

COMPARATIVA 2007 - 2008

| 2007 | RECuento | % |
|---------------|--------------|------|
| RECLAMACIONES | 1.249 | 74% |
| SUGERENCIAS | 435 | 26% |
| Total | 1.684 | 100% |

| 2008 | RECuento | % |
|---------------|--------------|------|
| RECLAMACIONES | 1.322 | 71% |
| SUGERENCIAS | 529 | 29% |
| Total | 1.851 | 100% |

ASUNTOS POR ORIGEN DE PROCEDENCIA

TOTAL ASUNTOS POR ORIGEN

| ORIGEN | RECuento | % |
|------------|-------------|-------------|
| INTERNET | 1459 | 79% |
| PRESENCIAL | 377 | 20% |
| BUZÓN | 1 | 0% |
| TELÉFONO | 3 | 0% |
| AGENDA | 11 | 1% |
| | 1851 | 100% |

RECLAMACIONES

| ORIGEN | RECuento | % |
|------------|-------------|-------------|
| INTERNET | 1015 | 77% |
| PRESENCIAL | 303 | 23% |
| BUZÓN | 1 | 0% |
| TELÉFONO | 2 | 0% |
| AGENDA | 1 | 0% |
| | 1322 | 100% |

SUGERENCIAS

| ORIGEN | RECuento | % |
|------------|------------|-------------|
| INTERNET | 444 | 84% |
| PRESENCIAL | 74 | 14% |
| BUZÓN | 0 | 0% |
| TELÉFONO | 1 | 0% |
| AGENDA | 10 | 2% |
| | 529 | 100% |

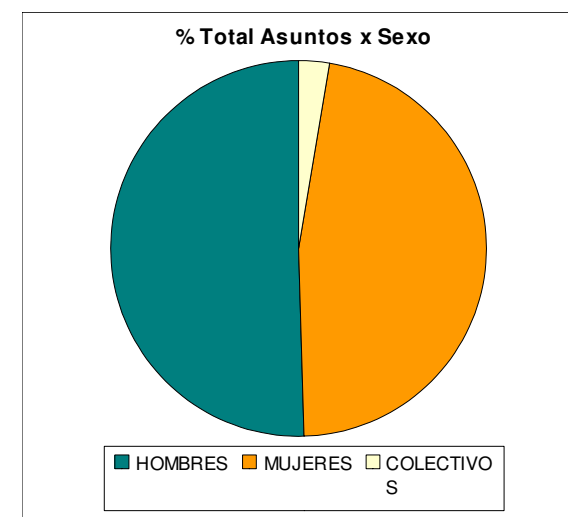
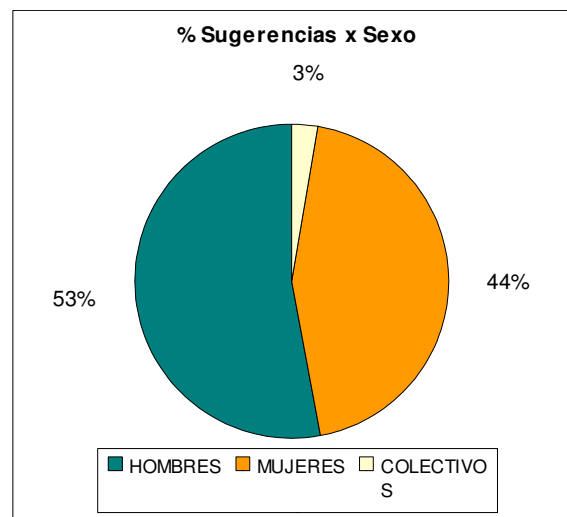
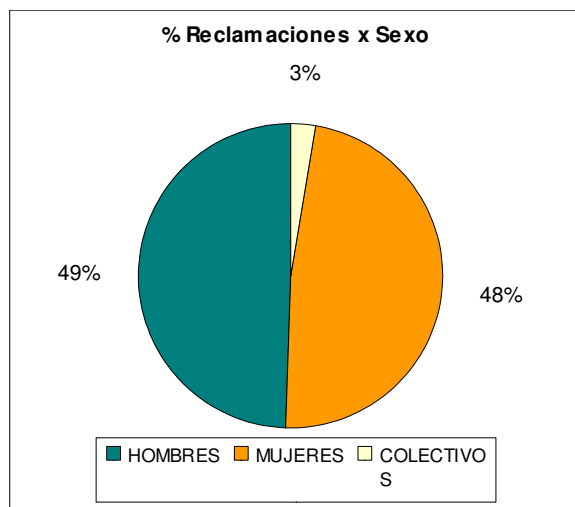


