INFORME ENCUESTAS DE PERCEPCIÓN CIUDADANA
NIVEL CENTRAL - OFICINA DE ATENCIÓN AL CIUDADANO
NIVEL REGIONAL – DIRECCIONES REGIONALES

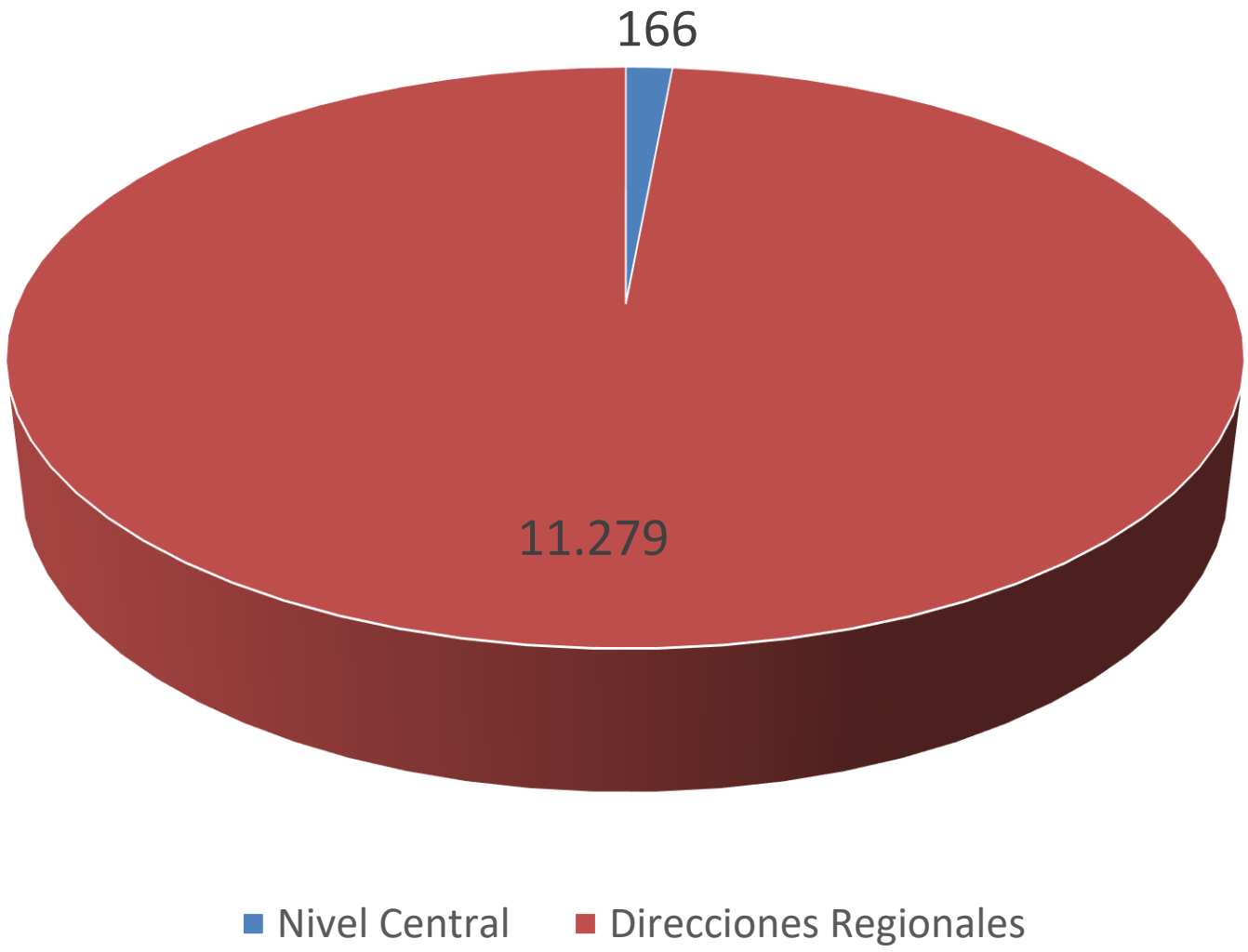
TERCER TRIMESTRE 2018

SUPERINTENDENCIA DE NOTARIADO Y REGISTRO

Encuestas aplicadas a nivel nacional

Total de encuestas	Total
Nivel Central	166
Direcciones Regionales	11.279
Total	11.445

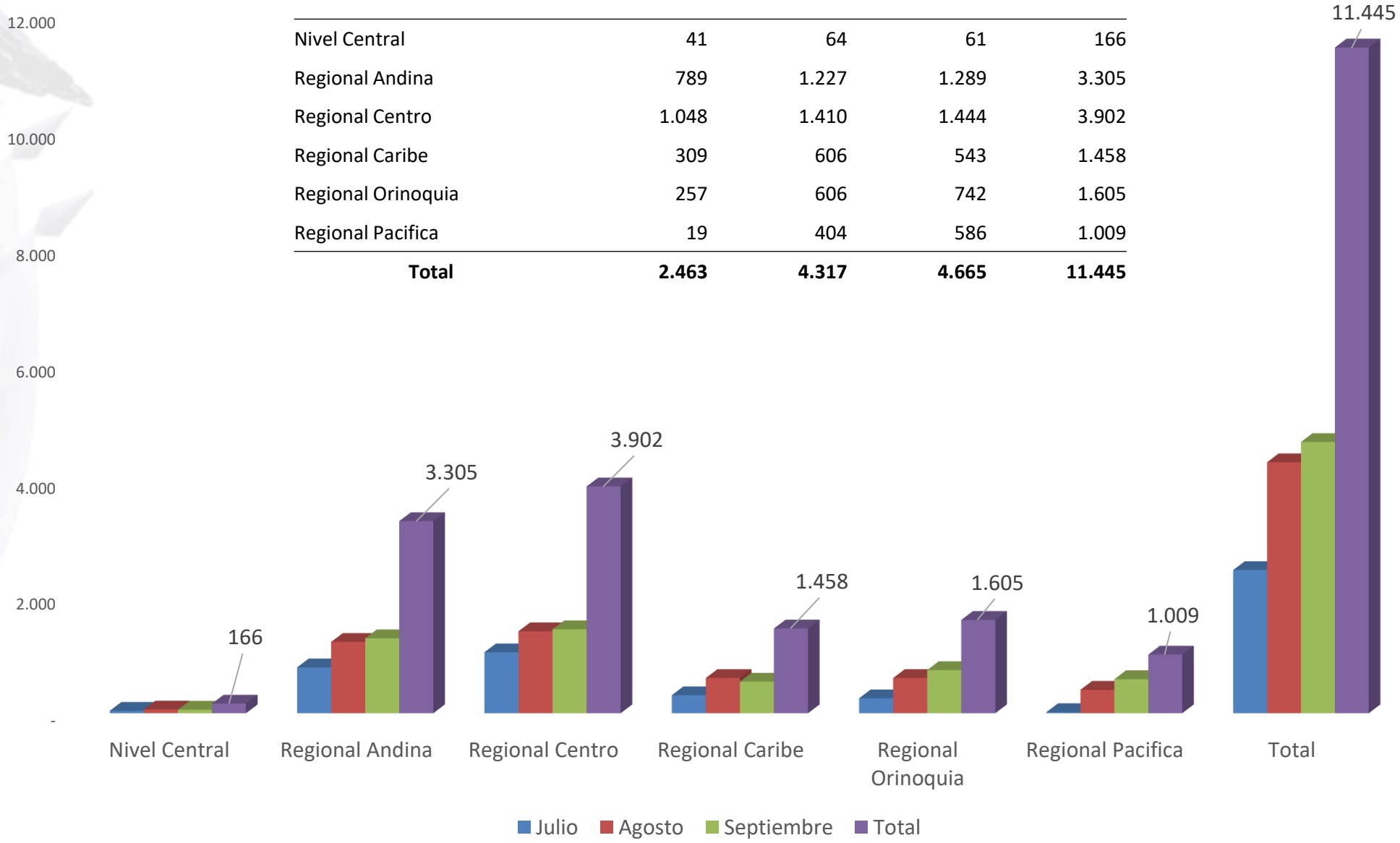
OFICINA DE ATENCIÓN AL CIUDADANO



Encuestas aplicadas a nivel nacional

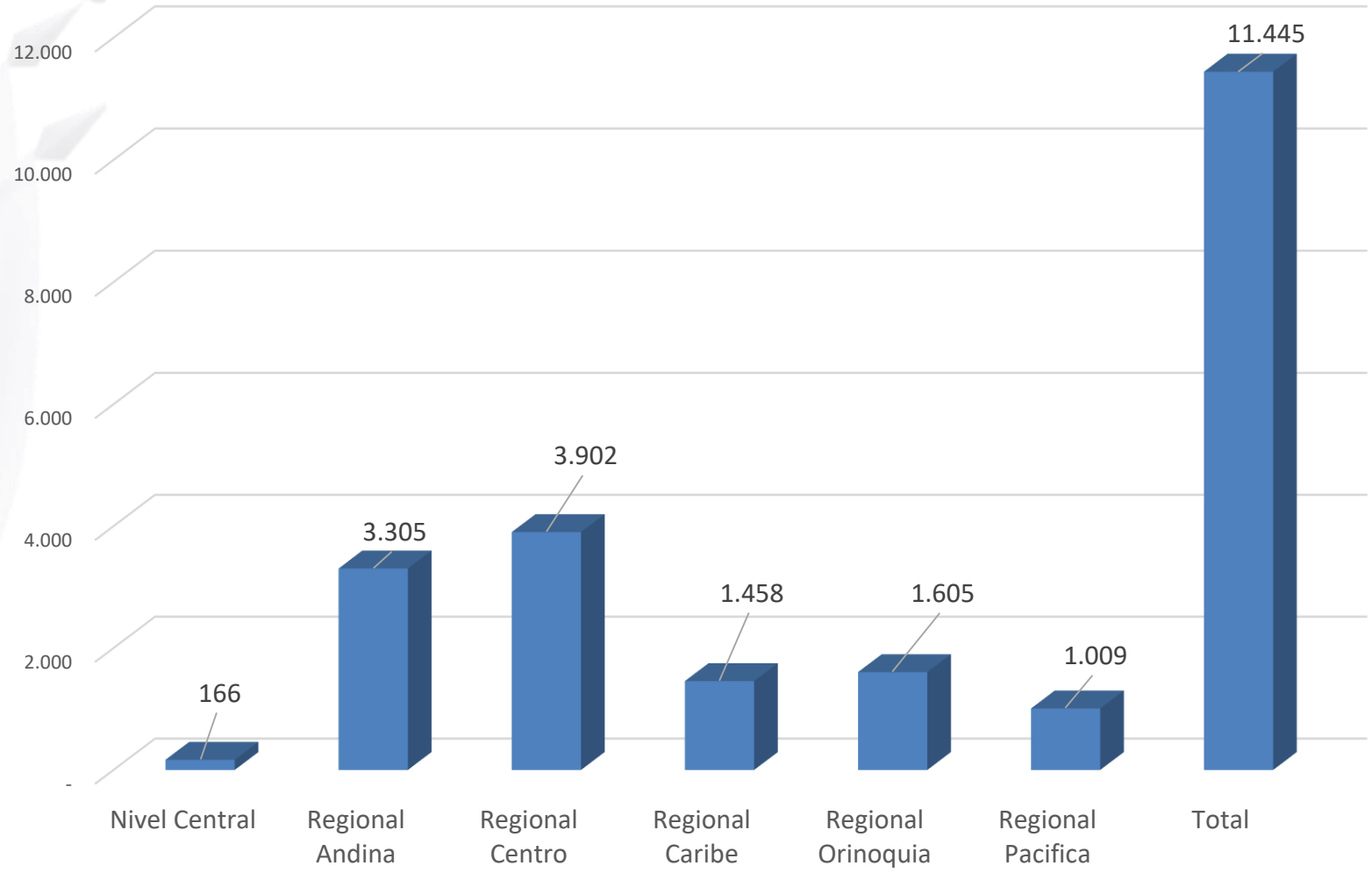
OFICINA DE ATENCIÓN AL CIUDADANO

Total de encuestas realizadas por mes	Julio	Agosto	Septiembre	Total
Nivel Central	41	64	61	166
Regional Andina	789	1.227	1.289	3.305
Regional Centro	1.048	1.410	1.444	3.902
Regional Caribe	309	606	543	1.458
Regional Orinoquia	257	606	742	1.605
Regional Pacifica	19	404	586	1.009
Total	**2.463**	**4.317**	**4.665**	**11.445**



