



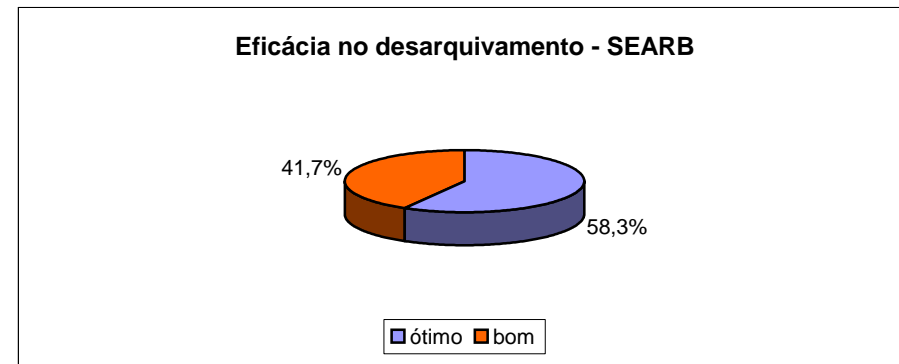
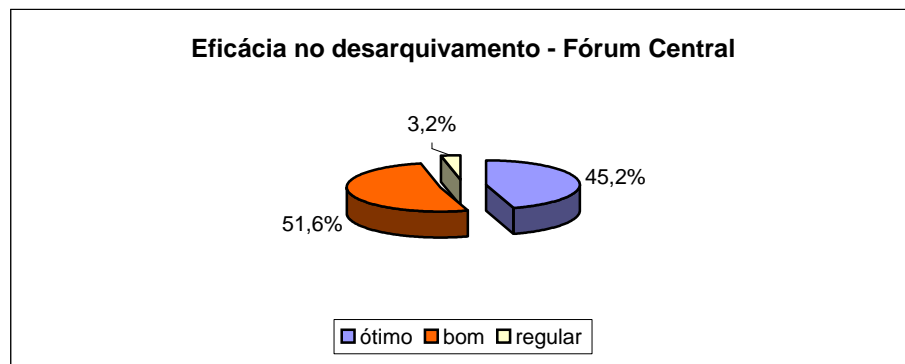
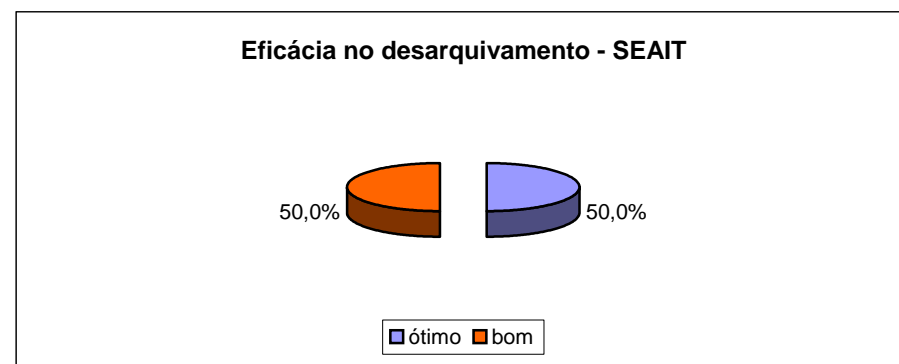
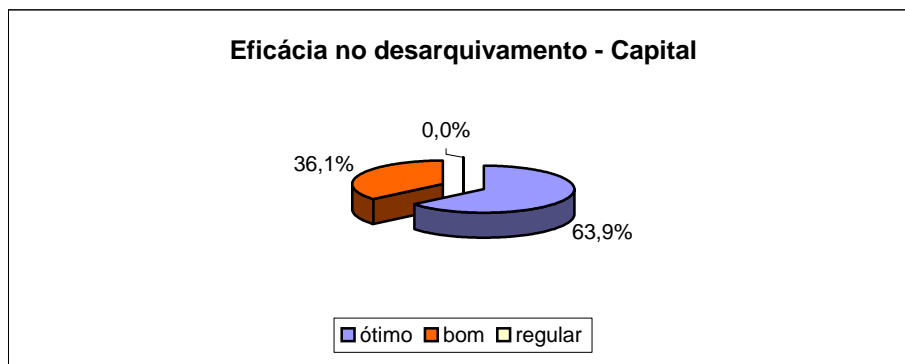
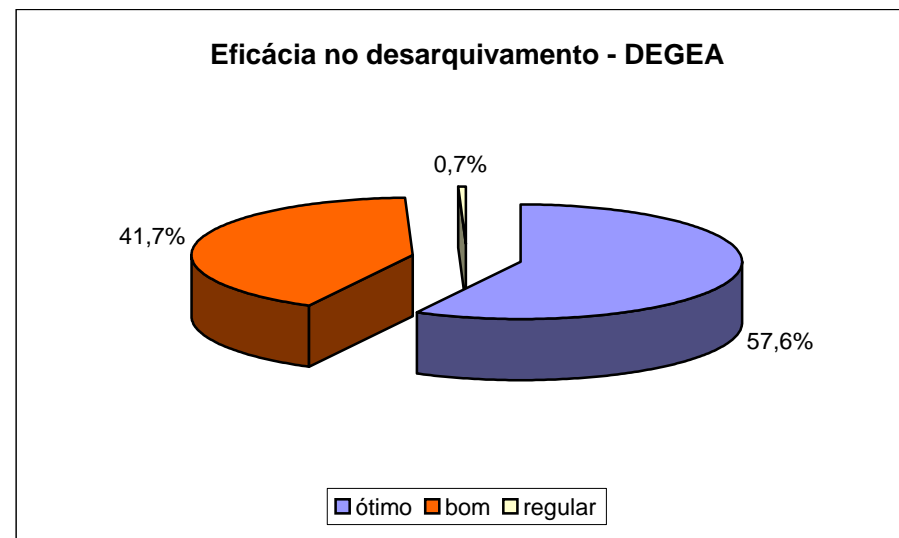
**Tribunal de Justiça do Estado do Rio de Janeiro  
Diretoria-Geral de Gestão de Conhecimento  
Departamento de Gestão de Acervos Arquivísticos**