ASUNTOS POR SEXO Y POR TIPO

| RECLAMACIÓN | | |
|---------------|--------|------------|
| | número | porcentaje |
| HOMBRES | 654 | 49% |
| MUJERES | 633 | 48% |
| COLECTIVOS | 35 | 3% |
| Total general | 1322 | 100% |

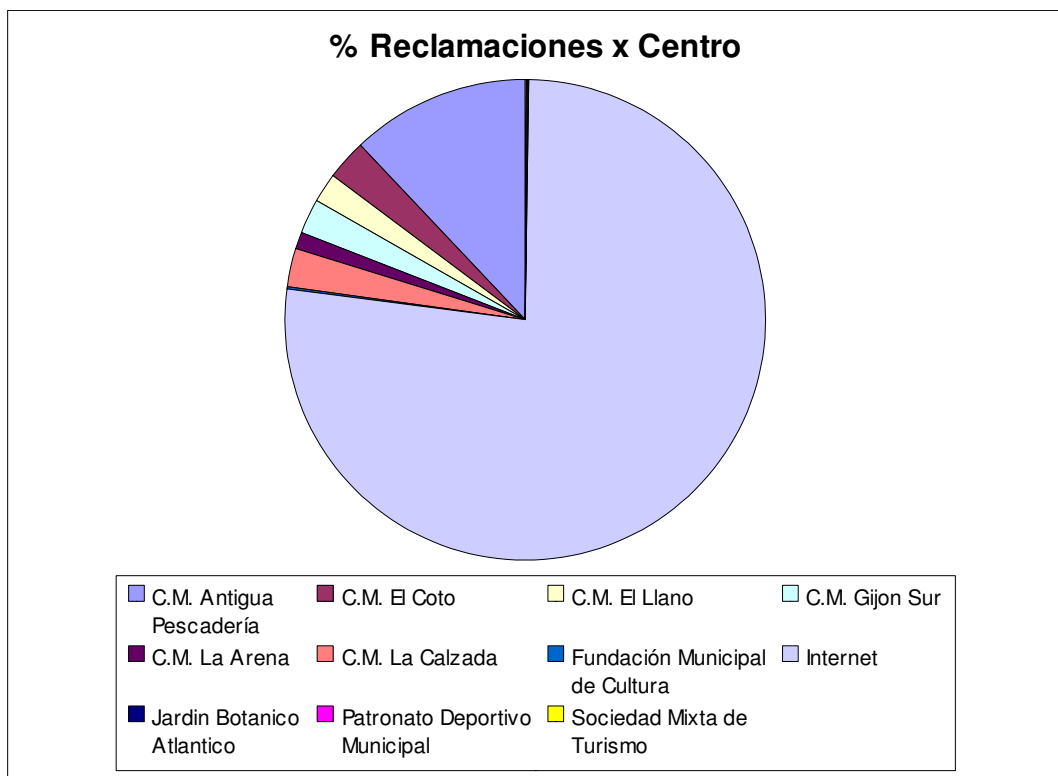
| SUGERENCIA | | |
|---------------|--------|------------|
| SEXO | número | porcentaje |
| HOMBRES | 280 | 53% |
| MUJERES | 235 | 44% |
| COLECTIVOS | 14 | 3% |
| Total general | 529 | 100% |

| TOTAL ASUNTOS POR SEXO | | |
|------------------------|--------|------------|
| SEXO | número | porcentaje |
| HOMBRES | 934 | 50% |
| MUJERES | 868 | 47% |
| COLECTIVOS | 49 | 3% |
| Total general | 1851 | 100% |