Encuestas aplicadas a Nivel Nacional

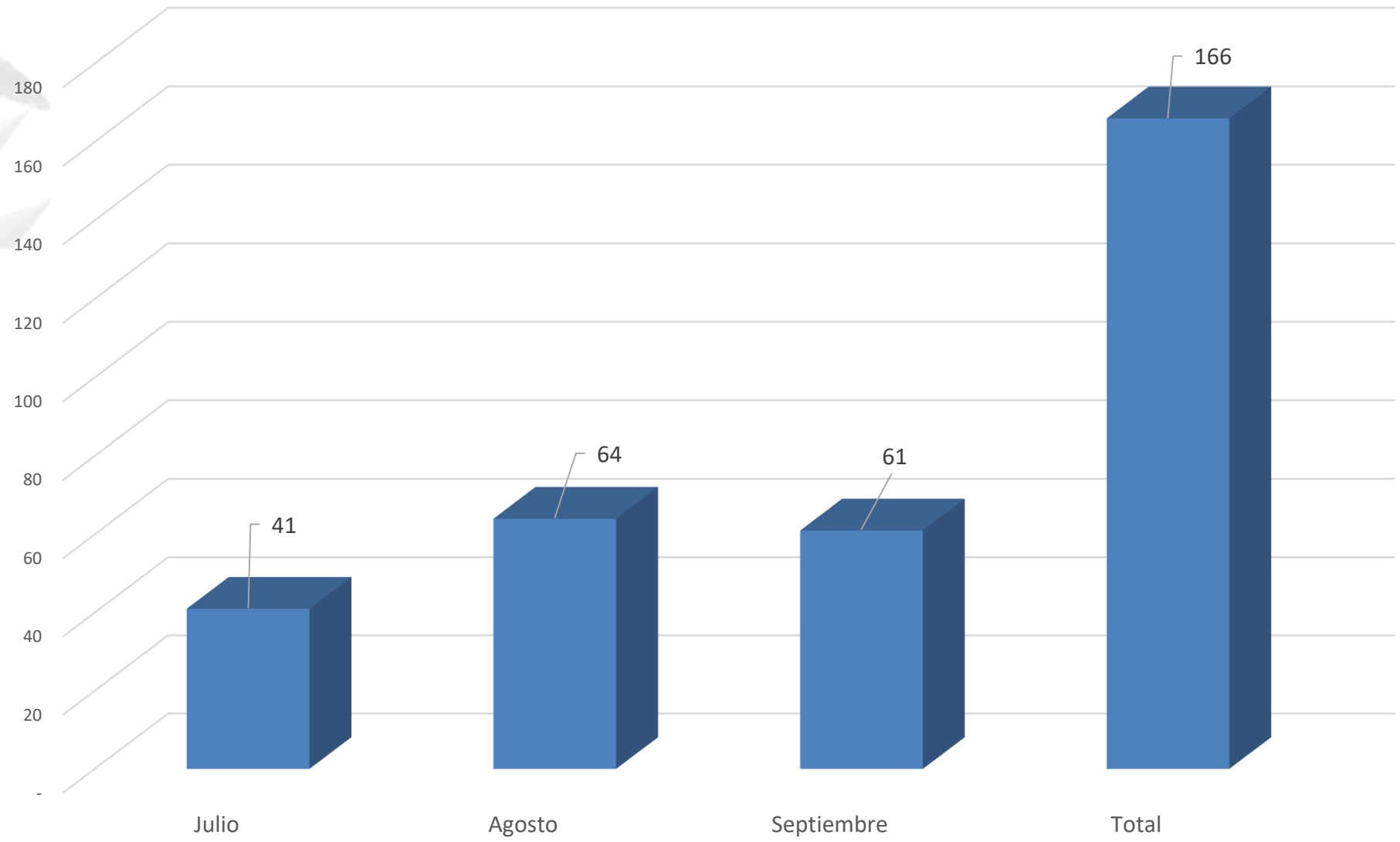
OFICINA DE ATENCIÓN AL CIUDADANO



Total de encuestas realizadas trimestre	Total
Nivel Central	166
Regional Andina	3.305
Regional Centro	3.902
Regional Caribe	1.458
Regional Orinoquia	1.605
Regional Pacifica	1.009
Total	**11.445**

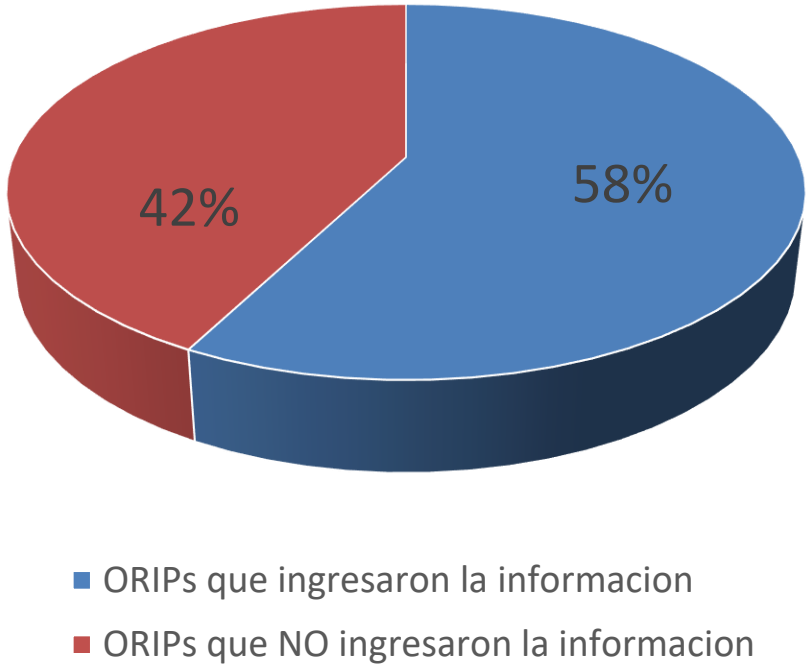
Ciudadanos encuestados en el Nivel Central – Oficina de Atención al Ciudadano

OFICINA DE ATENCIÓN AL CIUDADANO



Consolidado encuestas de Percepción Ciudadana por Regional

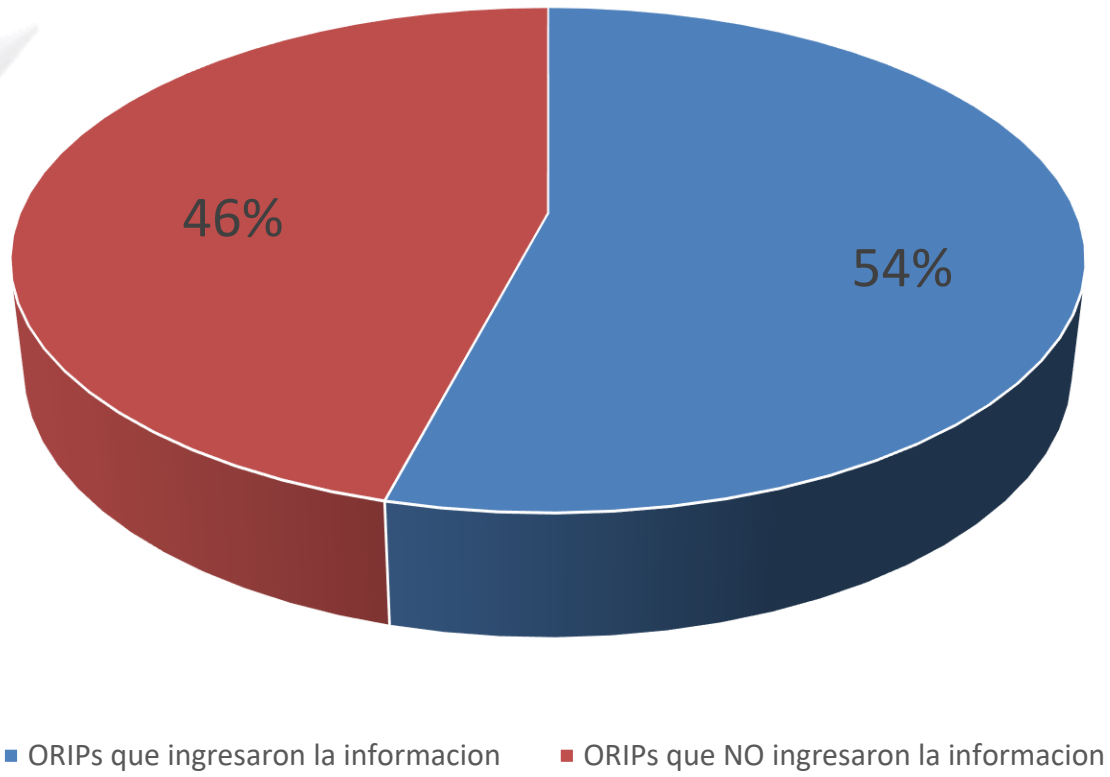
OFICINA DE ATENCIÓN AL CIUDADANO



Direcciones Regionales	Julio	
	ORIP que ingresaron la información	ORIP que NO ingresaron la información
Andina	27	23
	54%	46%
		100%
	Total ORIP	50
Caribe	14	16
	46,67%	53,33%
		100,00%
	Total ORIP	30
Centro	40	30
	57,14%	42,86%
		100,00%
	Total ORIP	70
Orinoquia	16	2
	88,89%	11,11%
		100%
	Total ORIP	18
Pacifica	16	12
	57,14%	42,86%
		100%
	Total ORIP	28
Total Mes	**113**	**83**
	58%	**42%**
		100%
	Total ORIP	196

Consolidado encuestas de Percepción Ciudadana por Regional

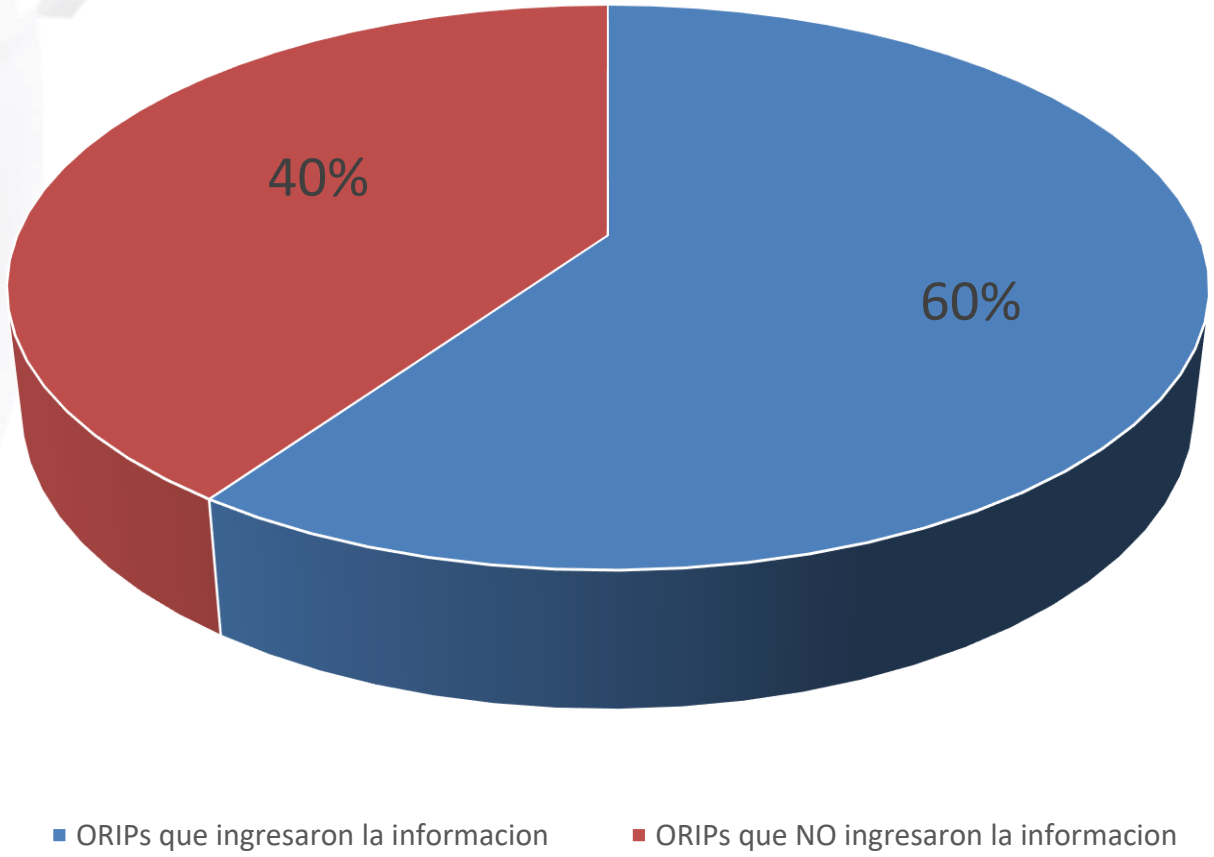
OFICINA DE ATENCIÓN AL CIUDADANO



Direcciones Regionales	Agosto	
	ORIP que ingresaron la información	ORIP que NO ingresaron la información
Andina	38	12
	76%	24%
		100%
	Total ORIP	50
Caribe	14	16
	46,67%	53,33%
		100,00%
	Total ORIP	30
Centro	27	43
	38,57%	61,43%
		100,00%
	Total ORIP	70
Orinoquia	14	4
	77,78%	22,22%
		100%
	Total ORIP	18
Pacifica	13	15
	46,43%	53,57%
		100%
	Total ORIP	28
Total Mes	106	90
	54%	**46%**
		100%
	Total ORIP	196