**Pesquisa de Satisfação do Usuário**

**2º semestre / 2010**

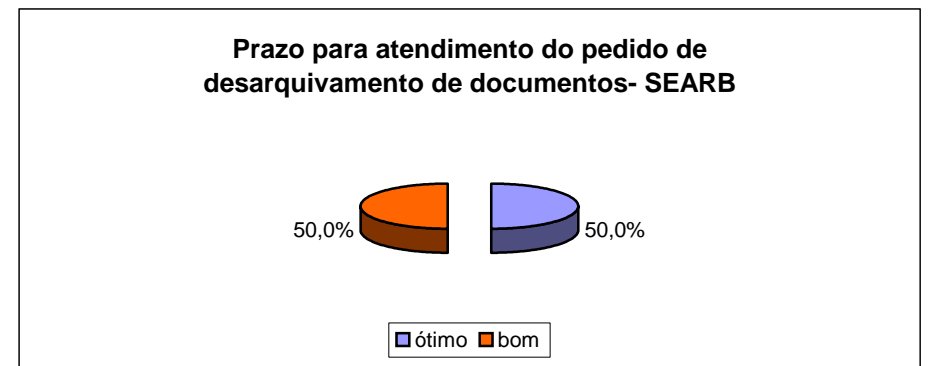
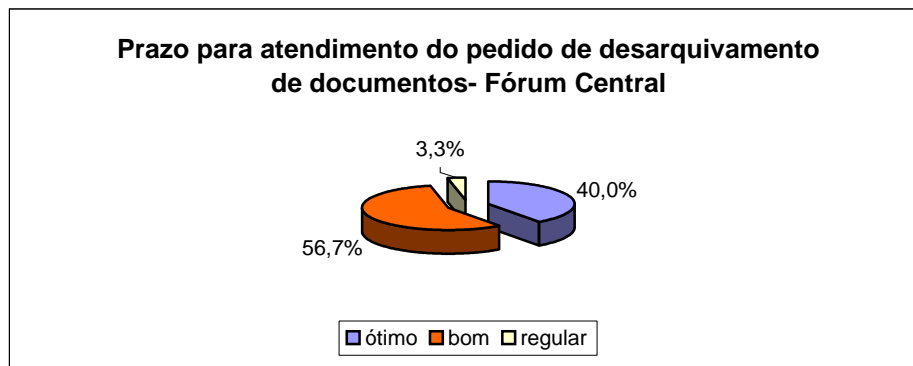
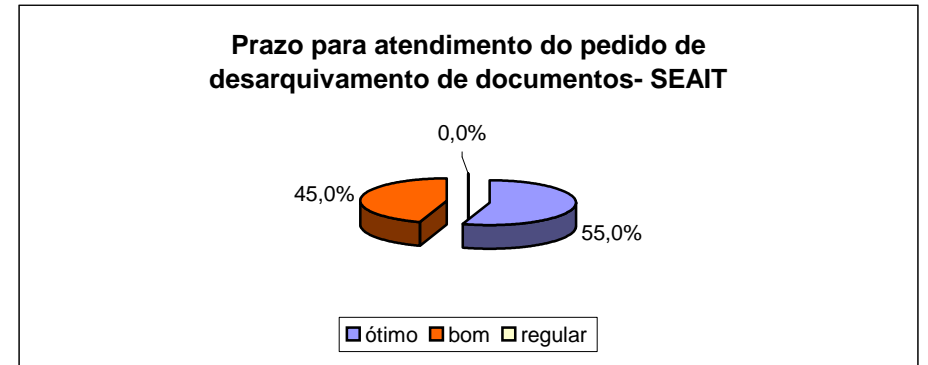
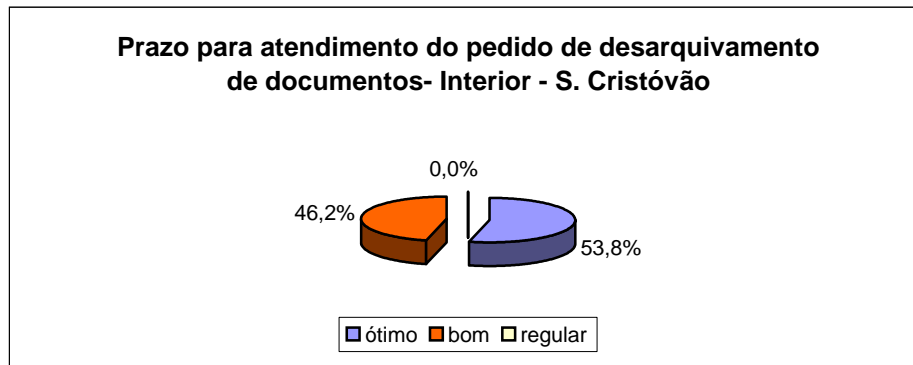
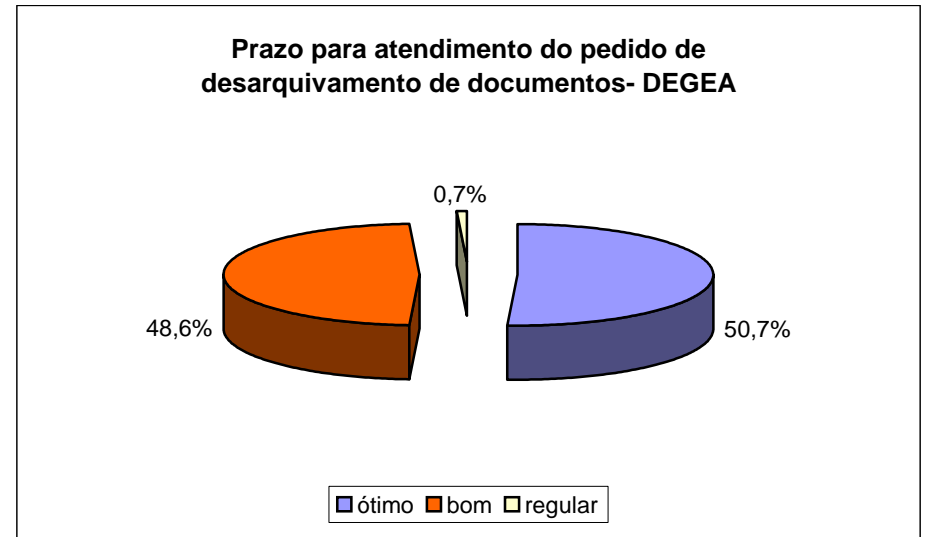
# Eficácia no desarquivamento de documentos

