

EJERCICIO: 2023 ACUMULADO A: DICIEMBRE CUESTIONARIO: Empresa por UPS

Resultados Obtenidos en el Cuestionario









| DATOS ESTADÍSTICOS DE LA MUESTRA DE PACIENTES ENCUESTADOS | | |
|---|----------------|---------|
| NÚMERO REGISTROS DE LA MUESTRA | | 11.724 |
| NÚMERO ENCUESTAS RECIBIDAS | | 11.495 |
| NÚMERO ENCUESTAS CONTESTADAS | | 749 |
| NÚMERO ENCUESTAS NO CONTESTADAS | | 1.090 |
| NÚMERO ENCUESTAS NO REALIZADAS | | 9.656 |
| COLECTIVO PROTEGIDO AT RECIBIDAS | | 568,336 |
| CARTERA CCC ENCUESTADO (CONTESTADA + NO CONTESTADA) | | 142,561 |
| CLIENTES PROMOTORES | | 328 |
| CLIENTES NEUTROS | | 256 |
| CLIENTES DETRACTORES | | 163 |
| % ENCUESTAS CONTESTADAS s/RECIBIDAS | | 6,52% |
| % ENCUESTAS NO CONTESTADAS s/RECIBIDAS | | 9,48% |
| % ENCUESTAS NO REALIZADAS s/RECIBIDAS | | 84,00% |
| % CARTERA CCC ENCUESTADO s/RECIBIDAS | | 25,08% |
| % CCC ENCUESTADOS s/RECIBIDAS | | 16,00% |
| % CLIENTES PROMOTORES s/DETRACTORES | | 201,23% |
| ¿UTILIZA EL PROGRAMA AYUDAELT@ DE FREMAP? | SI | 25,90% |
| ¿UTILIZA EL PROGRAMA AYUDAELT@ DE FREMAP? | NO | 74,10% |
| VIA REALIZACIÓN ENCUESTA | VIA TELEFÓNICA | 0,00% |
| | VIA EMAIL | 100,00% |
| % ENCUESTAS CONTESTADAS s/ MUESTRA | | 4,45% |



CAENC01 - Resultado de Encuestas

Datos actualizados a: 31/12/23

EJERCICIO: 2023 ACUMULADO A: DICIEMBRE CUESTIONARIO: Empresa por UPS

| RESULTADOS OBTENIDOS EN LAS PREGUNTAS QUE COMPONEN EL CUESTIONARIO | |
|--|---|
| VALORACIÓN GENERAL |  7,52 |
| VALORACIÓN GESTOR PERSONAL |  8,32 |
| VALORACIÓN CENTRO FREMAP |  7,04 |
| VALORACIÓN WEB FREMAP |  7,48 |
| VALORACIÓN FREMAP ON LINE |  7,46 |
| VALORACIÓN PAGO DELEGADO |  7,79 |
| VALORACIÓN PREVENCIÓN FREMAP |  7,50 |
| VALORACIÓN GESTIÓN ABSENTISMO FREMAP |  6,97 |
| VALORACIÓN DEL PROGRAMA AYUDA DELT@ | |