Consolidado encuestas de Percepción Ciudadana por Regional

OFICINA DE ATENCIÓN AL CIUDADANO

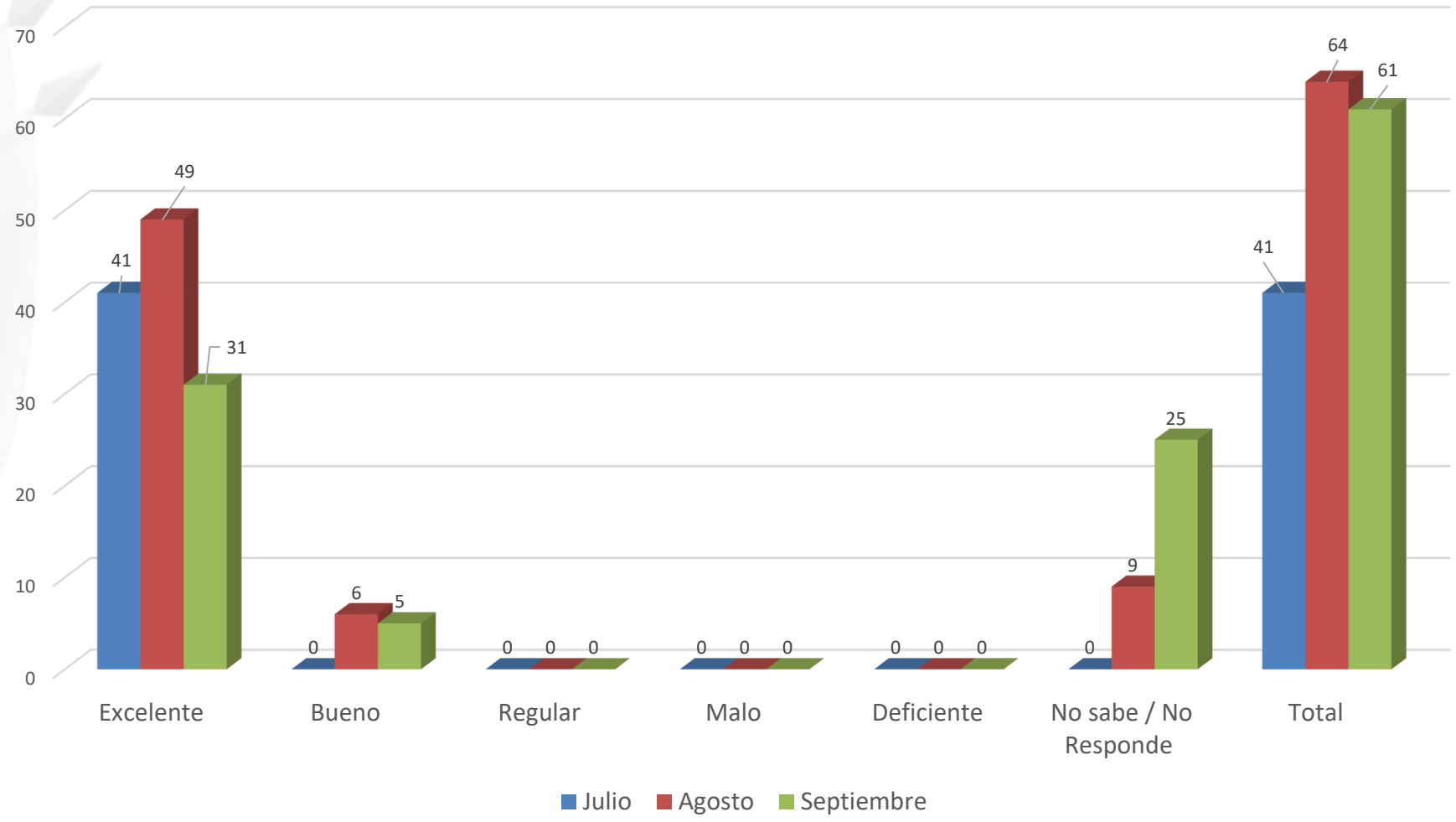


Direcciones Regionales	Septiembre	
	ORIP que ingresaron la información	ORIP que NO ingresaron la información
Andina	42	8
	84,00%	16,00%
		100%
	Total ORIP	50
Caribe	15	15
	50,00%	50,00%
		100%
	Total ORIP	30
Centro	34	36
	48,57%	51,43%
		100%
	Total ORIP	70
Orinoquia	12	6
	66,67%	33,33%
		100%
	Total ORIP	18
Pacifica	14	14
	50,00%	50,00%
		100%
	Total ORIP	28
Total Mes	117	79
	60%	**40%**
		100%
	Total ORIP	196

Calificación del servicio en la Oficina de Atención al Ciudadano

Pregunta Califique el servicio	Julio	Agosto	Septiembre
Excelente	41	49	31
Bueno	0	6	5
Regular	0	0	0
Malo	0	0	0
Deficiente	0	0	0
No sabe / No Responde	0	9	25
Total	41	64	61

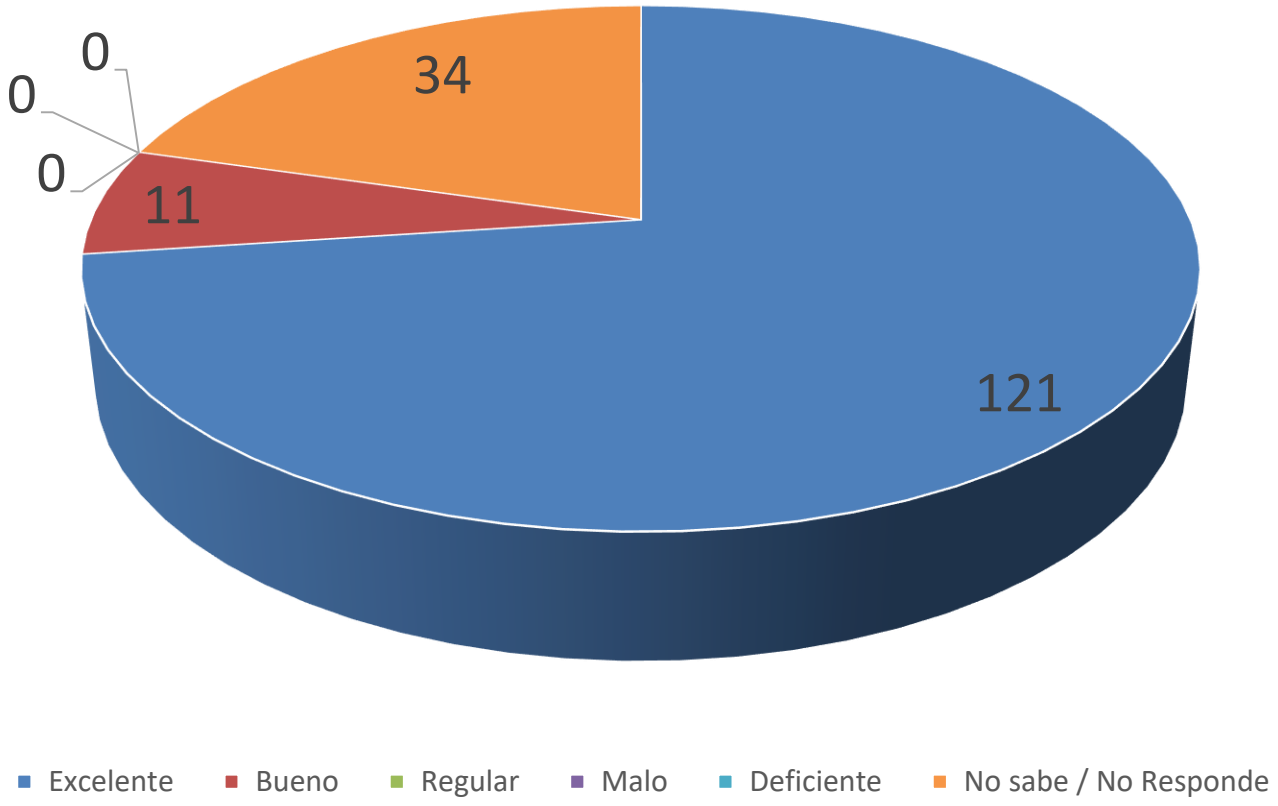
OFICINA DE ATENCIÓN AL CIUDADANO



Calificación del servicio en la Oficina de Atención al Ciudadano

OFICINA DE ATENCIÓN AL CIUDADANO

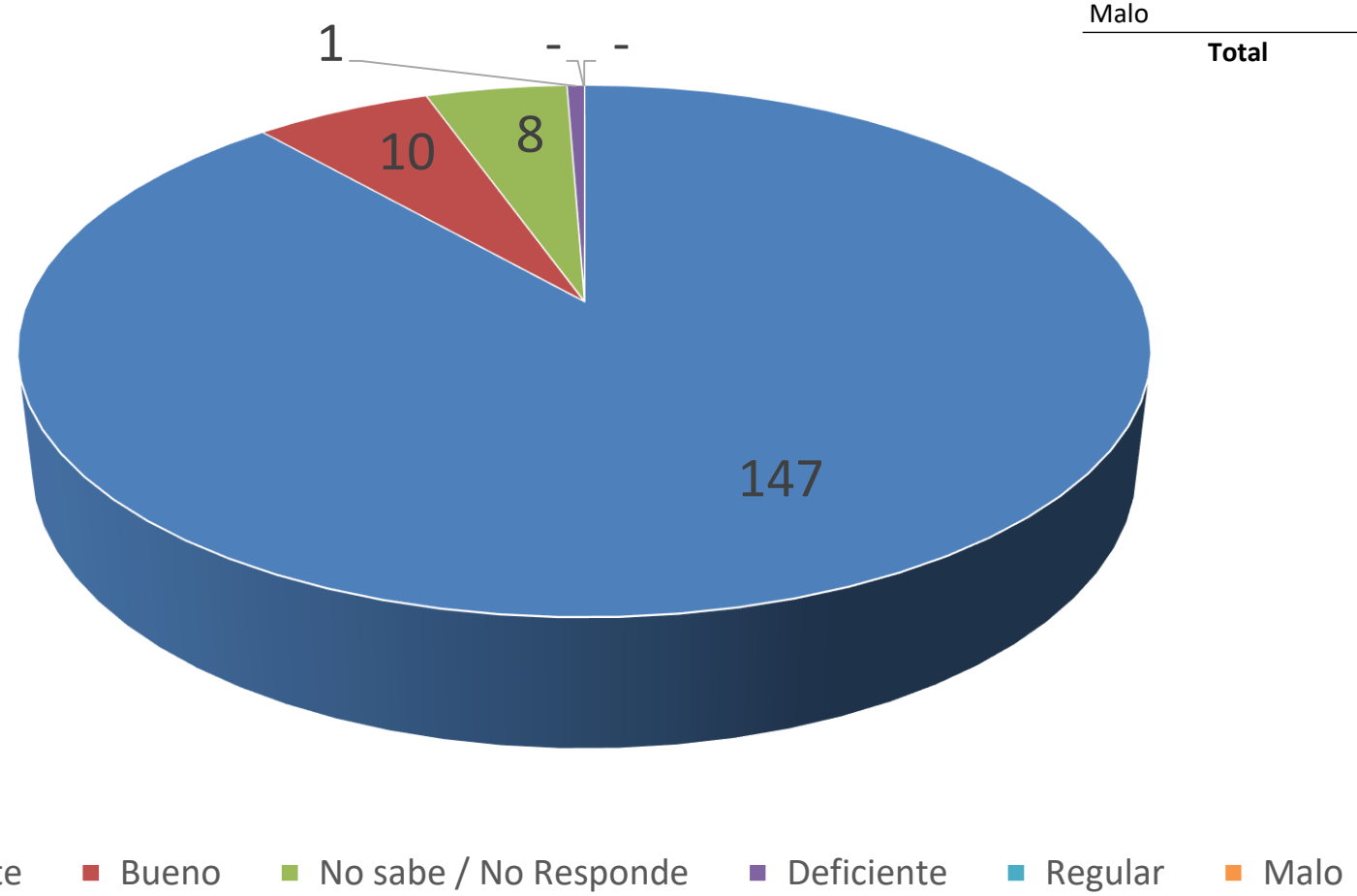
Pregunta Califique el servicio	Total
Excelente	121
Bueno	11
Regular	0
Malo	0
Deficiente	0
No sabe / No Responde	34
Total	166



