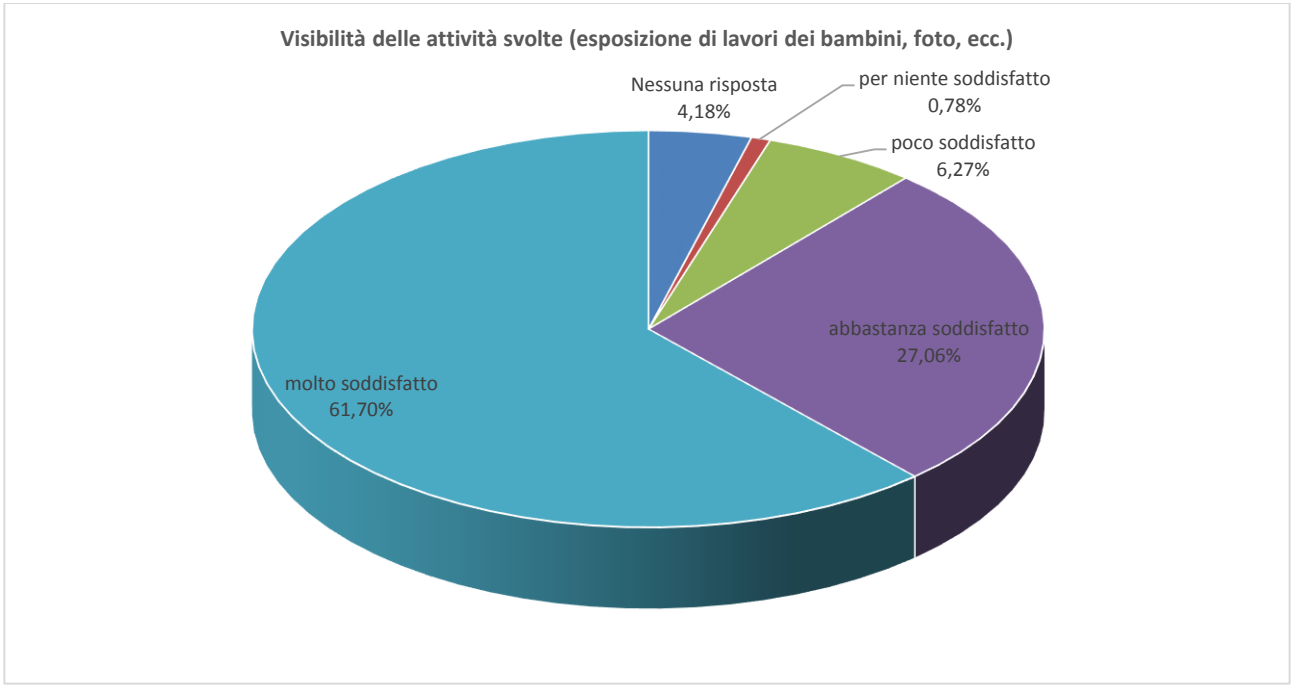

Attenzione all'igiene personale del bambino
Nessuna risposta
0,92%
per niente soddisfatto
1,44%
poco soddisfatto
11,24%
molto soddisfatto
51,63%
abbastanza soddisfatto
34,77%