CAENC01 - Resultado de Encuestas

Datos actualizados a: 31/12/23

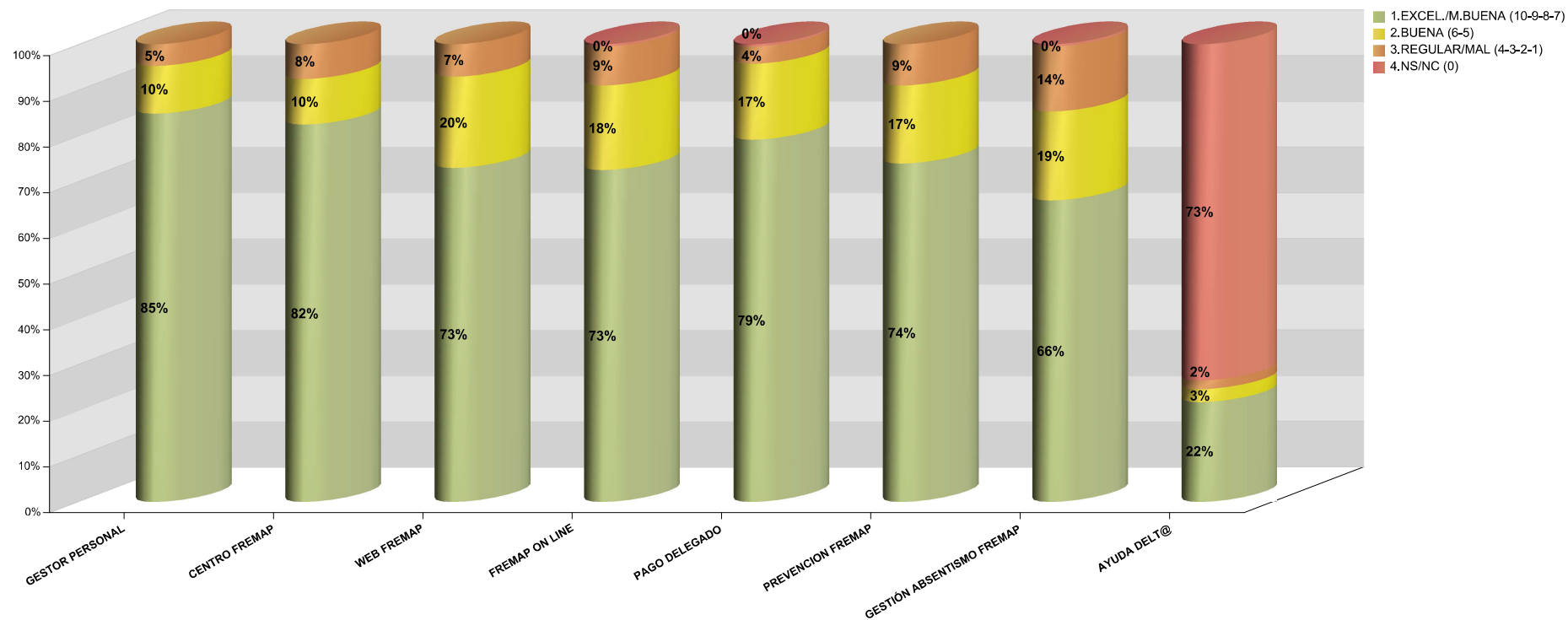
EJERCICIO: 2023 **ACUMULADO A:** DICIEMBRE **CUESTIONARIO:** Empresa por UPS



EJERCICIO: 2023 ACUMULADO A: DICIEMBRE CUESTIONARIO: Empresa por UPS

Valoración de preguntas del cuestionario

| | GESTOR PERSONAL | CENTRO FREMAP | WEB FREMAP | FREMAP ON LINE | PAGO DELEGADO | PREVENCION FREMAP | GESTIÓN ABSENTISMO FREMAP | AYUDA DELT@ |
|------------------|-----------------|---------------|------------|----------------|---------------|-------------------|---------------------------|-------------|
| EXCELENTE (9-10) | 128 | 100 | 81 | 83 | 92 | 85 | 77 | 31 |
| MUY BUENA (7-8) | 51 | 74 | 73 | 70 | 75 | 71 | 62 | 15 |
| BUENA (5-6) | 22 | 21 | 42 | 39 | 35 | 36 | 41 | 6 |
| REGULAR (3-4) | 7 | 9 | 10 | 9 | 3 | 11 | 11 | 3 |
| MAL (1-2) | 3 | 7 | 5 | 9 | 5 | 8 | 19 | 1 |
| NS/NC (0) | | | | 1 | 1 | | 1 | 155 |