Claridad en el lenguaje utilizado en la Oficina de Atención al Ciudadano

OFICINA DE ATENCIÓN AL CIUDADANO

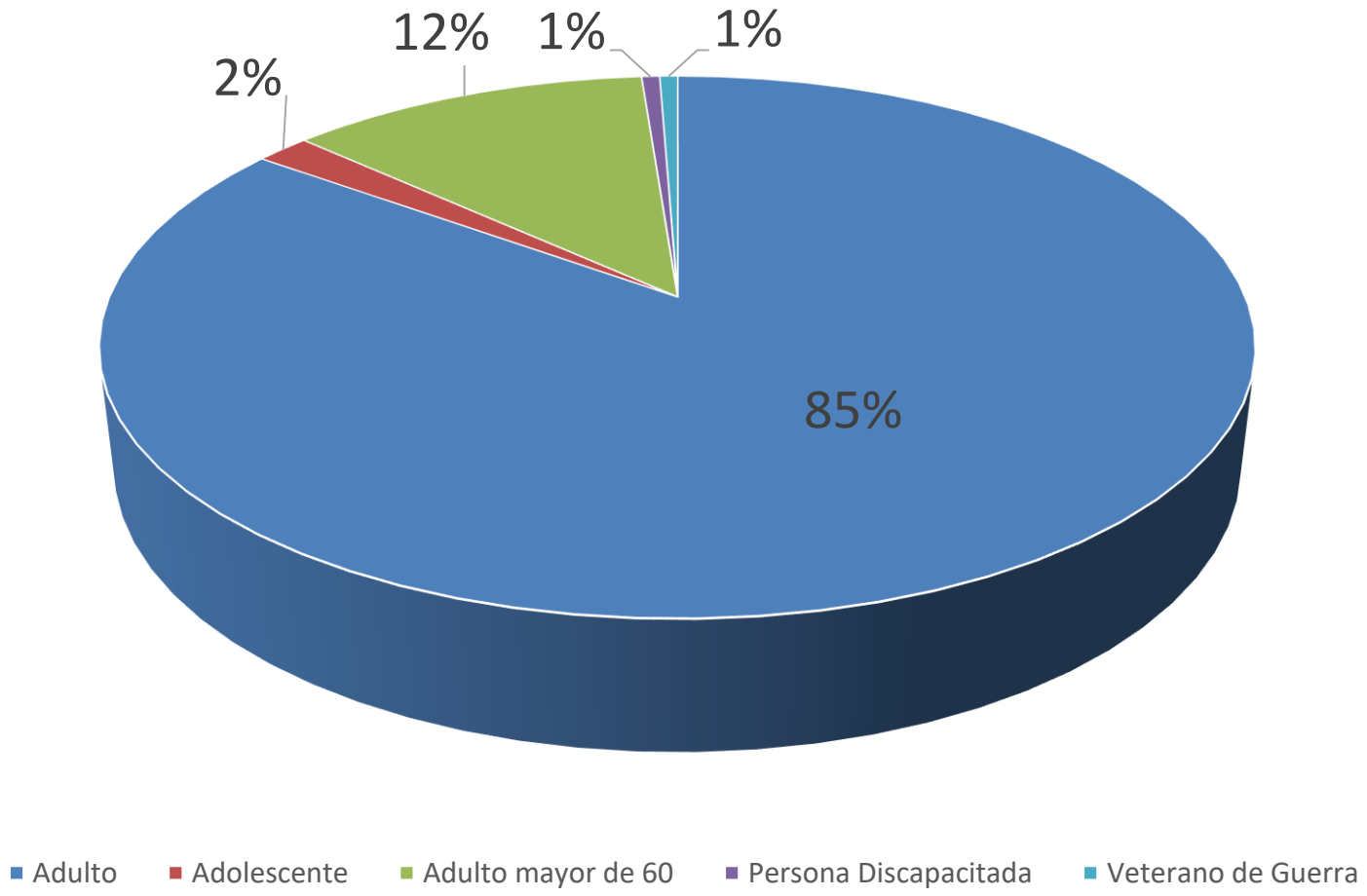
Claridad del Lenguaje	Total	Porcentaje
Excelente	147	89%
Bueno	10	6%
No sabe / No Responde	8	5%
Deficiente	1	1%
Regular	-	0%
Malo	-	0%
Total	166	100%



Clasificación de los ciudadanos encuestados en la Oficina de Atención al Ciudadano

OFICINA DE ATENCIÓN AL CIUDADANO

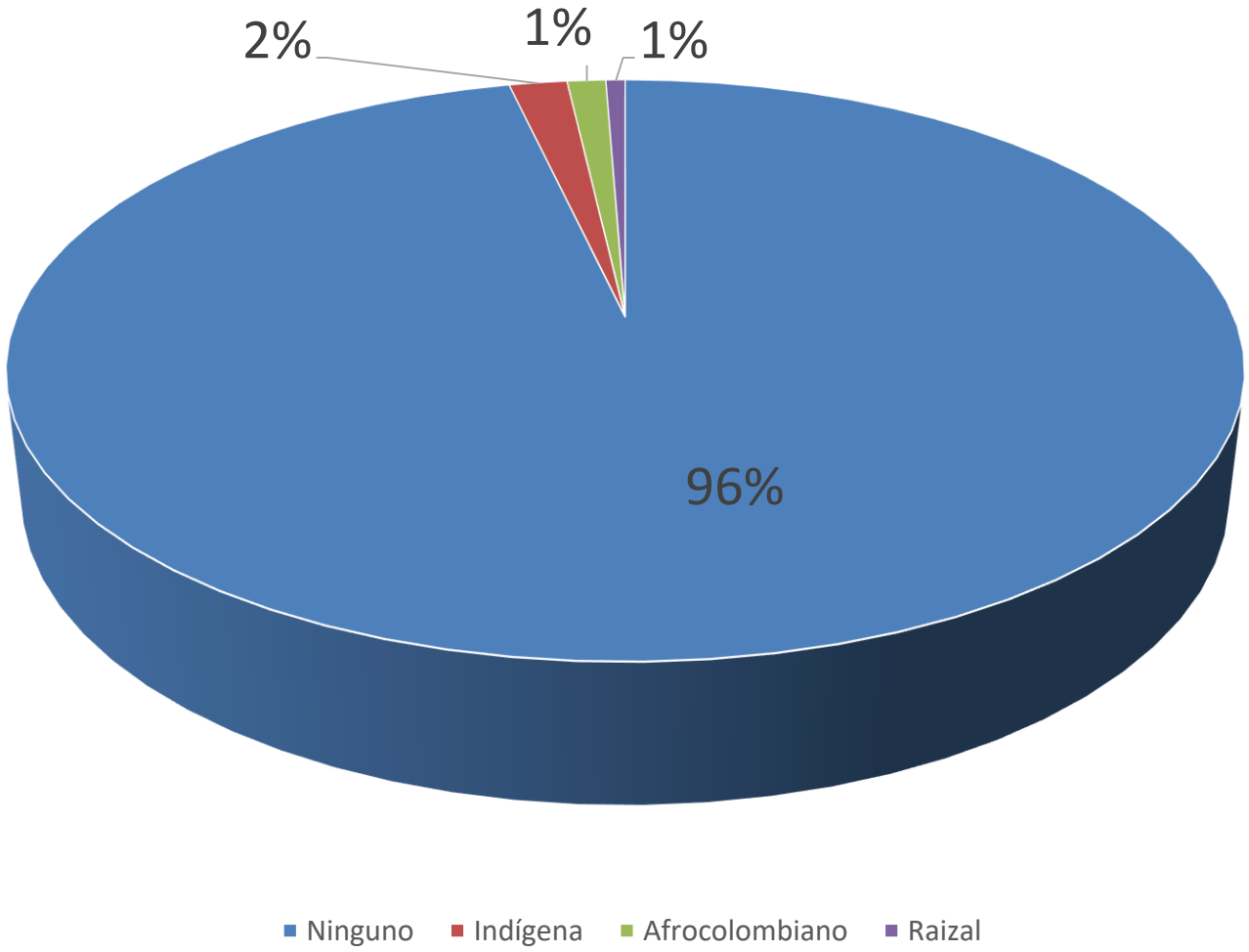
Ciudadano	Total	Porcentaje
Adulto	141	85%
Adolescente	3	2%
Adulto mayor	20	12%
Persona Discapacitada	1	1%
Veterano de Guerra	1	1%
Total	**166**	**100%**



Grupos étnicos encuestados en la Oficina de Atención al Ciudadano

Ciudadano	Total	Porcentaje
Ninguno	160	96%
Indígena	3	2%
Afrocolombiano	2	1%
Raizal	1	1%
Total	**166**	**100%**

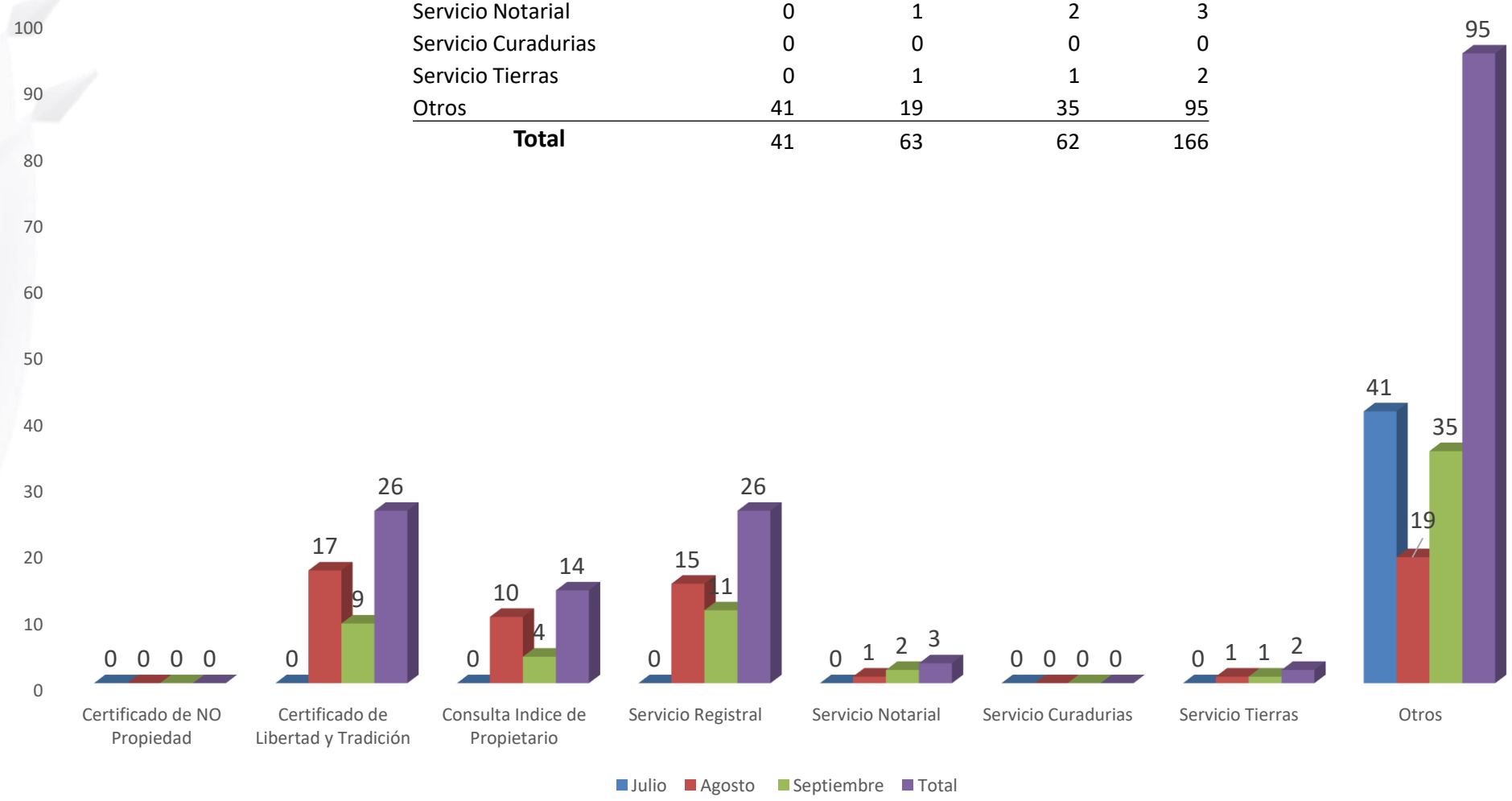
OFICINA DE ATENCIÓN AL CIUDADANO



Servicios utilizados por los ciudadanos encuestados en la Oficina de Atención al Ciudadano

OFICINA DE ATENCIÓN AL CIUDADANO

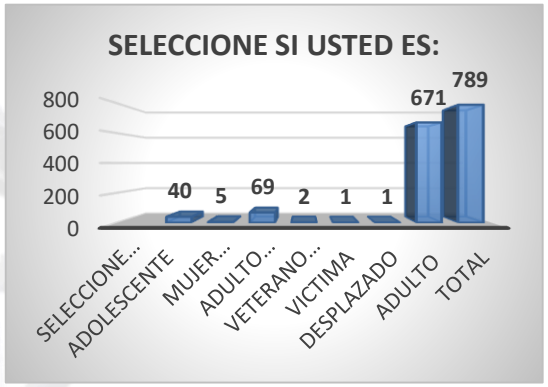
Servicio	Julio	Agosto	Septiembre	Total
Certificado de NO Propiedad	0	0	0	0
Certificado de Libertad y Tradición	0	17	9	26
Consulta Indice de Propietario	0	10	4	14
Servicio Registral	0	15	11	26
Servicio Notarial	0	1	2	3
Servicio Curadurias	0	0	0	0
Servicio Tierras	0	1	1	2
Otros	41	19	35	95
Total	41	63	62	166