Spazi

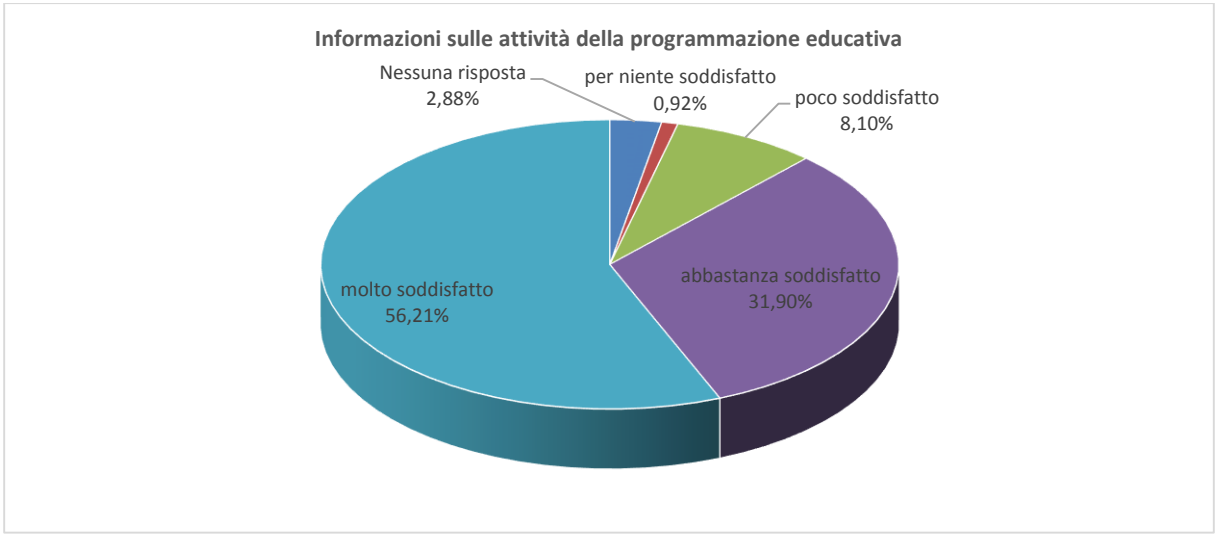

Igiene e pulizia dei locali
Nessuna risposta
2,75%
per niente soddisfatto
2,48%
poco soddisfatto
11,11%
molto soddisfatto
48,89%
abbastanza soddisfatto
34,77%

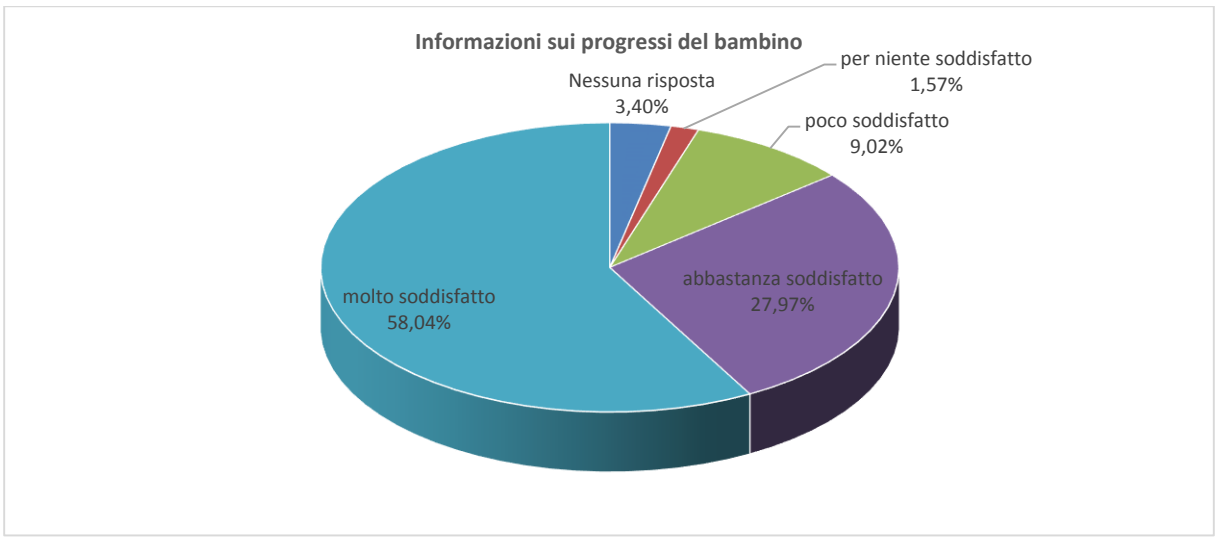

Organizzazione degli spazi interni
Nessuna risposta
3,40%
per niente soddisfatto
0,78%
poco soddisfatto
8,37%
molto soddisfatto
48,89%
abbastanza soddisfatto
38,56%