EJERCICIO: 2023 ACUMULADO A: DICIEMBRE CUESTIONARIO: Empresa por UPS

Resultados Dirección Regional en el Cuestionario

| REGIONAL | VALORACION GENERAL | GESTOR PERSONAL | CENTRO FREMAP | WEB FREMAP | FREMAP ON LINE | PAGO DELEGADO | PREVENCIÓN FREMAP | GESTIÓN ASISTENCIO FREMAP | AYUDA DELT@ | Nº MUESTRA | Nº RECIBIDAS | Nº CONTESTADAS | Nº NO CONTESTADAS | Nº NO REALIZADAS | COLECTIVO AT | CARTERA CCC | PROMOTORES | OBJETIVO | NEUTROS | DETRACTORES | % CONTESTADAS RECIBIDAS | ENCUESTAS NO CONTESTADA | ENCUESTAS NO REALIZADAS | % CARTERA RECIBIDAS | % CCC ENCUESTADOS | PROMOTOR # DETRACTOR | UTILIZA AYUDADELTA | VIA REALIZACION | | % CONTESTADAS MUESTRA | |
|-------------------------|--------------------|-----------------|---------------|------------|----------------|---------------|-------------------|---------------------------|-------------|------------|--------------|----------------|-------------------|------------------|--------------|-------------|------------|----------|---------|-------------|-------------------------|-------------------------|-------------------------|---------------------|-------------------|----------------------|--------------------|-----------------|----------|-----------------------|-------|
| | | | | | | | | | | | | | | | | | | | | | | | | | | SI | NO | VA TELEFÓNICA | VA EMAIL | | |
| ANDALUCÍA OCCIDENTAL | 7.17 | 8.03 | 6.92 | 7.17 | 7.22 | 7.55 | 6.95 | 6.59 | 8.17 | 1.400 | 1.400 | 77 | 107 | 1.216 | 73.021 | 13.924 | 32 | 8 | 24 | 21 | 5.50% | 7.64% | 86.86% | 19.07% | 13.14% | 152.38% | 31.17% | 88.83% | 0.00% | 100.00% | 3.71% |
| ANDALUCÍA ORIENTAL | 7.60 | 8.37 | 6.87 | 7.78 | 7.74 | 7.93 | 7.56 | 6.62 | 8.06 | 1.324 | 1.255 | 91 | 127 | 1.037 | 72.471 | 17.424 | 40 | 8 | 33 | 18 | 7.25% | 10.12% | 62.63% | 24.04% | 17.37% | 222.22% | 35.16% | 84.84% | 0.00% | 100.00% | 5.06% |
| ARAGON | 8.06 | 8.88 | 8.12 | 7.59 | 7.84 | 7.93 | 8.06 | 7.44 | | 278 | 278 | 17 | 22 | 239 | 17.876 | 3.618 | 8 | 8 | 8 | 3 | 6.12% | 7.81% | 85.97% | 20.47% | 14.03% | 266.67% | 0.00% | 100.00% | 0.00% | 100.00% | 3.60% |
| BARCELONA METROPOLITANA | 6.71 | 7.76 | 6.72 | 6.53 | 6.14 | 7.14 | 6.54 | 5.98 | 7.50 | 630 | 630 | 51 | 81 | 498 | 31.547 | 9.379 | 14 | 8 | 18 | 19 | 8.10% | 12.86% | 79.05% | 29.73% | 20.95% | 73.58% | 11.78% | 86.24% | 0.00% | 100.00% | 4.92% |
| CANARIAS | 8.14 | 8.52 | 7.81 | 7.86 | 7.95 | 8.50 | 8.10 | 7.81 | 8.88 | 351 | 351 | 21 | 39 | 291 | 19.507 | 5.477 | 8 | 8 | 10 | 3 | 5.98% | 11.11% | 62.91% | 28.68% | 17.09% | 266.67% | 38.10% | 81.90% | 0.00% | 100.00% | 3.42% |
| CANTABRIA | 8.85 | 8.69 | 9.15 | 8.46 | 8.46 | 9.23 | 9.08 | 8.23 | 10.00 | 120 | 120 | 13 | 11 | 86 | 3.923 | 1.340 | 9 | 8 | 1 | 3 | 10.83% | 9.17% | 60.00% | 34.16% | 20.00% | 300.00% | 15.38% | 84.62% | 0.00% | 100.00% | 7.50% |
| CASTILLA-LA MANCHA | 7.66 | 8.54 | 6.65 | 7.57 | 7.49 | 8.12 | 7.88 | 7.18 | 8.20 | 605 | 567 | 35 | 58 | 474 | 24.825 | 6.323 | 15 | 8 | 11 | 9 | 6.17% | 10.23% | 83.60% | 25.49% | 16.40% | 166.67% | 14.29% | 85.71% | 0.00% | 100.00% | 4.96% |