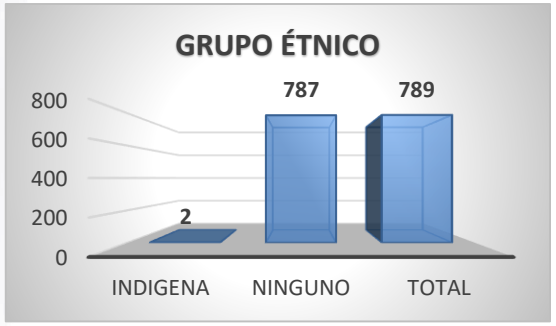


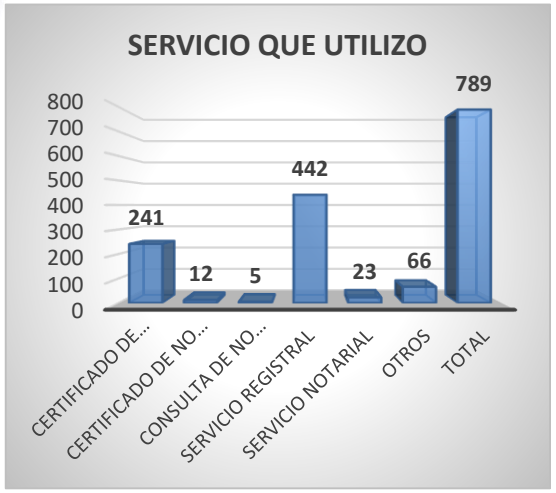
Regional Andina

OFICINA DE ATENCIÓN AL CIUDADANO

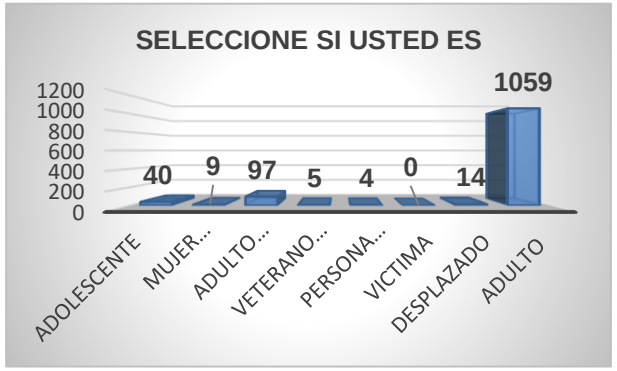
Julio

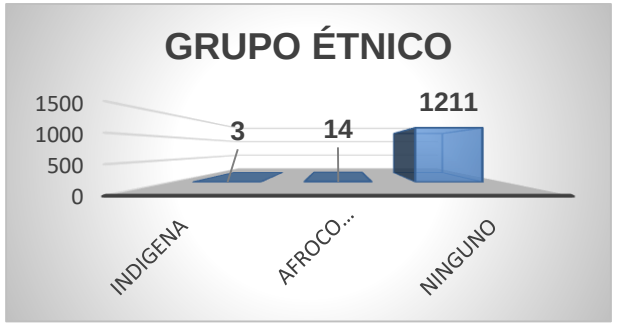


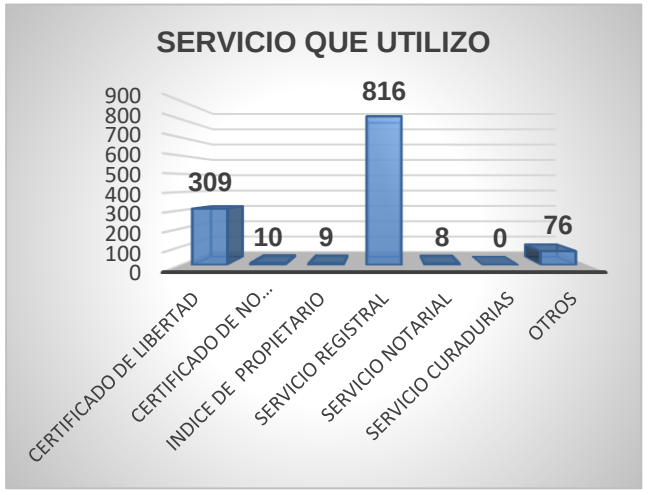




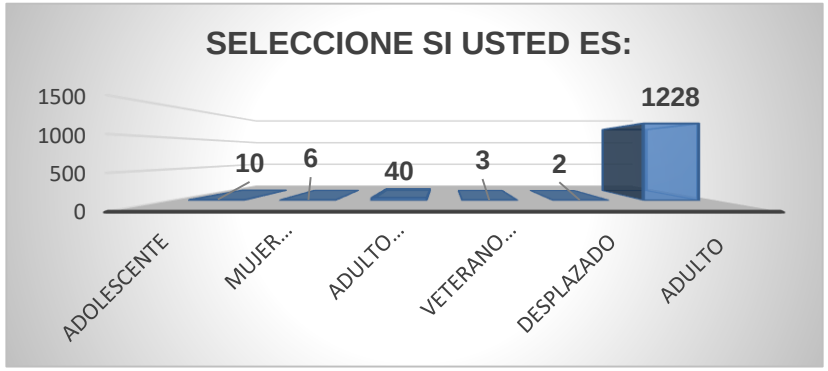
Agosto

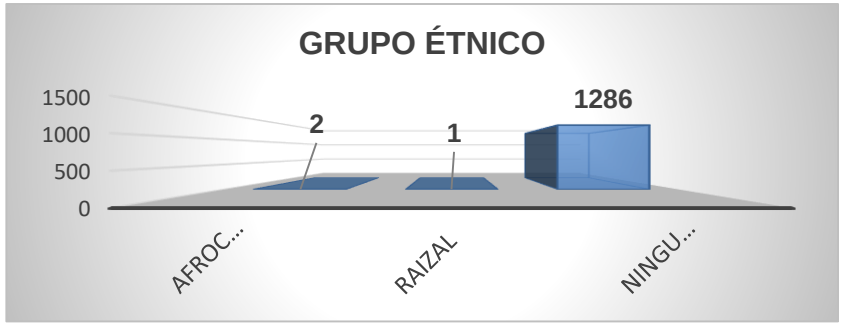


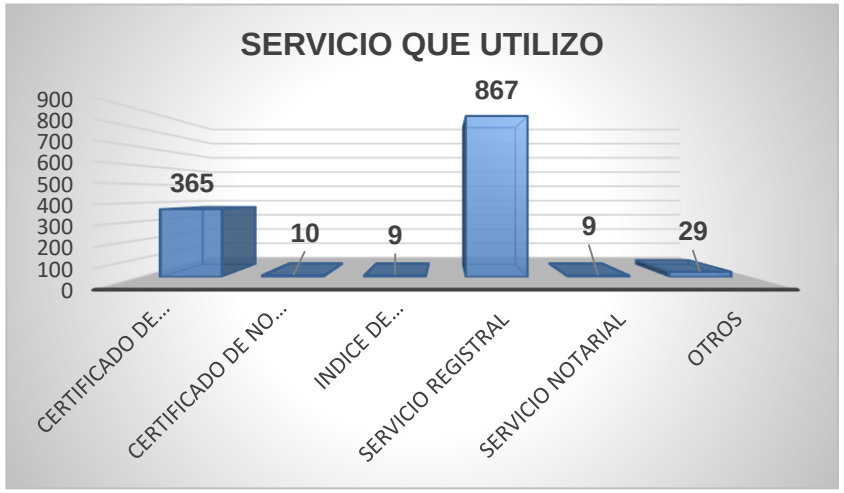




Septiembre

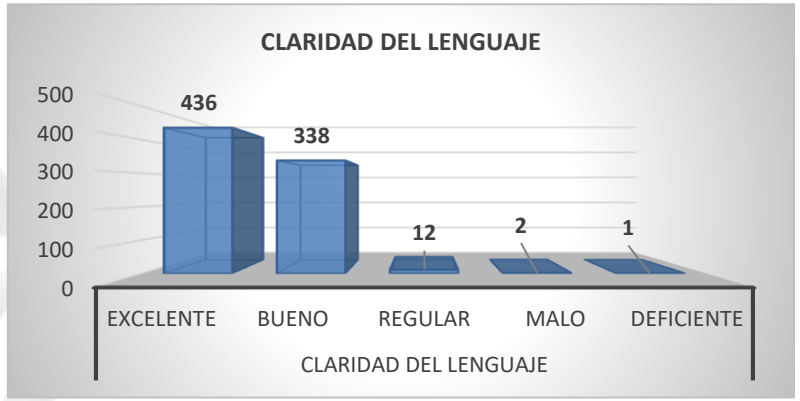


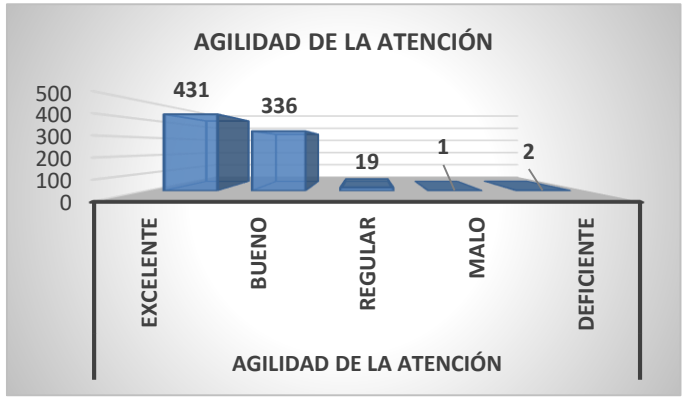


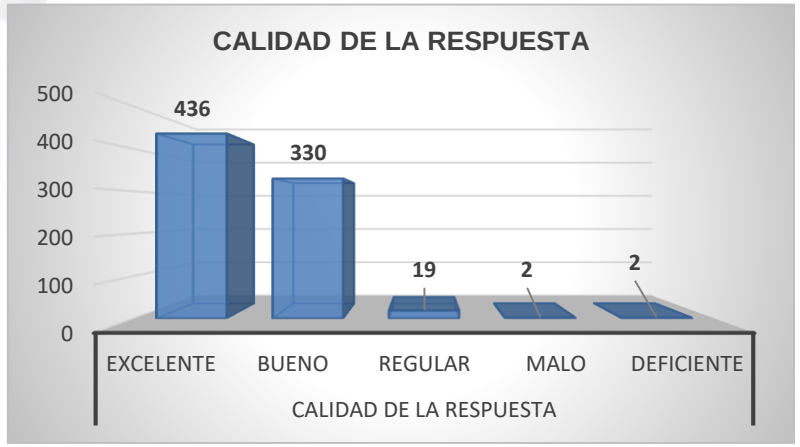


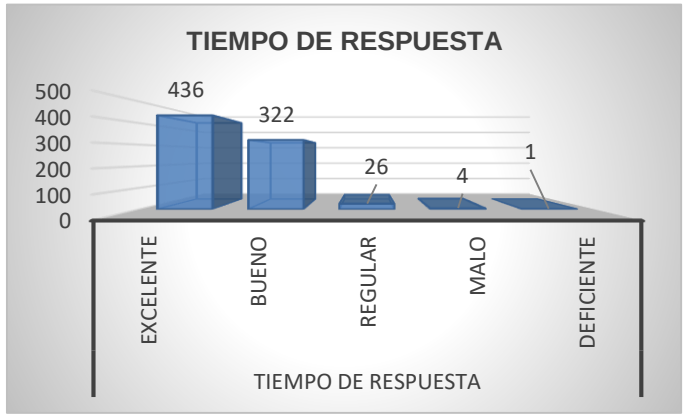
Regional Andina

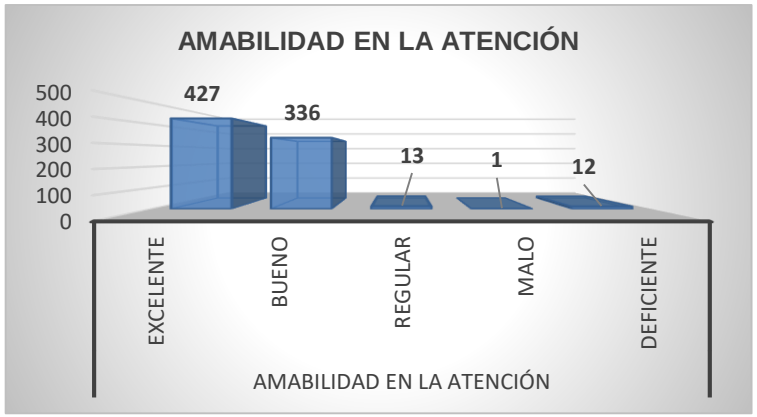
OFICINA DE ATENCIÓN AL CIUDADANO