	ótimo	bom	regular	ruim	péssimo	TOTAL
Interior - S. Cristóvão	53 63,9%	30 36,1%	0 0,0%	0 0,0%	0 0,0%	83 100%
Fórum Central	14 45,2%	16 51,6%	1 3,2%	0 0,0%	0 0,0%	31 100%
Interior - SEAIT	9 50,0%	9 50,0%	0 0,00%	0 0,0%	0 0,0%	18 100%
Interior - SEARB	7 58,3%	5 41,7%	0 0,0%	0 0,0%	0 0,0%	12 100%
<b>TOTAIS</b>	<b>83</b> <b>57,6%</b>	<b>60</b> <b>41,7%</b>	<b>1</b> <b>0,7%</b>	<b>0</b> <b>0,0%</b>	<b>0</b> <b>0,0%</b>	<b>144</b> <b>100%</b>



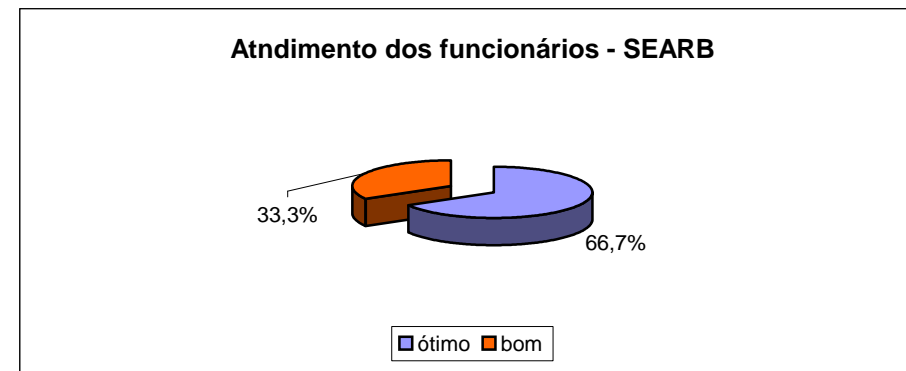
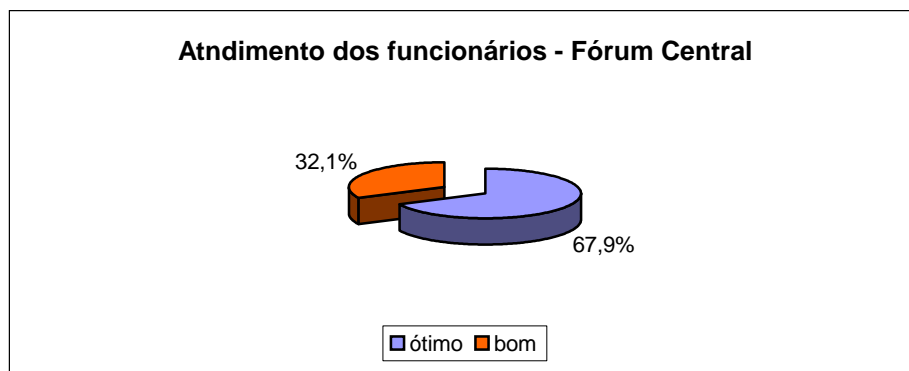
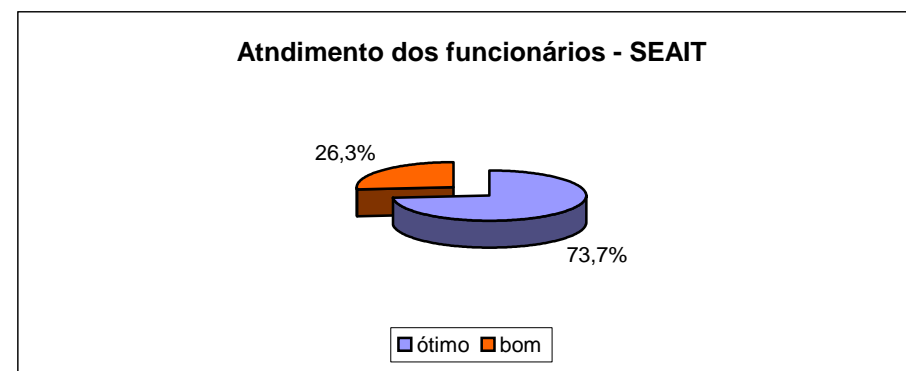
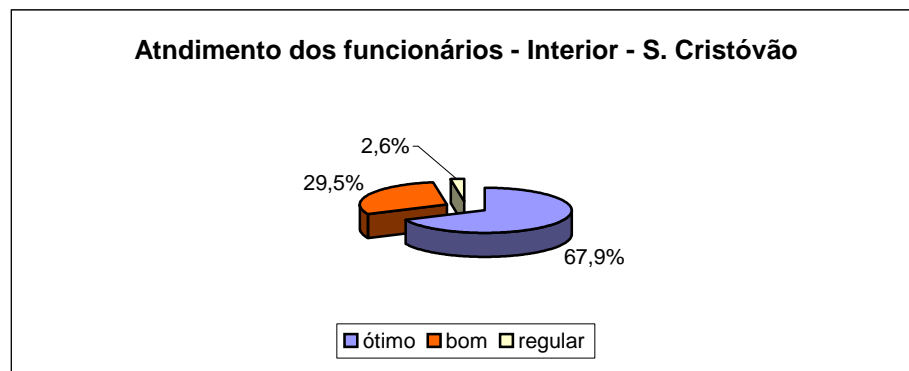
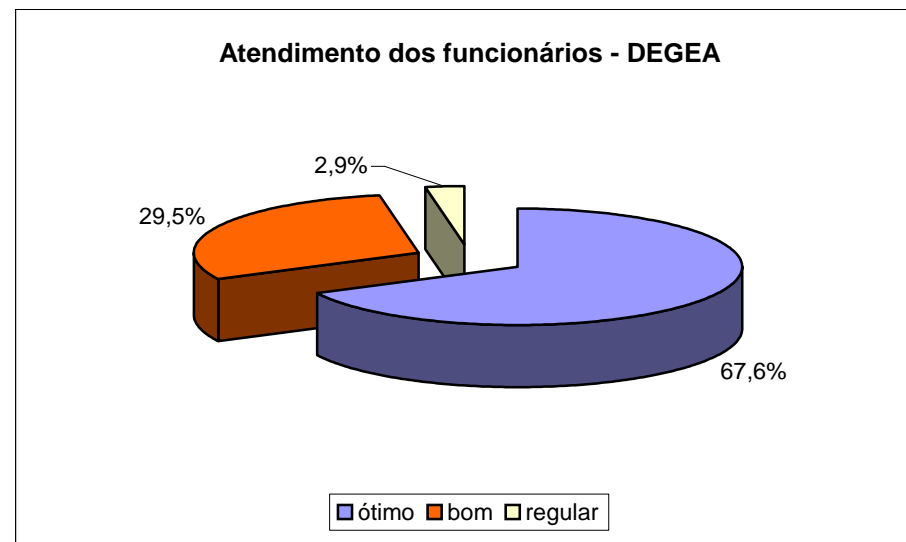
# Prazo para atendimento ao pedido de desarquivamento de documentos