| CASTILLA Y LEÓN | 7.72 | 8.57 | 7.21 | 7.95 | 7.85 | 7.96 | 7.86 | 7.02 | 8.33 | 624 | 609 | 43 | 62 | 504 | 26.005 | 8.578 | 21 | 8 | 15 | 7 | 7.06% | 10.18% | 82.76% | 32.92% | 17.24% | 300.00% | 23.26% | 76.74% | 0.00% | 100.00% | 4.81% |
| CATALUÑA | 7.45 | 8.18 | 7.58 | 7.00 | 7.00 | 8.00 | 7.53 | 6.79 | 8.75 | 572 | 572 | 40 | 45 | 487 | 22.953 | 4.735 | 16 | 8 | 15 | 8 | 6.89% | 7.87% | 85.14% | 20.63% | 14.86% | 200.00% | 10.00% | 80.00% | 0.00% | 100.00% | 4.20% |
| COMUNIDAD VALENCIANA | 7.50 | 8.40 | 7.08 | 7.27 | 7.24 | 7.59 | 7.42 | 7.07 | 7.33 | 738 | 686 | 50 | 57 | 581 | 29.298 | 5.435 | 23 | 8 | 18 | 9 | 7.27% | 6.28% | 84.45% | 16.65% | 15.55% | 255.56% | 32.00% | 68.00% | 0.00% | 100.00% | 5.42% |
| EXTREMADURA | 8.12 | 8.79 | 7.87 | 8.54 | 8.56 | 7.61 | 8.09 | 7.95 | 8.11 | 407 | 376 | 24 | 21 | 331 | 15.220 | 3.646 | 13 | 8 | 9 | 2 | 6.38% | 5.99% | 88.03% | 23.96% | 11.97% | 650.00% | 37.50% | 62.50% | 0.00% | 100.00% | 3.93% |
| GALICIA | 7.47 | 8.57 | 6.83 | 7.23 | 7.35 | 7.60 | 7.70 | 7.24 | 7.00 | 796 | 796 | 36 | 78 | 682 | 29.034 | 7.354 | 15 | 8 | 12 | 9 | 4.52% | 9.80% | 85.68% | 25.33% | 14.32% | 166.67% | 25.00% | 75.00% | 0.00% | 100.00% | 3.02% |
| ISLAS BALEARES | 7.43 | 8.00 | 6.71 | 7.97 | 7.71 | 7.71 | 7.71 | 6.57 | 6.00 | 79 | 79 | 7 | 4 | 68 | 2.859 | 663 | 1 | 8 | 3 | 3 | 8.86% | 5.06% | 88.06% | 24.93% | 13.92% | 33.33% | 28.87% | 71.43% | 0.00% | 100.00% | 5.06% |
| LA RIOJA | 7.67 | 10.00 | 6.33 | 7.00 | 7.33 | 6.67 | 9.00 | 7.50 | 7.00 | 133 | 133 | 3 | 8 | 122 | 4.233 | 642 | 2 | 8 | 5 | 1 | 2.26% | 6.02% | 91.73% | 15.17% | 8.27% | 200.00% | 33.33% | 66.67% | 0.00% | 100.00% | 1.50% |
| MADRID | 7.81 | 8.36 | 6.98 | 7.85 | 7.52 | 7.97 | 7.81 | 7.14 | 6.06 | 2.300 | 2.300 | 144 | 253 | 1.953 | 143.028 | 90.886 | 74 | 8 | 47 | 22 | 6.26% | 11.00% | 62.74% | 27.89% | 17.26% | 356.36% | 25.00% | 75.00% | 0.00% | 100.00% | 4.65% |
| NAVARRA | 7.88 | 9.38 | 7.25 | 7.88 | 6.33 | 7.75 | 7.79 | 7.63 | 7.58 | 176 | 176 | 16 | 21 | 138 | 7.287 | 2.597 | 6 | 7 | 3 | 3 | 9.14% | 12.90% | 78.88% | 36.59% | 21.14% | 200.00% | 37.50% | 62.50% | 0.00% | 100.00% | 5.71% |
| PAYS VASCO | 7.05 | 7.93 | 6.49 | 6.53 | 6.88 | 7.21 | 6.89 | 6.26 | 7.30 | 766 | 770 | 81 | 71 | 638 | 30.122 | 8.372 | 21 | 8 | 21 | 8 | 7.92% | 9.22% | 82.88% | 27.79% | 17.14% | 110.53% | 32.79% | 67.21% | 0.00% | 100.00% | 5.28% |
| PRINCIPADO DE ASTURIAS | 7.71 | 8.14 | 6.36 | 8.21 | 8.14 | 7.77 | 7.92 | 7.69 | 7.78 | 266 | 266 | 14 | 18 | 224 | 9.264 | 1.883 | 7 | 8 | 4 | 3 | 5.47% | 7.03% | 87.50% | 16.19% | 12.50% | 233.33% | 28.57% | 71.43% | 0.00% | 100.00% | 2.73% |
| REGION DE MURCIA | 8.17 | 9.00 | 7.33 | 8.67 | 8.67 | 8.67 | 8.00 | 7.83 | | 140 | 140 | 6 | 7 | 127 | 6.225 | 1.520 | 3 | 8 | 2 | 1 | 4.39% | 5.00% | 90.71% | 24.42% | 9.29% | 300.00% | 0.00% | 100.00% | 0.00% | 100.00% | 3.57% |
| NACIONAL | 7.52 | 8.32 | 7.04 | 7.48 | 7.46 | 7.78 | 7.59 | 6.97 | 7.91 | 11.724 | 11.495 | 749 | 1.090 | 9.656 | 586.236 | 142.261 | 328 | 8 | 256 | 163 | 6.52% | 9.48% | 84.60% | 25.08% | 16.00% | 291.23% | 25.90% | 74.10% | 0.00% | 100.00% | 4.45% |