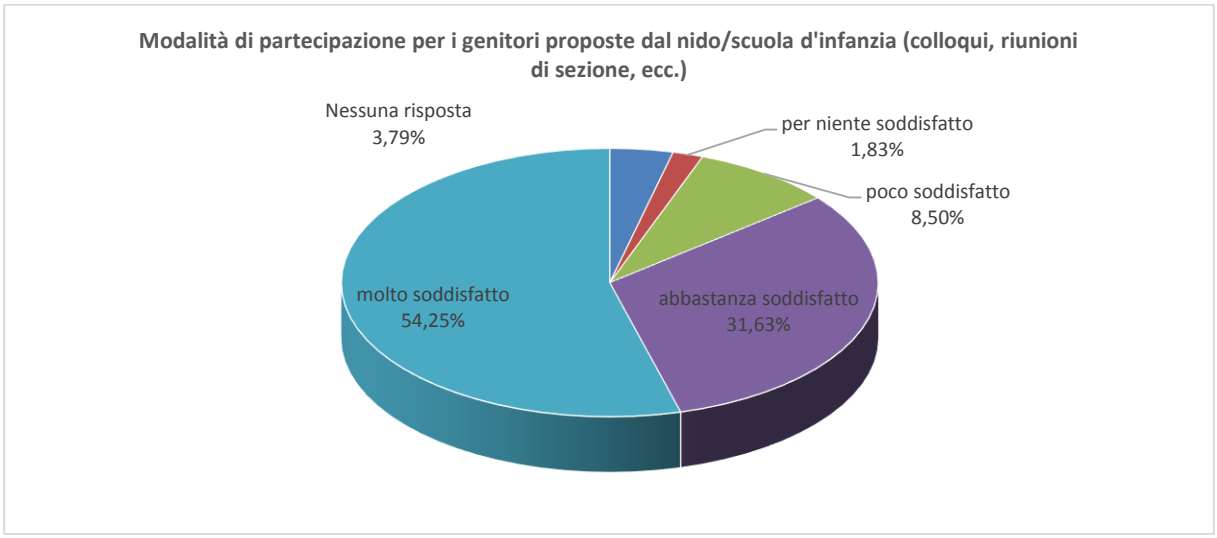

Organizzazione degli spazi esterni
Nessuna risposta
4,18%
per niente soddisfatto
3,14%
poco soddisfatto
15,42%
molto soddisfatto
44,18%
abbastanza soddisfatto
33,07%


Visibilità delle attività svolte (esposizione di lavori dei bambini, foto, ecc.)
Nessuna risposta
4,18%
per niente soddisfatto
0,78%
poco soddisfatto
6,27%
abbastanza soddisfatto
27,06%
molto soddisfatto
61,70%