	ótimo	bom	regular	ruim	péssimo	TOTAL
Interior - S. Cristóvão	42	36	0	0	0	78
	53,8%	46,2%	0,0%	0,0%	0,0%	100%
Fórum Central	12	17	1	0	0	30
	40,0%	56,7%	3,3%	0,0%	0,0%	100,0%
Interior - SEAIT	11	9	0	0	0	20
	55,0%	45,0%	0,0%	0,0%	0,0%	100%
Interior - SEARB	6	6	0	0	0	12
	50,0%	50,0%	0,0%	0,0%	0,0%	
<b>TOTAIS</b>	<b>71</b>	<b>68</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>140</b>
	<b>50,7%</b>	<b>48,6%</b>	<b>0,7%</b>	<b>0,0%</b>	<b>0,0%</b>	<b>100%</b>



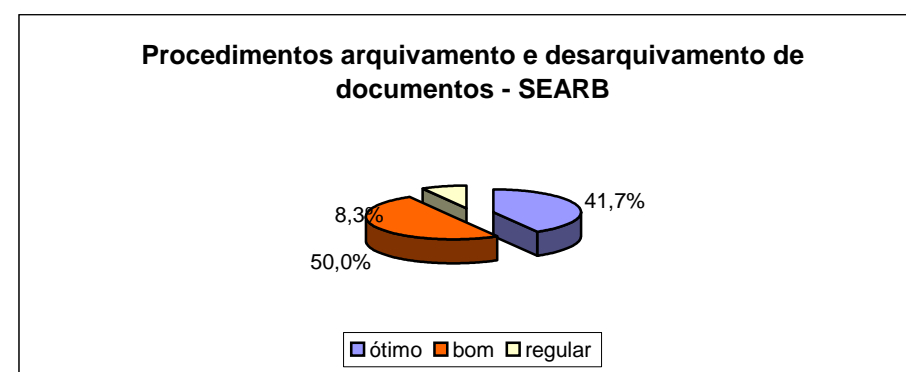
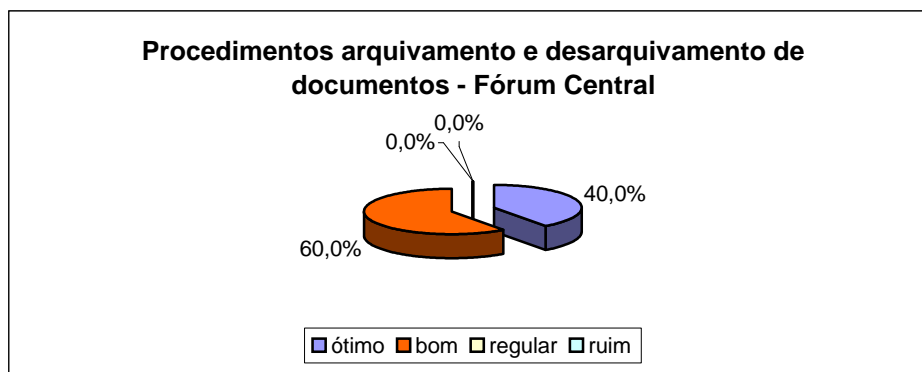
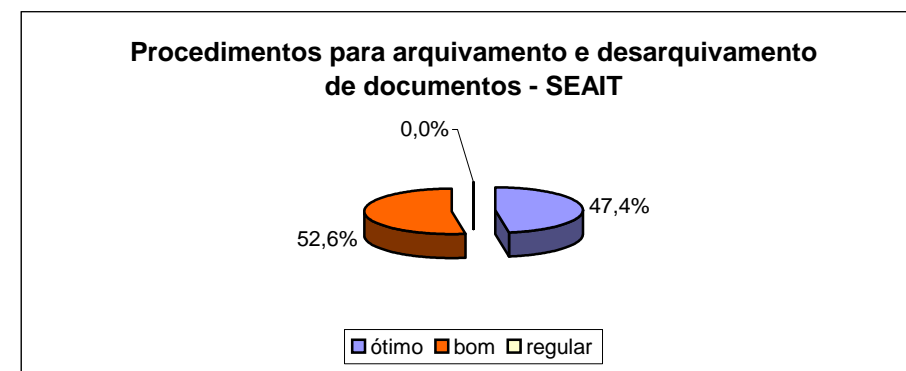
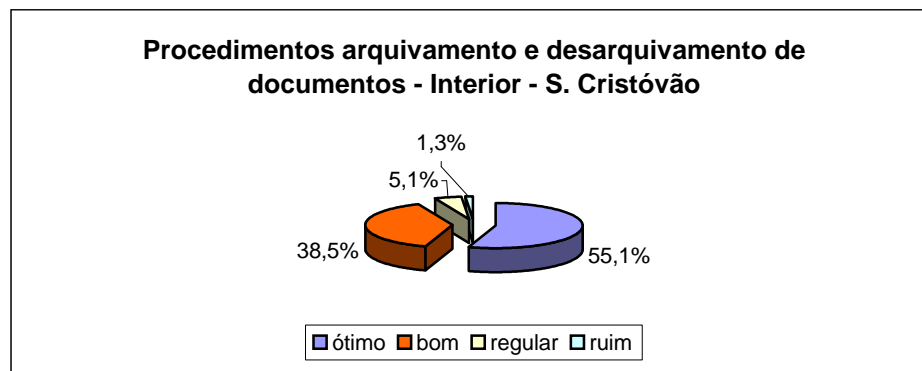
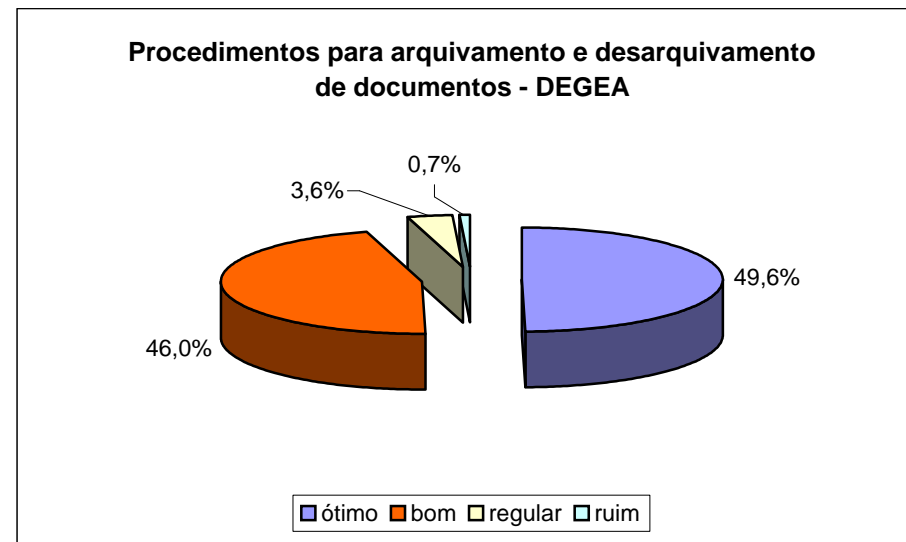
# Atendimento dos funcionários do DEGEA

