

### Pesquisa de Satisfação

### Assunto: Serviços Prestados pela Ouvidoria do Tribunal de Justiça de Pernambuco

### Período avaliado: De janeiro a junho de 2022

* **Qual** **motivo** **do** **contato**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **Pedido** **de**  **Agilização** | **17** | **26** | **32** | **18** | **12** | **14** | **119** |
| **Solicitação** | **8** | **4** | **4** | **7** | **5** | **3** | **31** |
| **Reclamação** | **5** | **5** | **13** | **6** | **4** | **1** | **34** |
| **Lei** **de** **Acesso** **à** **Informação** | **0** | **0** | **1** | **1** | **0** | **2** | **4** |
| **Denúncia** | **0** | **0** | **1** | **0** | **1** | **1** | **3** |
| **Elogio** | **3** | **4** | **2** | **4** | **2** | **4** | **19** |
| **Sugestão** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

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* **Meio** **de** **contato** **com** **a** **Ouvidoria**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **Formulário** | **20** | **22** | **39** | **19** | **19** | **15** | **134** |
| **E-mail** | **10** | **10** | **6** | **15** | **4** | **7** | **52** |
| **Pessoalmente** | **0** | **0** | **1** | **0** | **0** | **0** | **1** |
| **Telefone** | **3** | **7** | **7** | **2** | **1** | **3** | **23** |
| **Carta** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| ***whatsapp*** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

* **Qual** **vínculo** **com** **o** **Poder** **Judiciário**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **Parte** | **13** | **18** | **21** | **23** | **9** | **11** | **95** |
| **Cidadão** | **9** | **7** | **19** | **5** | **4** | **11** | **55** |
| **Advogado** | **11** | **14** | **13** | **5** | **9** | **3** | **55** |
| **Magistrado** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Servidor** | **0** | **0** | **0** | **3** | **2** | **0** | **5** |
| **Colaborador** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

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* **Como** **avalia** **o** ***site*** **da** **Ouvidoria**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **Ótimo** | **21** | **23** | **34** | **20** | **9** | **10** | **117** |
| **Bom** | **6** | **8** | **14** | **11** | **10** | **9** | **58** |
| **Regular** | **4** | **2** | **3** | **2** | **3** | **5** | **19** |
| **Ruim** | **2** | **4** | **1** | **3** | **2** | **0** | **12** |
| **Nunca** **Utilizou** | **0** | **2** | **1** | **0** | **0** | **1** | **4** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

* **Como** **avalia** **o** **formulário** **eletrônico**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **Ótimo** | **21** | **23** | **34** | **19** | **8** | **11** | **116** |
| **Bom** | **6** | **8** | **12** | **15** | **13** | **8** | **62** |
| **Regular** | **5** | **2** | **4** | **2** | **1** | **4** | **18** |
| **Ruim** | **1** | **4** | **2** | **0** | **2** | **0** | **9** |
| **Nunca** **utilizou** | **0** | **2** | **1** | **0** | **0** | **2** | **5** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%0** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

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* **Como** **avalia** **o** **atendimento**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **Ótimo** | **23** | **24** | **35** | **20** | **12** | **13** | **127** |
| **Bom** | **5** | **6** | **10** | **10** | **4** | **7** | **42** |
| **Regular** | **3** | **3** | **2** | **3** | **4** | **2** | **17** |
| **Ruim** | **2** | **6** | **6** | **3** | **4** | **3** | **24** |
| **Nunca** **utilizou** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

* **Como** **avalia** **o** **tempo** **de** **resposta**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **Ótimo** | **22** | **23** | **26** | **17** | **13** | **12** | **113** |
| **Bom** | **5** | **7** | **11** | **11** | **3** | **6** | **43** |
| **Regular** | **4** | **4** | **12** | **5** | **4** | **4** | **33** |
| **Ruim** | **2** | **5** | **4** | **3** | **4** | **3** | **21** |
| **Nunca** **utilizou** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

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* **Se** **provocou** **a** **unidade** **antes** **de** **se** **dirigir** **à** **Ouvidoria**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **SIM** | **22** | **33** | **43** | **25** | **21** | **20** | **164** |
| **NÃO** | **11** | **6** | **10** | **11** | **3** | **5** | **46** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

* **Se** **entraria** **em** **contato** **novamente** **com** **a** **Ouvidoria-Geral**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **SIM** | **33** | **34** | **47** | **32** | **23** | **22** | **191** |
| **NÃO** | **0** | **5** | **6** | **4** | **1** | **3** | **19** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

* + **Se** **indicaria** **a** **Ouvidoria**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Janeiro** | **Fevereiro** | **Março** | **Abril** | **Maio** | **Junho** | **Total** |
| **SIM** | **30** | **33** | **46** | **32** | **20** | **21** | **182** |
| **NÃO** | **3** | **6** | **7** | **4** | **4** | **4** | **28** |
| **Total** **por** **Mês** | **33** **(100%)** | **39** **(100%)** | **53** **(100%)** | **36** **(100%)** | **24** **(100%)** | **25** **(100%)** | **210** |

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