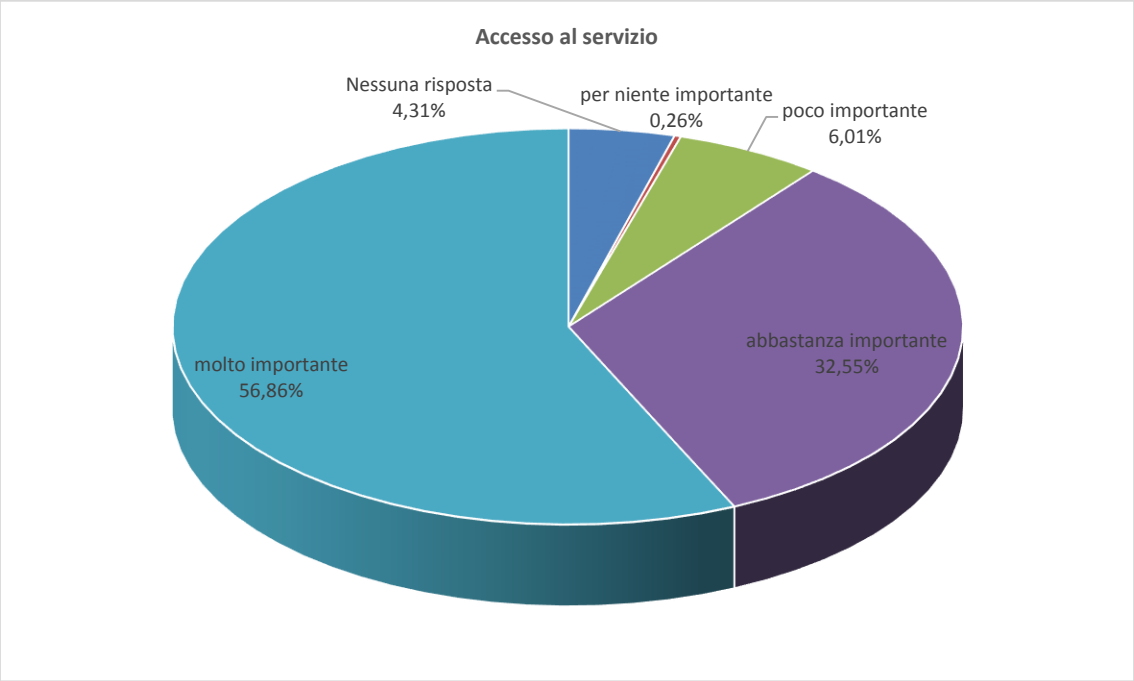
Rapporto scuola / famiglia

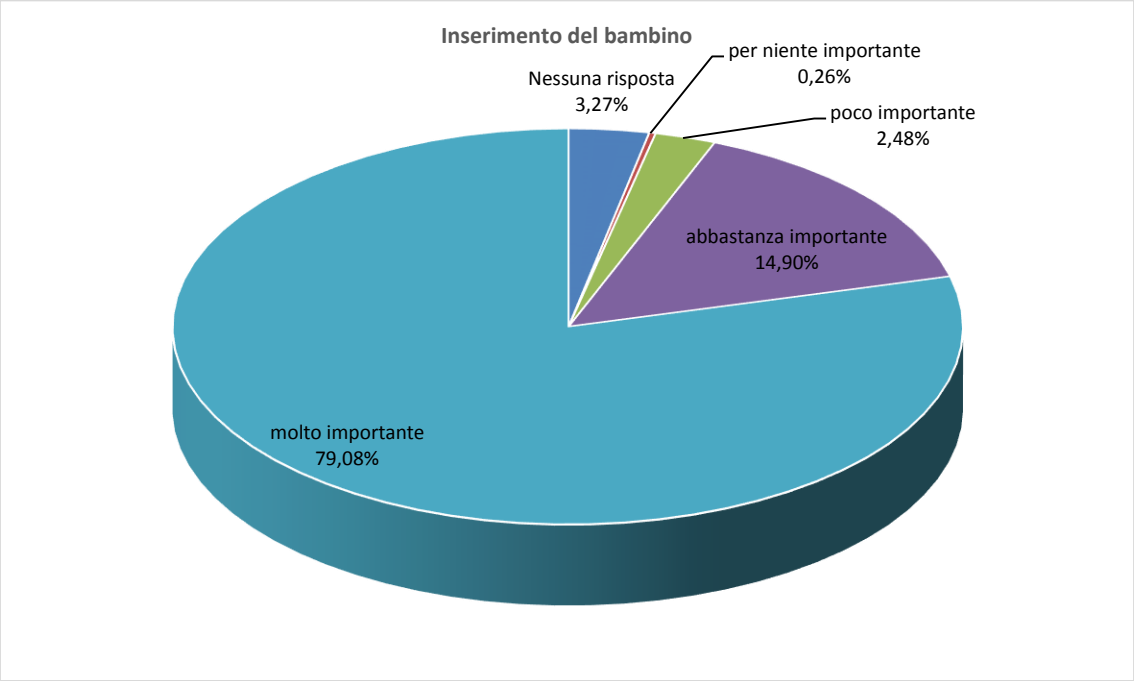


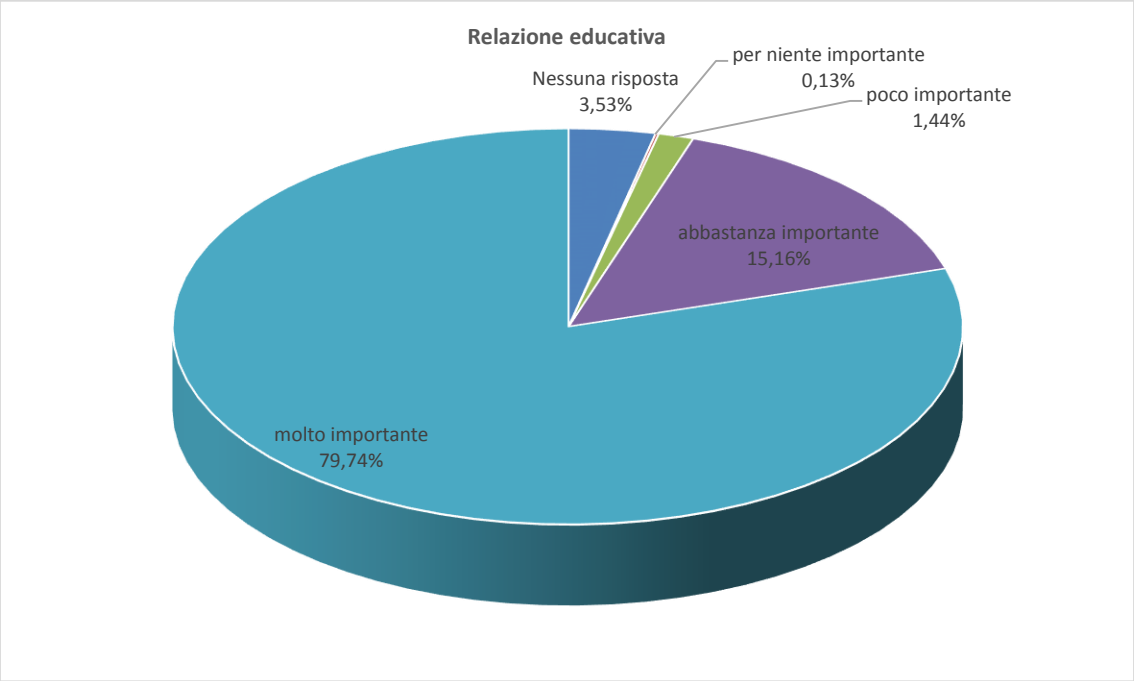