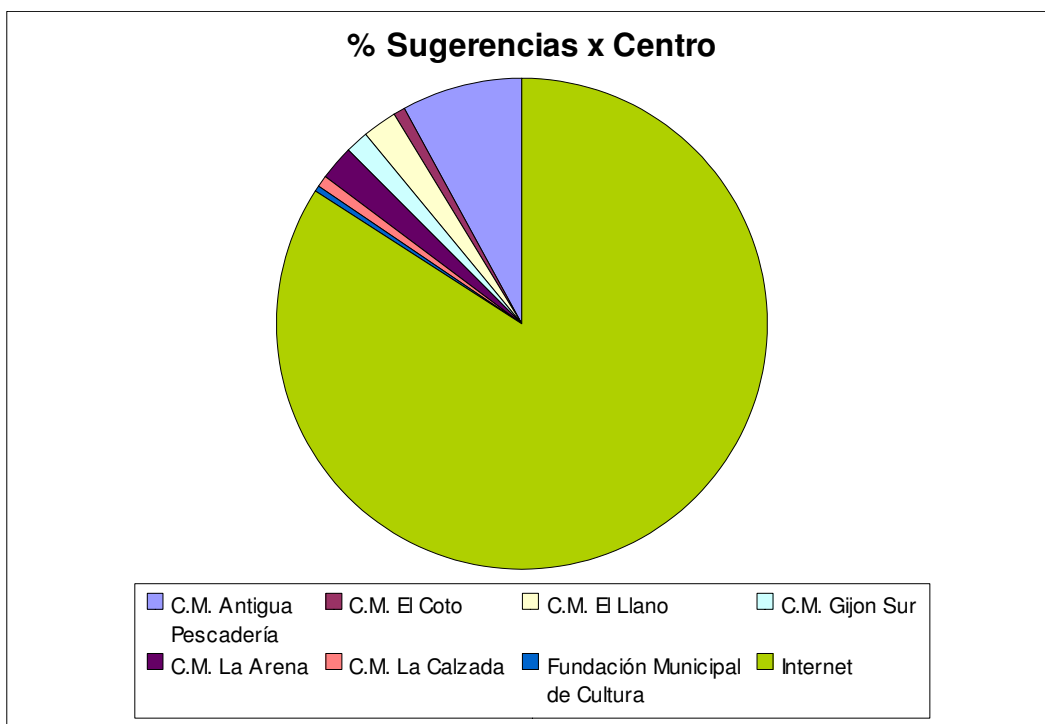


ASUNTOS POR CENTRO Y POR TIPO

| TIPO | CENTRO | RECuento | % |
|-------------|--------------------------------|----------|--------------|
| Reclamación | C.M. Antigua Pescadería | 159 | 12% |
| | C.M. El Coto | 36 | 3% |
| | C.M. El Llano | 26 | 2% |
| | C.M. Gijon Sur | 31 | 2% |
| | C.M. La Arena | 15 | 1% |
| | C.M. La Calzada | 34 | 3% |
| | Fundación Municipal de Cultura | 2 | 0% |
| | Internet | 1.015 | 77% |
| | Jardin Botanico Atlantico | 1 | 0% |
| | Patronato Deportivo Municipal | 1 | 0% |
| | Sociedad Mixta de Turismo | 1 | 0% |
| | Teatro Jovellanos | 1 | 0% |
| | | | 1.322 |



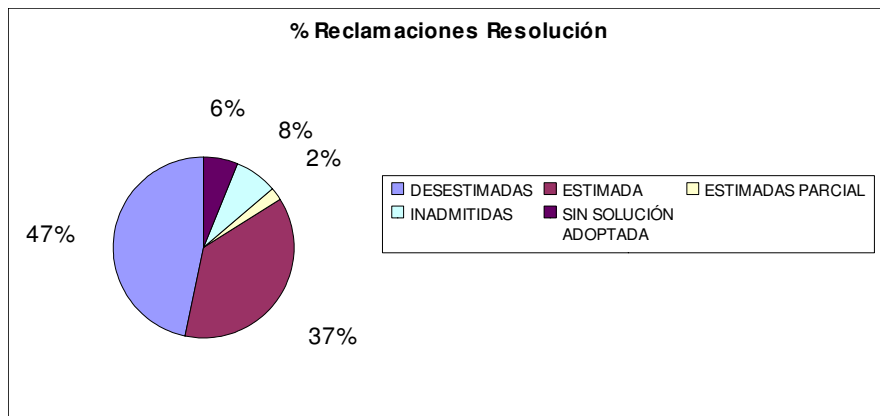
| TIPO | CENTRO | RECuento | % |
|------------|--------------------------------|------------|-------------|
| Sugerencia | C.M. Antigua Pescadería | 42 | 8% |
| | C.M. El Coto | 4 | 1% |
| | C.M. El Llano | 12 | 2% |
| | C.M. Gijon Sur | 8 | 2% |
| | C.M. La Arena | 12 | 2% |
| | C.M. La Calzada | 4 | 1% |
| | Fundación Municipal de Cultura | 2 | 0% |
| | Internet | 444 | 84% |
| | Patronato Deportivo Municipal | 1 | 0% |
| | Total | 529 | 100% |