	ótimo	bom	regular	ruim	péssimo	TOTAL
Interior/S. Cristóvão	53 67,9%	23 29,5%	2 2,6%	0 0,0%	0 0,0%	78 100%
Fórum Central	19 63,3%	9 30,0%	2 6,7%	0 0,0%	0 0,0%	30 100%
interior - SEAIT	14 73,7%	5 26,3%	0 0,0%	0 0,0%	0 0,0%	19 100%
Interior - SEARB	8 66,7%	4 33,3%	0 0,0%	0 0,0%	0 0,0%	12 100%
<b>TOTAIS</b>	<b>94 67,6%</b>	<b>41 29,5%</b>	<b>4 2,9%</b>	<b>0 0,0%</b>	<b>0 0,0%</b>	<b>139 100%</b>



# Procedimentos para arquivamento e desarquivamento de documentos

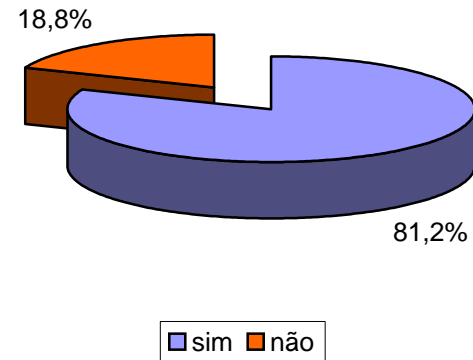
	ótimo	bom	regular	ruim	péssimo	TOTAL
Interior - S. Cristóvão	43 55,1%	30 38,5%	4 5,1%	1 1,3%	0 0,0%	78 100%
Fórum Central	12 40,0%	18 60,0%	0 0,0%	0 0,0%	0 0,0%	30 100%
Interior - SEAIT	9 47,4%	10 52,6%	0 0,00%	0 0,0%	0 0,0%	19 100%
Interior - SEARB	5 41,7%	6 50,0%	1 8,3%	0 0,0%	0 0,0%	12 100%
<b>TOTAIS</b>	<b>69 49,6%</b>	<b>64 46,0%</b>	<b>5 3,6%</b>	<b>1 0,7%</b>	<b>0 0,0%</b>	<b>139 100%</b>