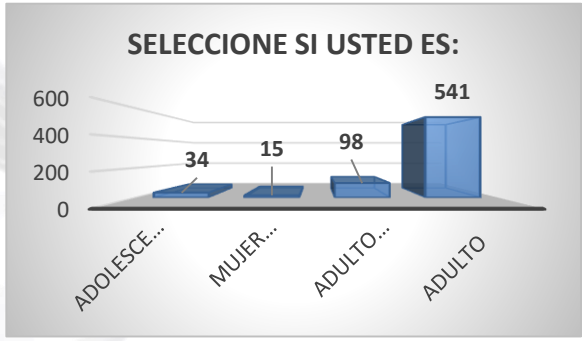


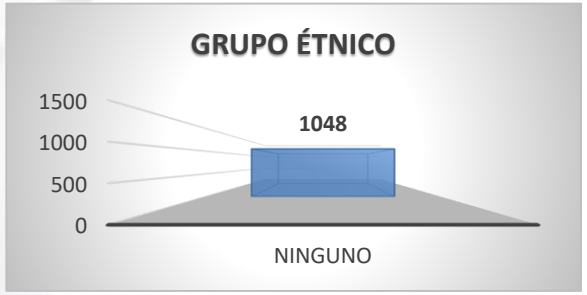


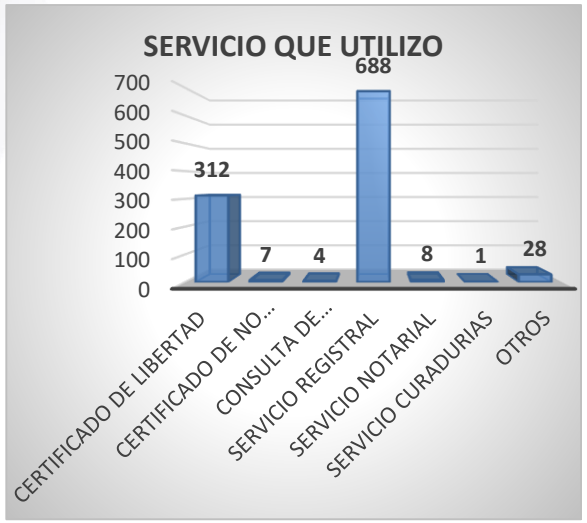
Regional Centro

OFICINA DE ATENCIÓN AL CIUDADANO

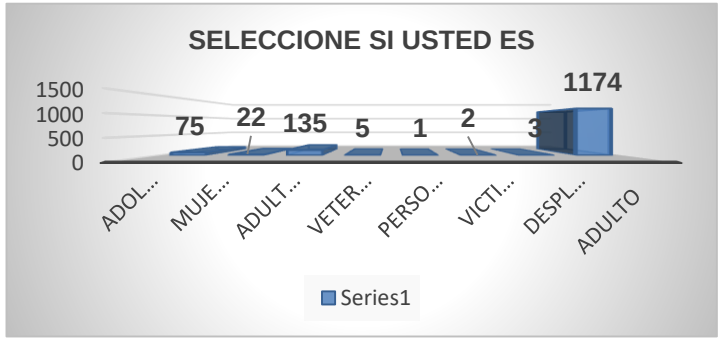
Julio

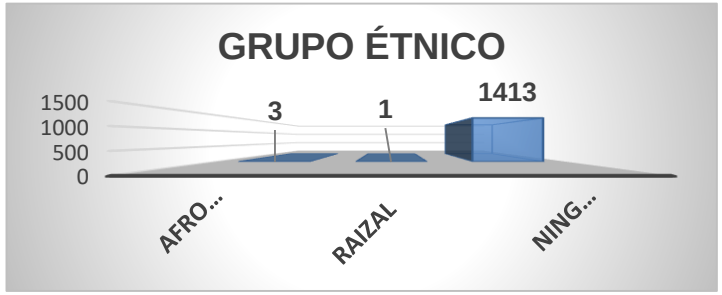


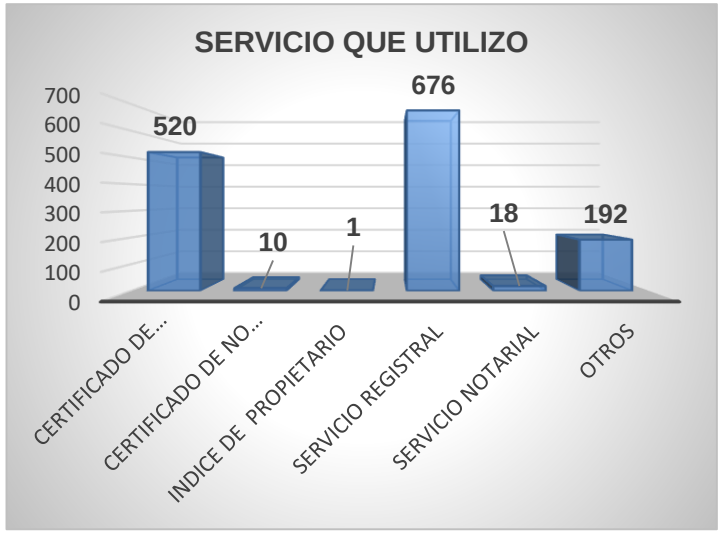




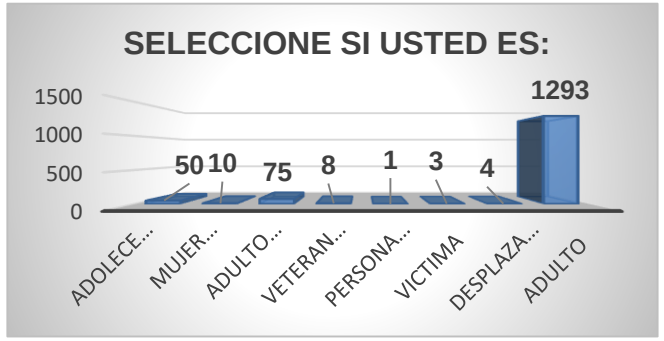
Agosto

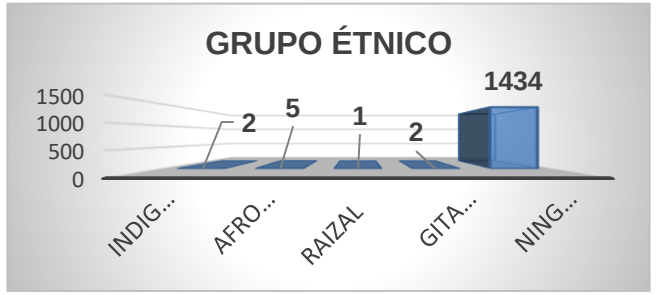


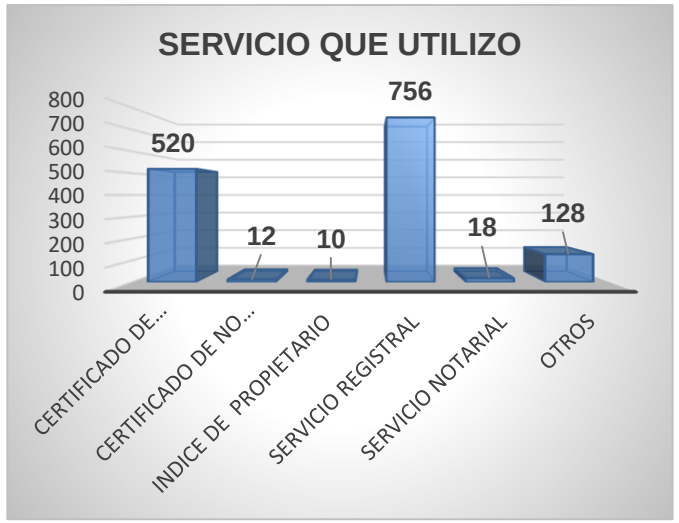




Septiembre

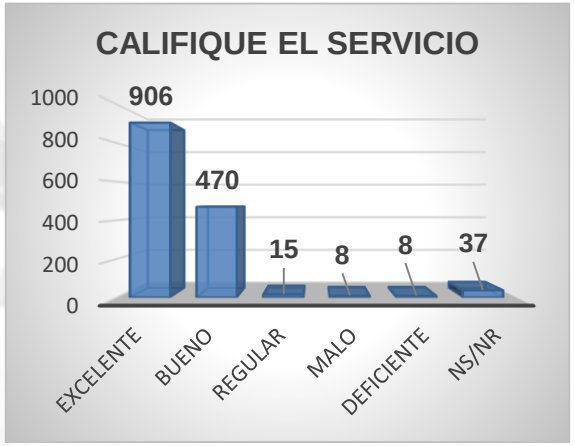


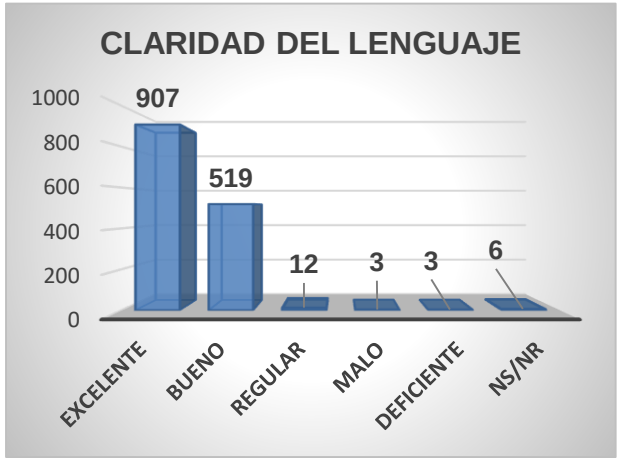


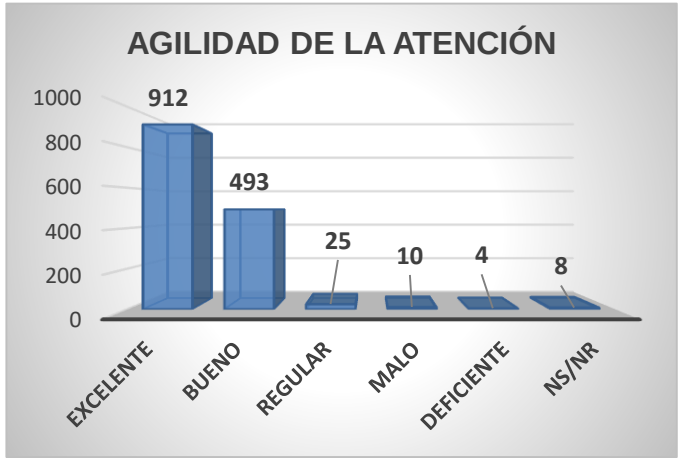


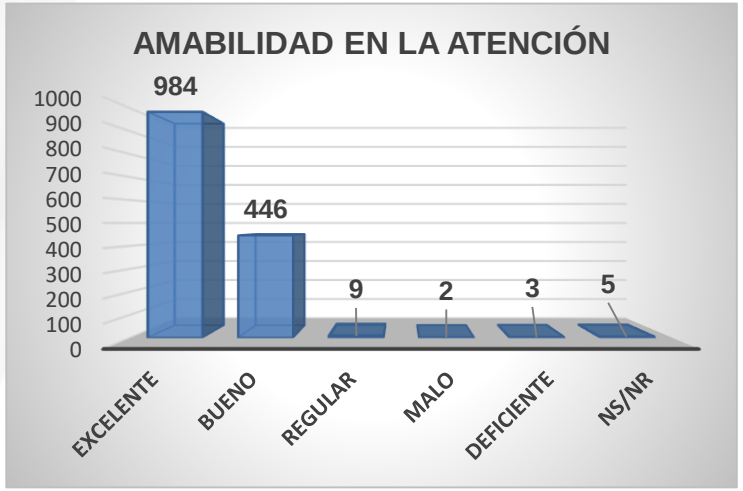
Regional Centro

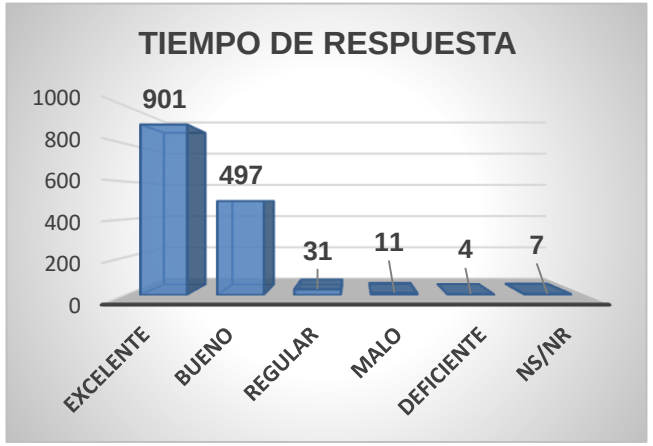