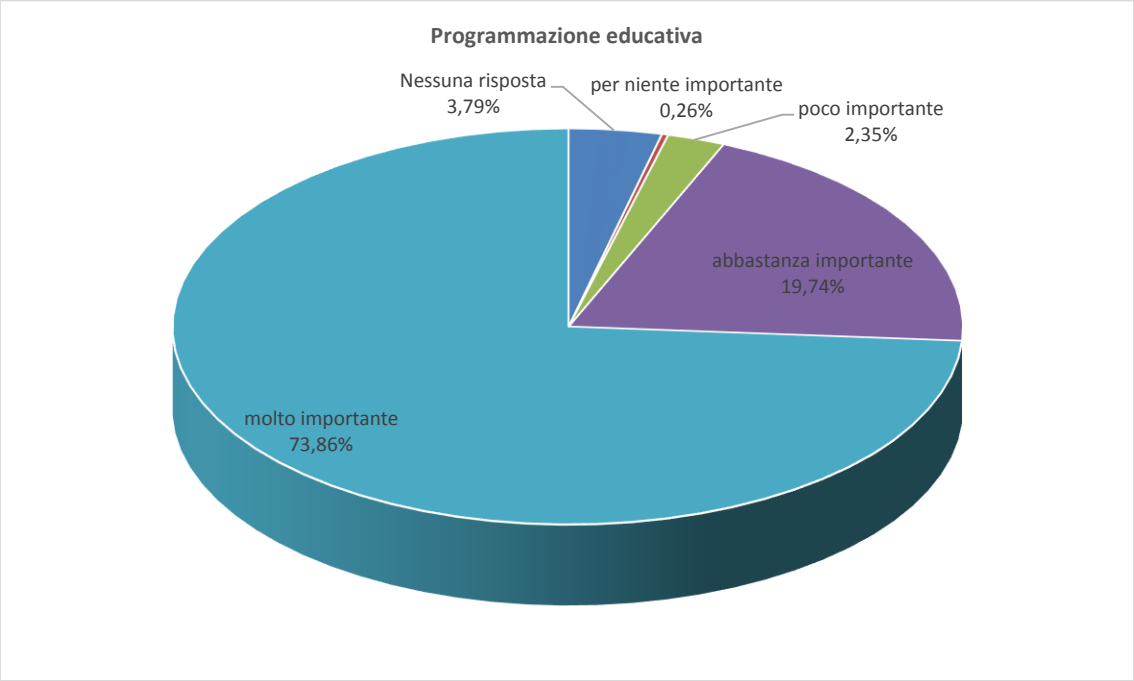


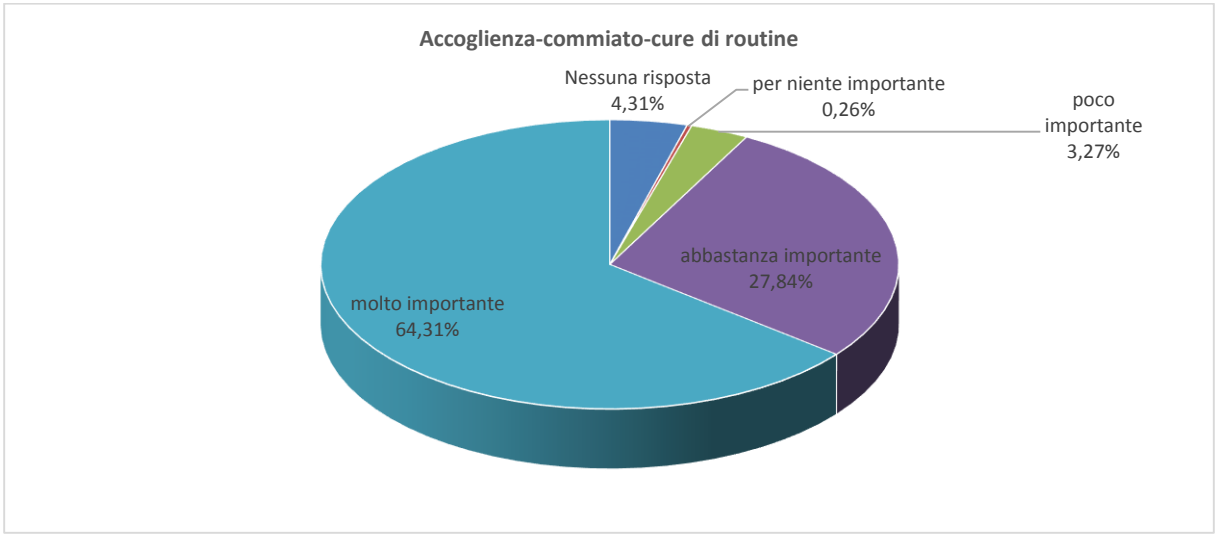
Importanza item