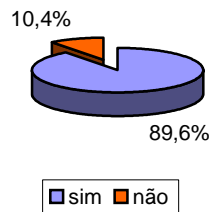
# Você conhece a Tabela de Temporalidade de Documentos?

	sim	não	TOTAL
Interior - S. Cristóvão	69 89,6%	8 10,4%	77 100%
Fórum Central	24 77,4%	7 22,6%	31 100%
Interior - SEAIT	10 55,6%	8 44,4%	18 100%
Interior - SEARB	9 75,0%	3 25,0%	12 100%
<b>TOTAIS</b>	<b>112 81,2%</b>	<b>26 18,8%</b>	<b>138 100%</b>

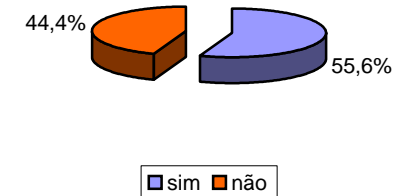
Você conhece a TTD? - DEGEA



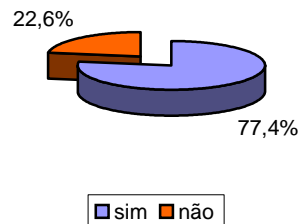
Você conhece a TTD? - Interior - S. Cristóvão



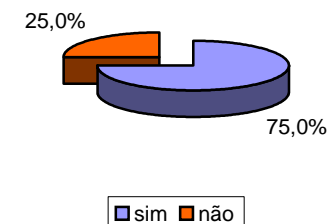
Você conhece a TTD? - SEAIT



Você conhece a TTD? - Fórum Central

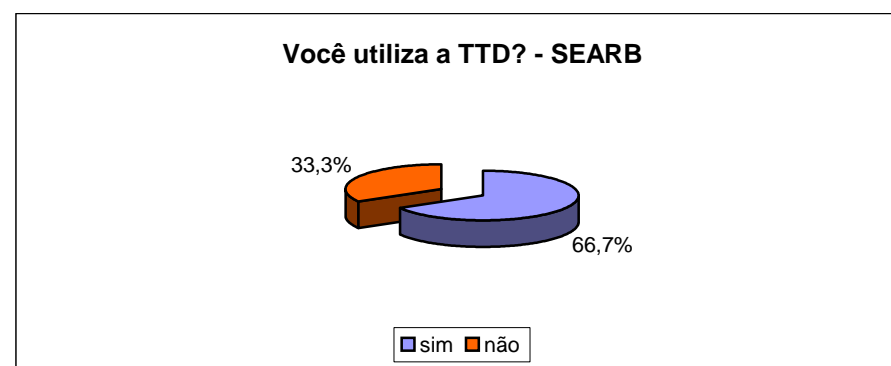
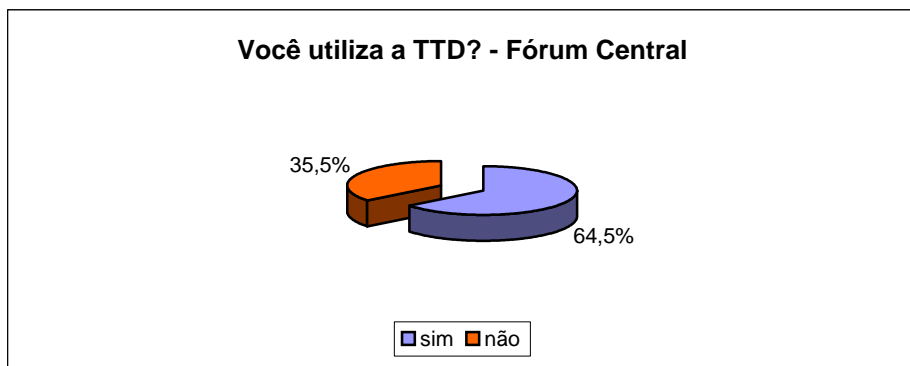
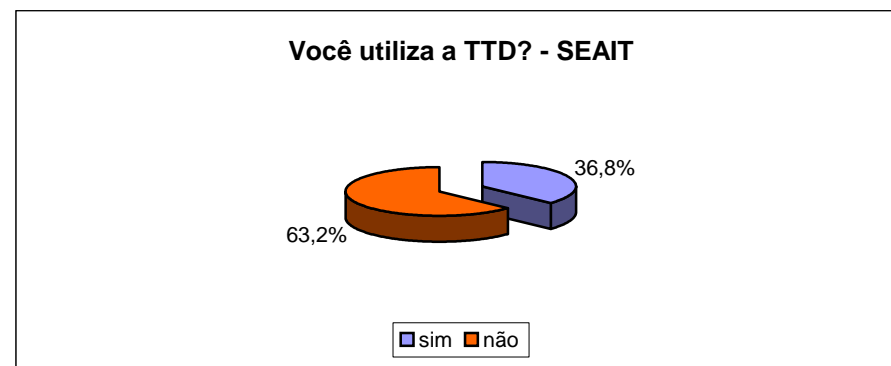
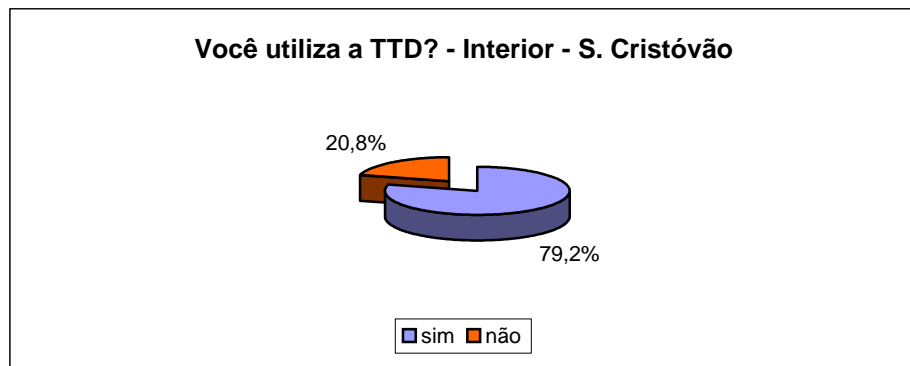
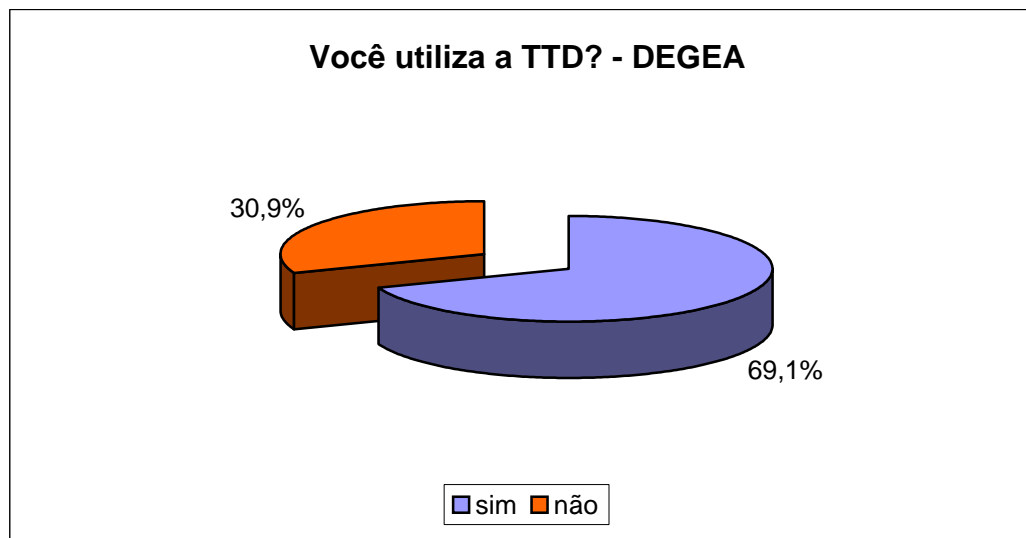