OFICINA DE ATENCIÓN AL CIUDADANO

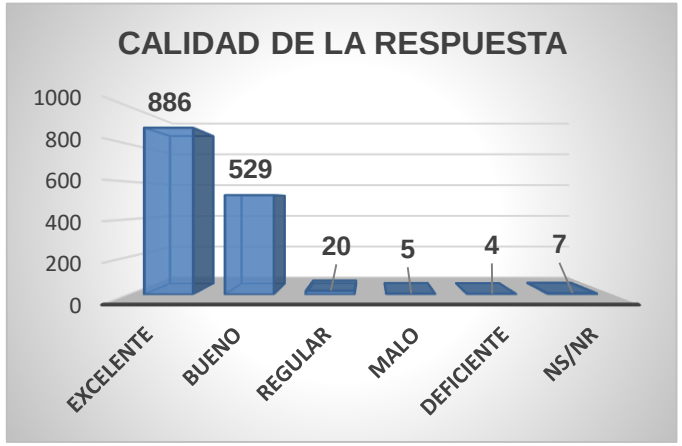








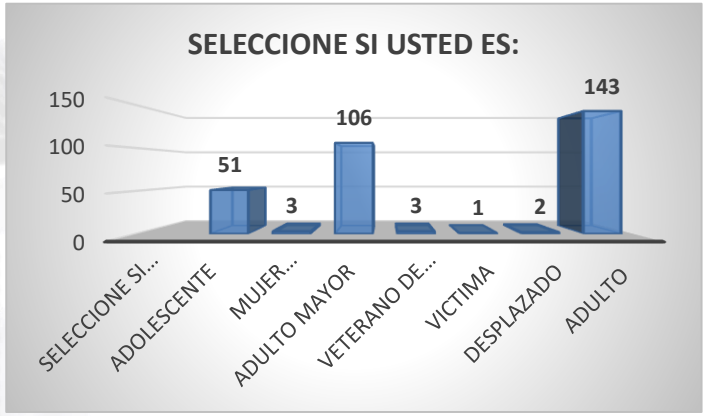


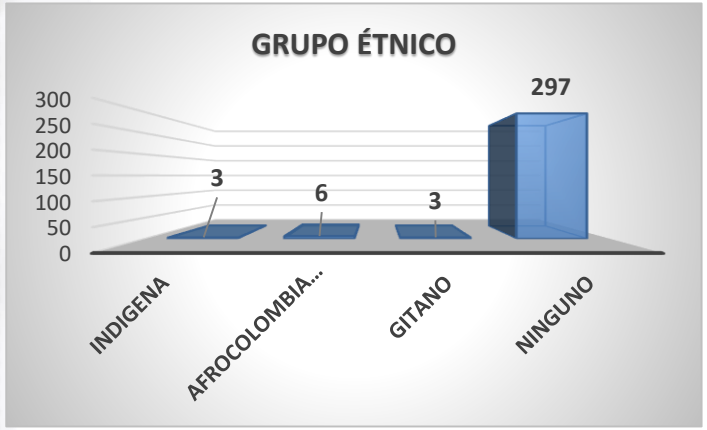


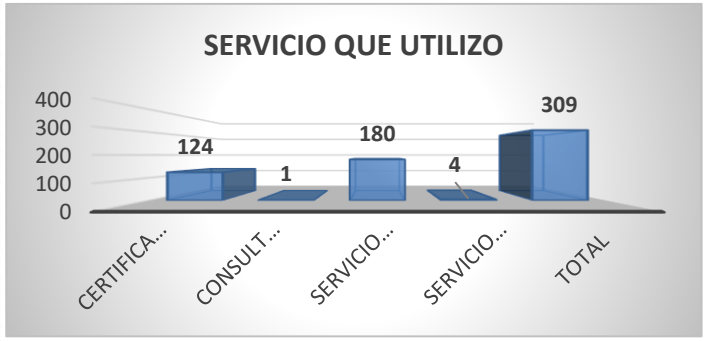
Regional Caribe

OFICINA DE ATENCIÓN AL CIUDADANO

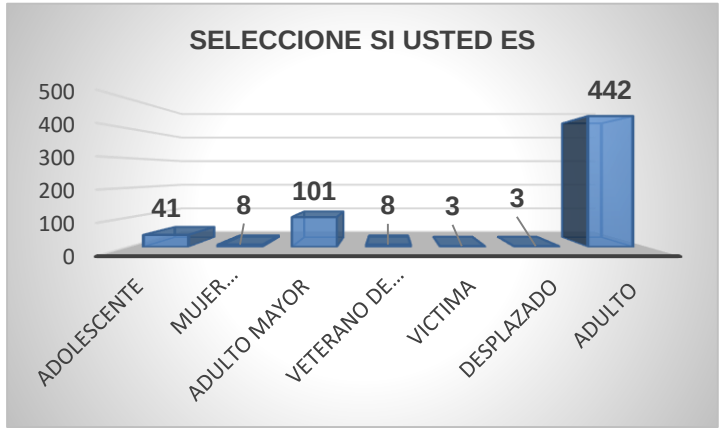
Julio

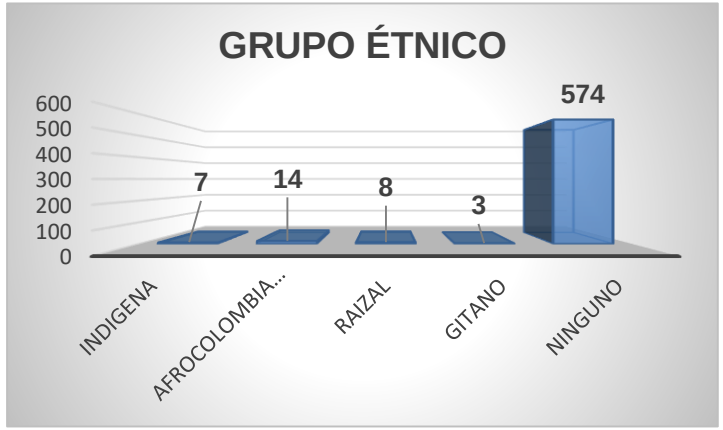


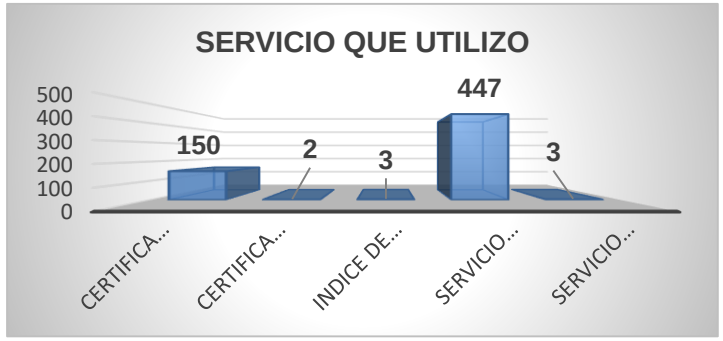




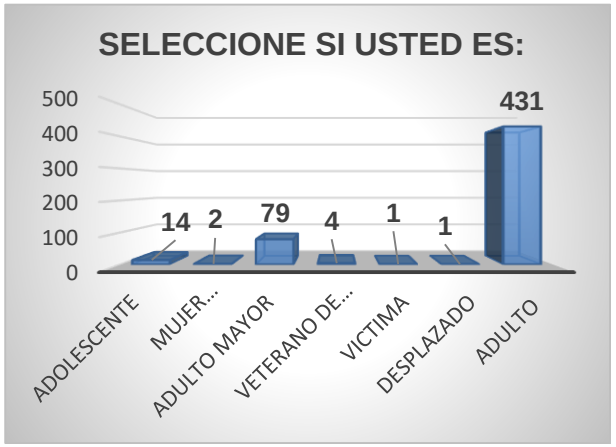
Agosto

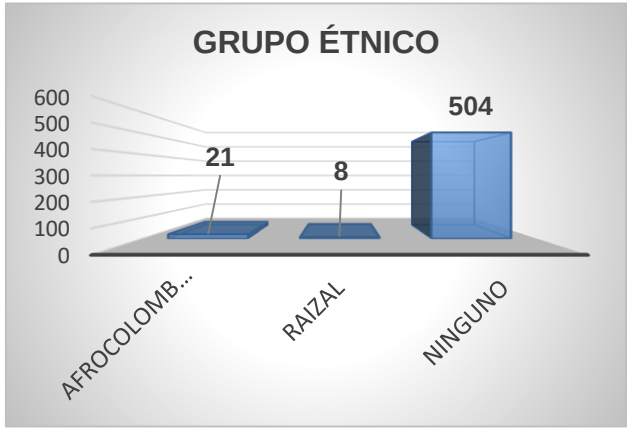


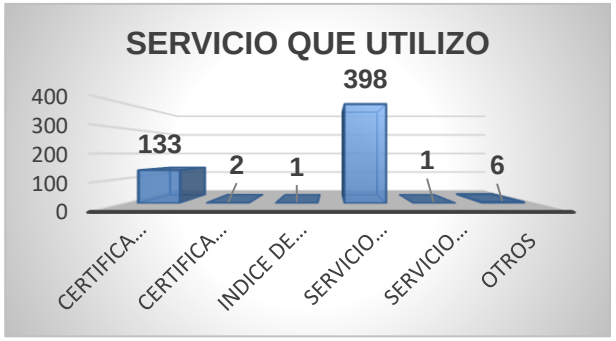




Septiembre

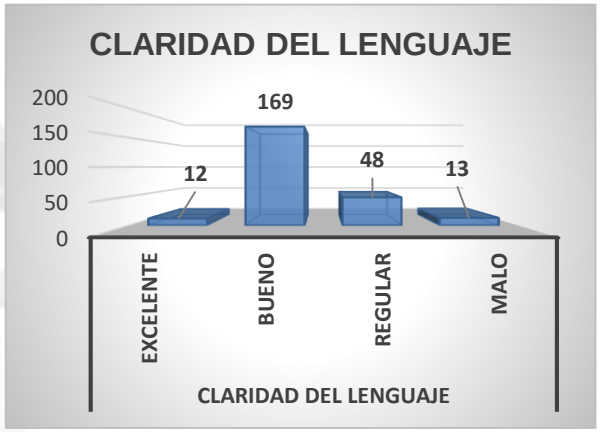


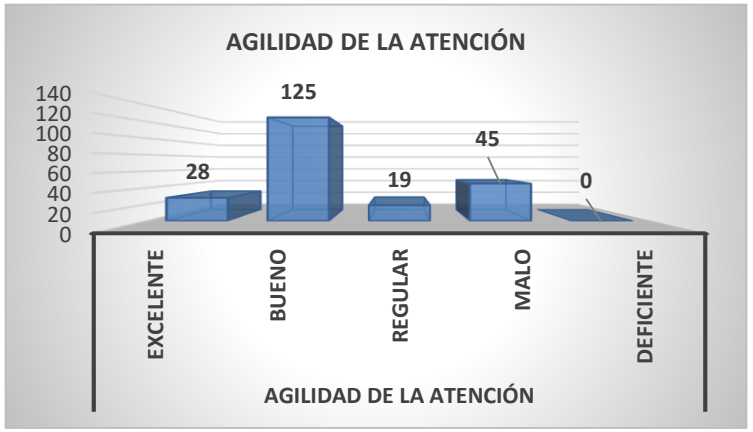


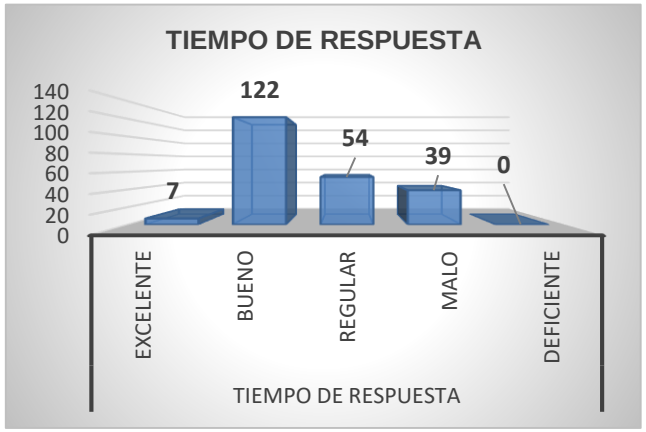


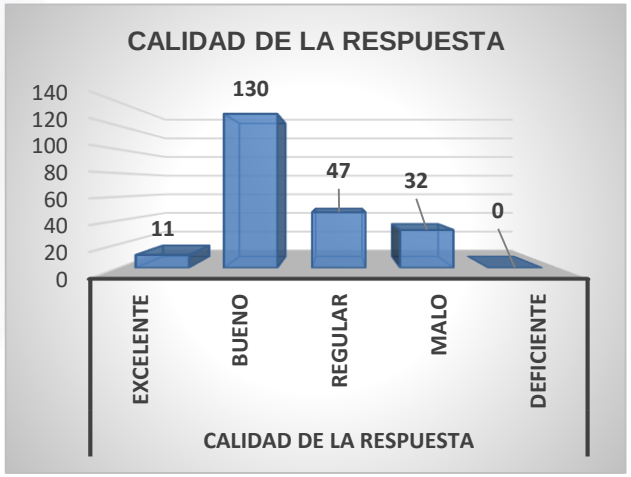