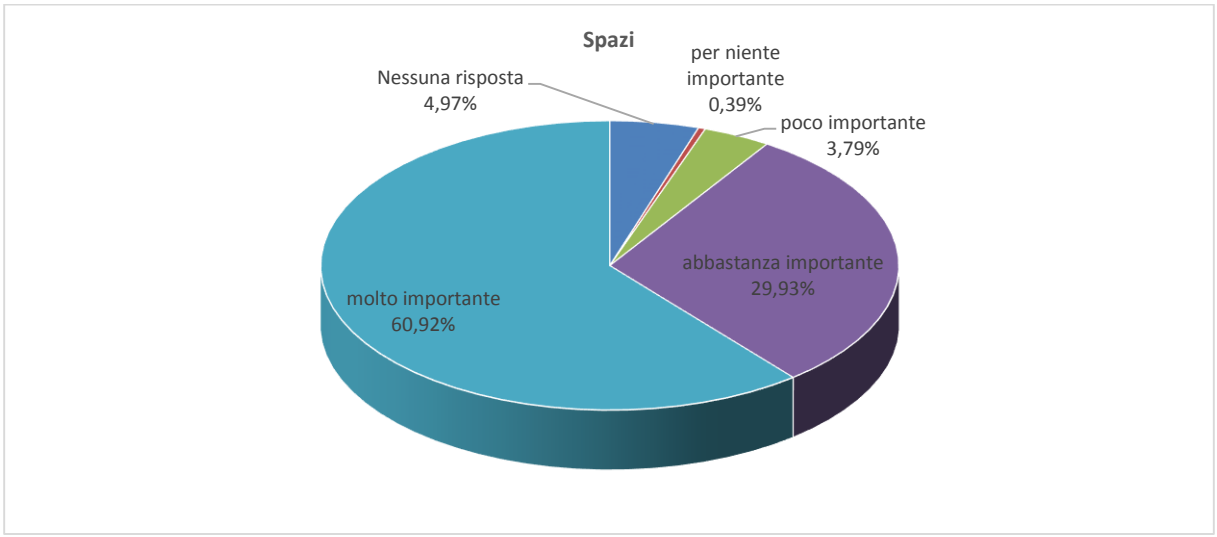


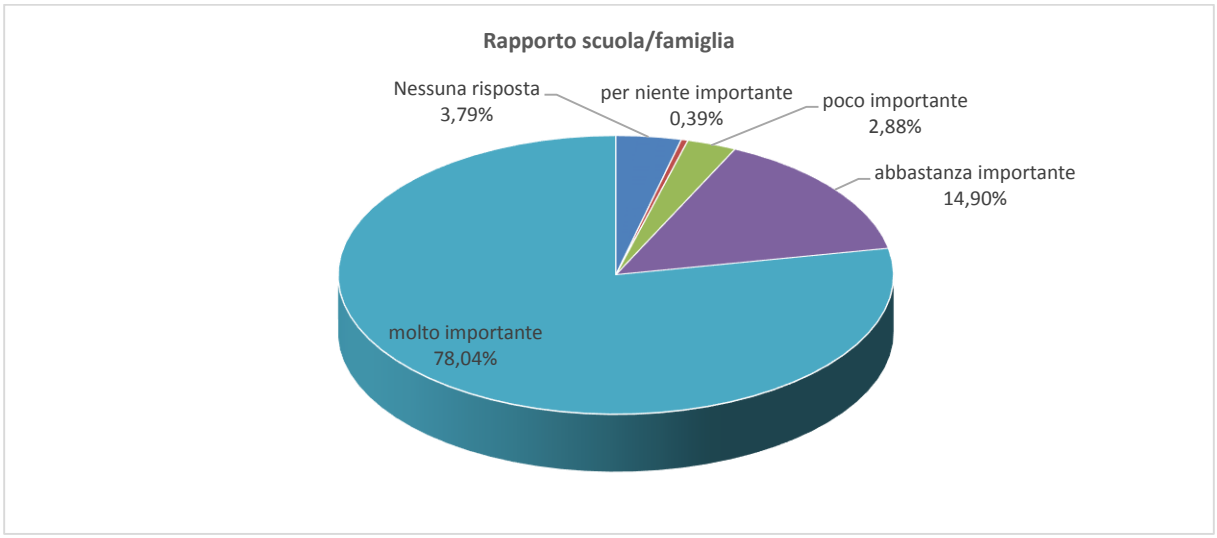


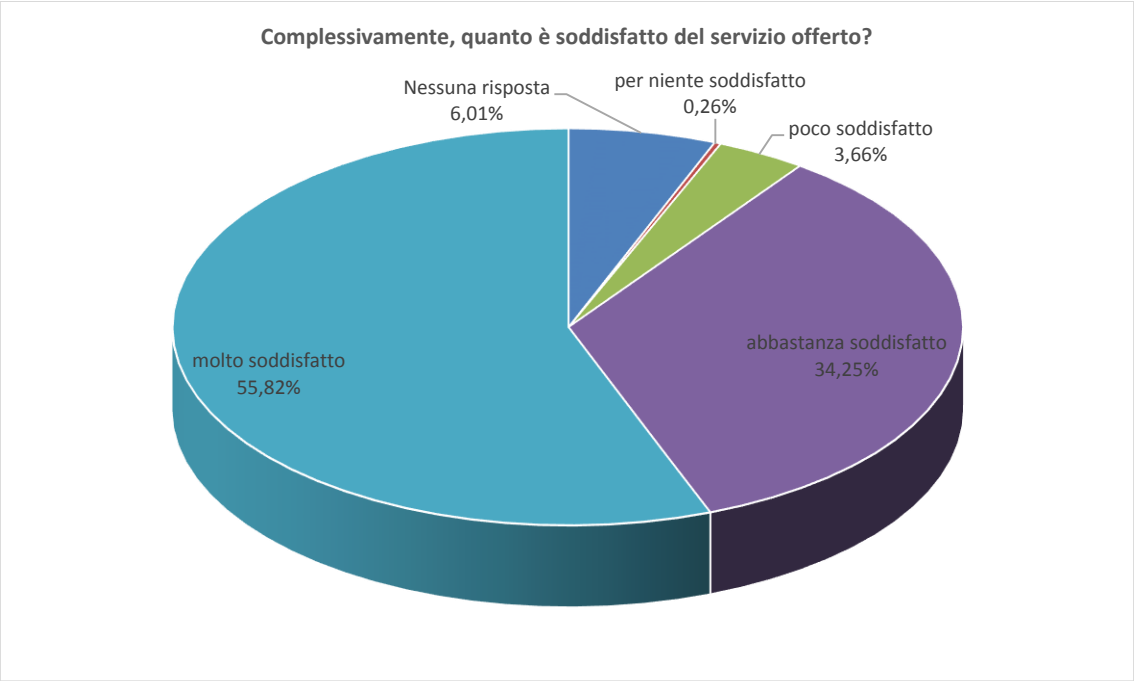

Relazione educativa
Nessuna risposta
3,53%
per niente importante
0,13%
poco importante
1,44%
abbastanza importante
15,16%
molto importante
79,74%