Você conhece a TTD? - SEARB



# Você utiliza a Tabela de Temporalidade de Documentos?

	sim	não	TOTAL
Interior - S. Cristóvão	61 79,2%	16 20,8%	77 100%
Fórum Central	20 64,5%	11 35,5%	31 100%
Interior - SEAIT	7 36,8%	12 63,2%	19 100%
intriior - SEARB	8 66,7%	4 33,3%	12 100%
<b>TOTAIS</b>	<b>96 69,1%</b>	<b>43 30,9%</b>	<b>139 100%</b>



# Pesquisa de Satisfação - Novembro de 2010

## Total geral por conceitos

	ótimo	bom	regular	ruim	péssimo	TOTAL
Interior - S. Cristóvão	191 60,3%	119 37,5%	6 1,9%	1 0,3%	0 0,0%	317 100%
Fórum Central	57 47,1%	60 49,6%	4 3,3%	0 0,0%	0 0,0%	121 100%
Interior - SEAIT	43 56,6%	33 43,4%	0 0,0%	0 0,0%	0 0,0%	76 100%
Interior - SEARB	26 54,2%	21 43,8%	1 2,1%	0 0,0%	0 0,0%	48 100%
<b>TOTAIS</b>	<b>317 56,4%</b>	<b>233 41,5%</b>	<b>11 2,0%</b>	<b>1 0,2%</b>	<b>0 0,0%</b>	<b>562 100%</b>

