Questionnaire - Users’ Office
1586 replies

Question 1: Contacts with the Users’ Office

![Contacts Bar Chart]

- Contract renewal: 1400
- New registration: 1200
- Request for information: 1000
Questionnaire - Users’ Office

Question II: Quality of information received

Adapted

Clear

Complete
Question III: Helpfulness

Welcoming

Polite

Listening
Questionnaire - Users’ Office

Question IV: Quality of the environment

Noise levels

Interruptions

Layout of the Office

Opening Hours
Questionnaire - Users’ Office

Question IV : Quality of the environment

**Waiting time**
Question V : Quality of service

Contacts

<table>
<thead>
<tr>
<th></th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same service from each person</td>
<td>800</td>
</tr>
<tr>
<td>Service different, depending on the person</td>
<td>500</td>
</tr>
</tbody>
</table>

8 December 2004
Question VI: Satisfaction level of the services offered by the Users’ Office

Visits

Telephone

E-Mail

Documentation
Question VI: Satisfaction level of the services offered by the Users’ Office

**Web**

![Bar chart showing satisfaction levels of the services offered by the Users’ Office.](chart)

**Auxiliary question:** Why was the questionnaire not filled in?

**Reasons why the questionnaire was not filled in**

![Bar chart showing reasons for not filling in the questionnaire.](chart)