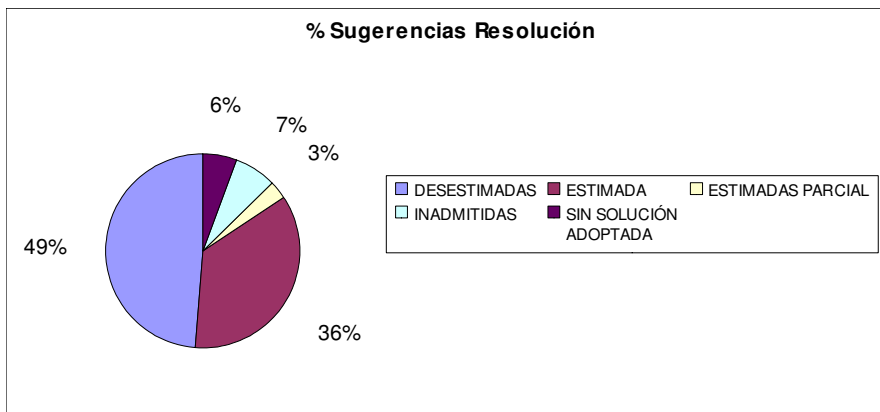
| | RECuento | % |
|----------------------------|--------------|------|
| Total Reclamaciones | 1.322 | 71% |
| Total Sugerencias | 529 | 29% |
| TOTAL RyS x CENTRO | 1.851 | 100% |

ASUNTOS POR RESOLUCIÓN ADOPTADA

| TIPO | RESOLUCION | RECuento | % |
|-------------|-----------------------|-------------|------|
| RECLAMACIÓN | DESESTIMADAS | 617 | 47% |
| | ESTIMADA | 493 | 37% |
| | ESTIMADAS PARCIAL | 30 | 2% |
| | INADMITIDAS | 101 | 8% |
| | SIN SOLUCIÓN ADOPTADA | 81 | 6% |
| | Total | 1322 | 100% |



| TIPO | RESOLUCION | RECuento | % |
|------------|-----------------------|------------|------|
| SUGERENCIA | DESESTIMADAS | 258 | 49% |
| | ESTIMADA | 188 | 36% |
| | ESTIMADAS PARCIAL | 16 | 3% |
| | INADMITIDAS | 37 | 7% |
| | SIN SOLUCIÓN ADOPTADA | 30 | 6% |
| | Total | 529 | 100% |



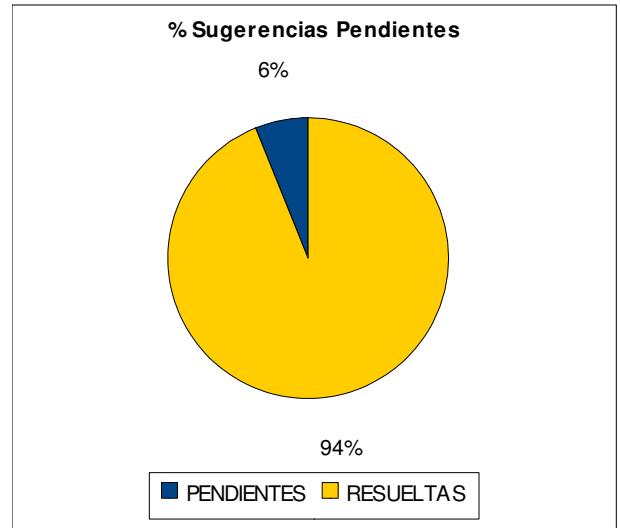
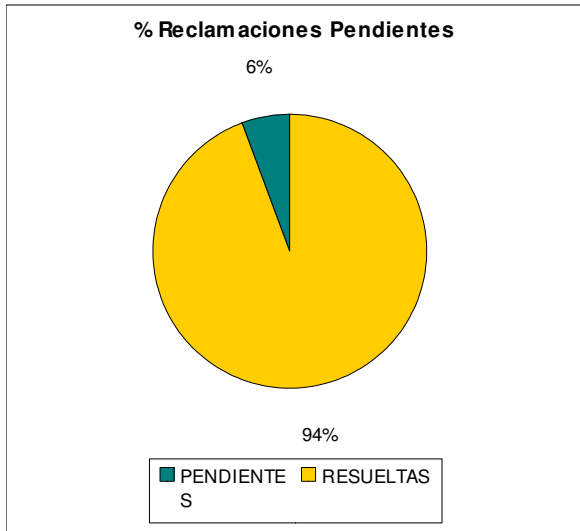
PENDIENTES VS RESUELTAS

SUGERENCIAS

| | NUMERO | % |
|--------------|------------|-------------|
| PENDIENTES | 30 | 6% |
| RESUELTAS | 499 | 94% |
| Total | 529 | 100% |

RECLAMACIONES

| | NUMERO | % |
|--------------|--------------|-------------|
| PENDIENTES | 81 | 6% |
| RESUELTAS | 1.241 | 94% |
| Total | 1.322 | 100% |



| | NUMERO | % |
|-------------------|-------------|-------------|
| PENDIENTES | 111 | 6% |
| RESUELTAS | 1.740 | 94% |
| TOTAL GRAL | 1851 | 100% |