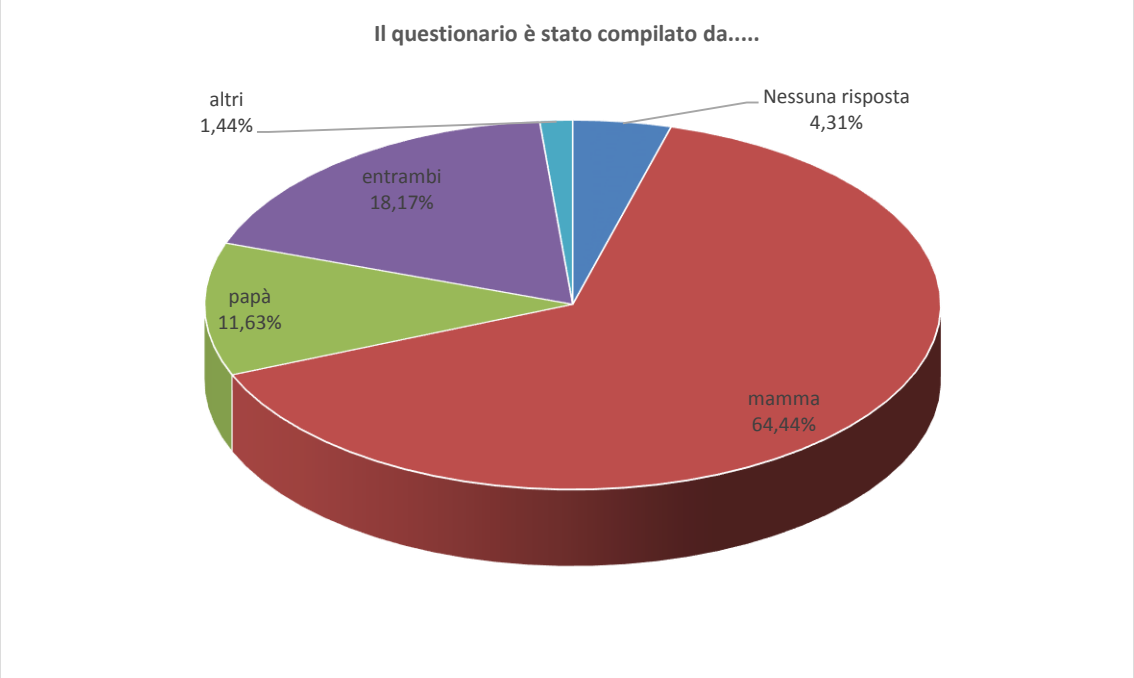

Programmazione educativa
Nessuna risposta
3,79%
per niente importante
0,26%
poco importante
2,35%
abbastanza importante
19,74%
molto importante
73,86%


Accoglienza-commiato-cure di routine
Nessuna risposta
4,31%
per niente importante
0,26%
poco
importante
3,27%
abbastanza importante
27,84%
molto importante
64,31%


Spazi
Nessuna risposta
4,97%
per niente
importante
0,39%
poco importante
3,79%
abbastanza importante
29,93%
molto importante
60,92%


Rapporto scuola/famiglia
Nessuna risposta
3,79%
per niente importante
0,39%
poco importante
2,88%
abbastanza importante
14,90%
molto importante
78,04%


Complessivamente, quanto è soddisfatto del servizio offerto?
Nessuna risposta
6,01%
per niente soddisfatto
0,26%
poco soddisfatto
3,66%
abbastanza soddisfatto
34,25%
molto soddisfatto
55,82%


Il questionario è stato compilato da.....
altri
1,44%
Nessuna risposta
4,31%
entrambi
18,17%
papà
11,63%
mamma
64,44%