Regional Caribe

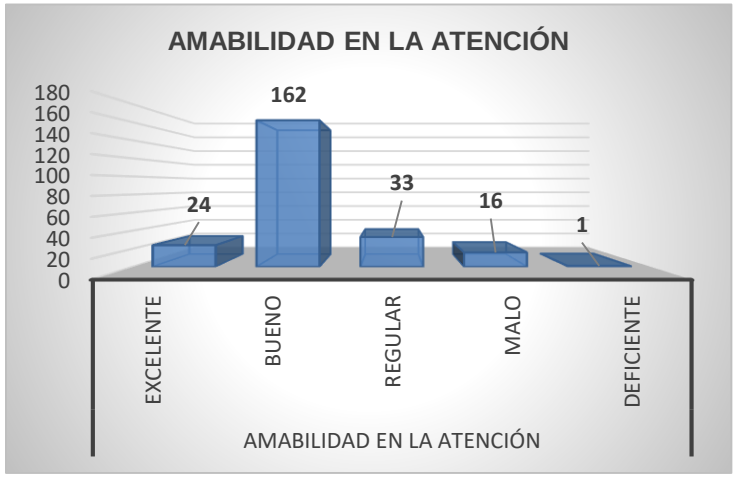
OFICINA DE ATENCIÓN AL CIUDADANO

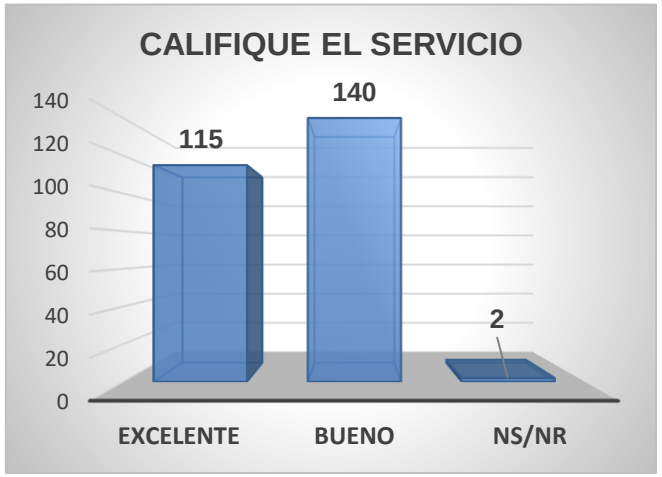








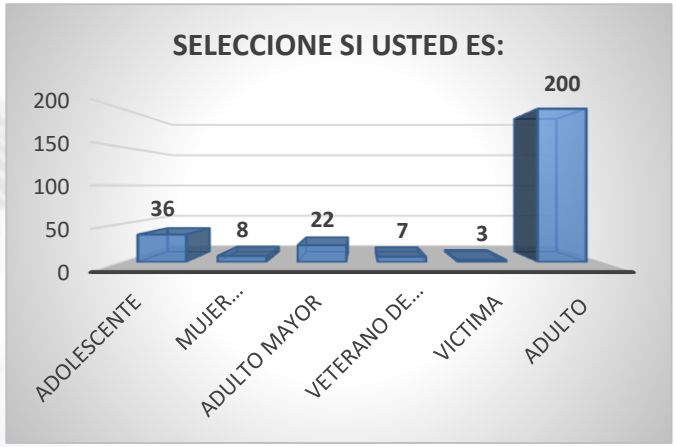


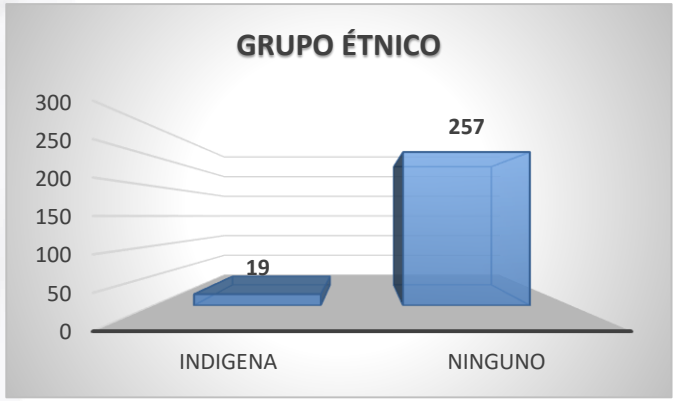


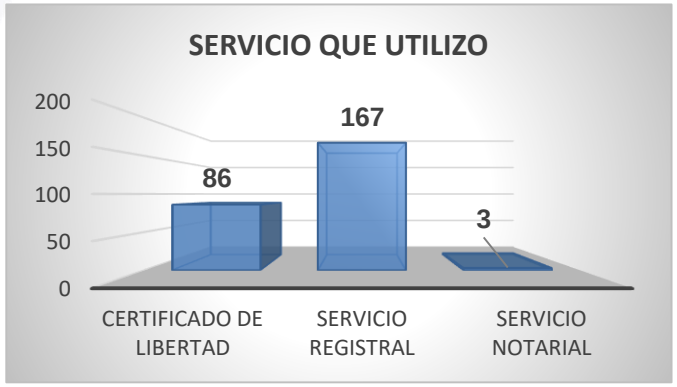
Regional Orinoquia

OFICINA DE ATENCIÓN AL CIUDADANO

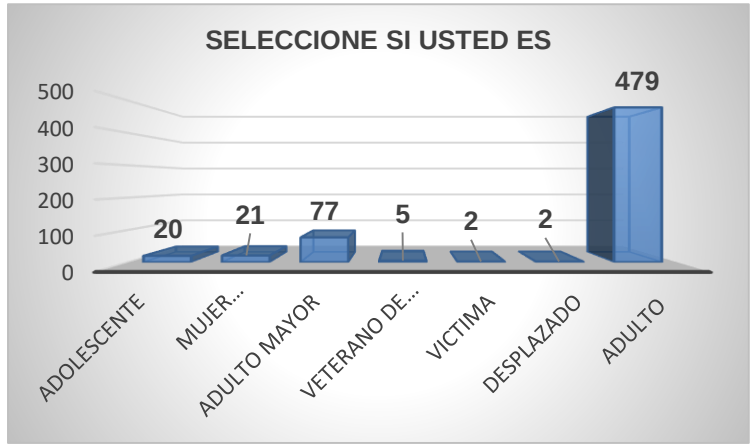
Julio

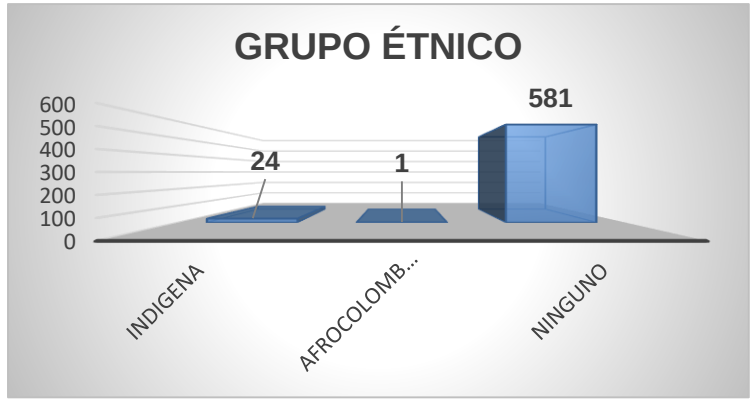


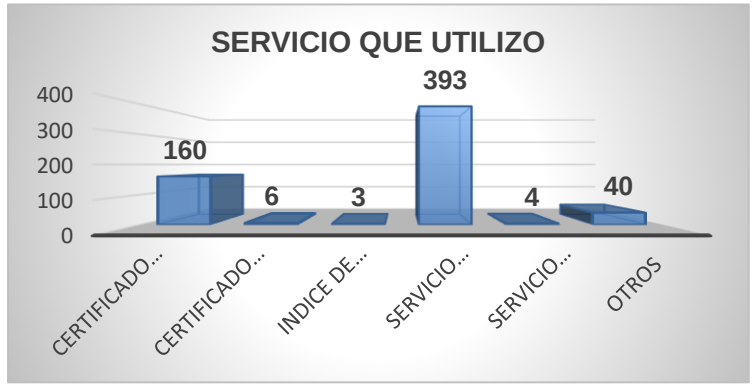




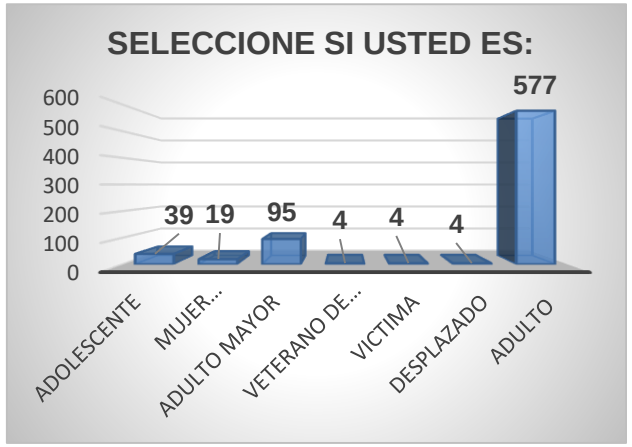
Agosto

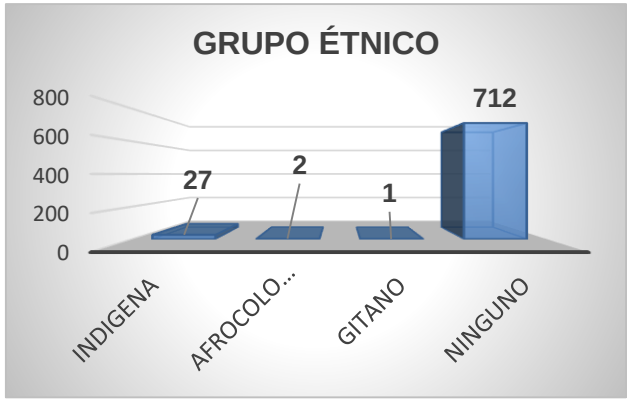


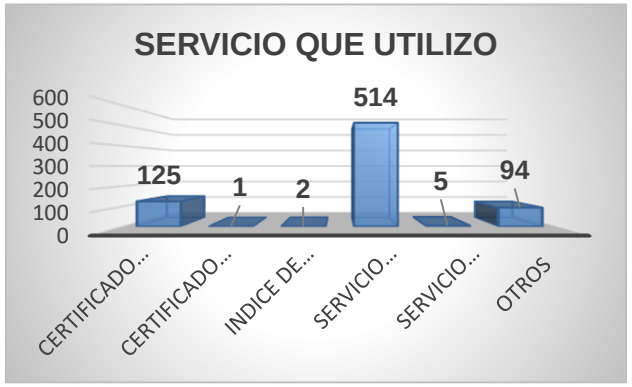




Septiembre

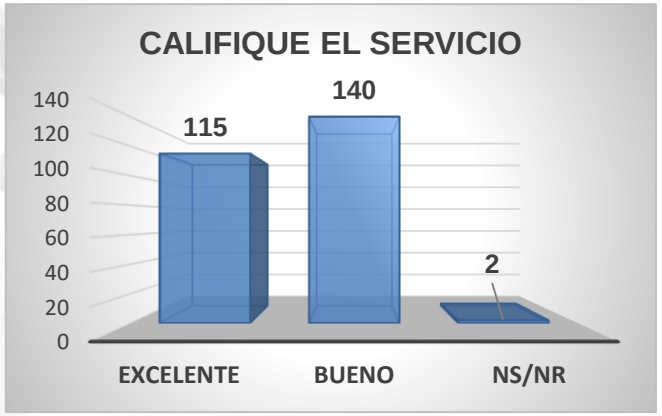


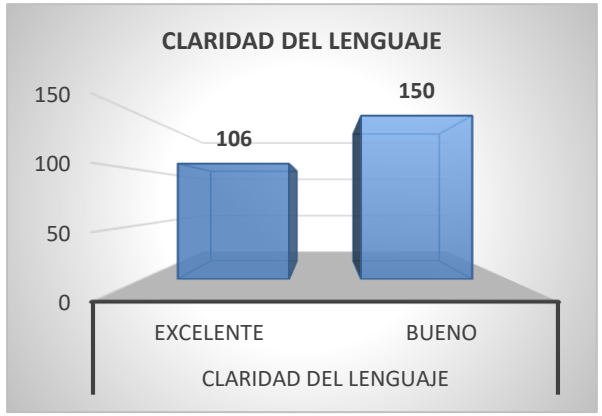


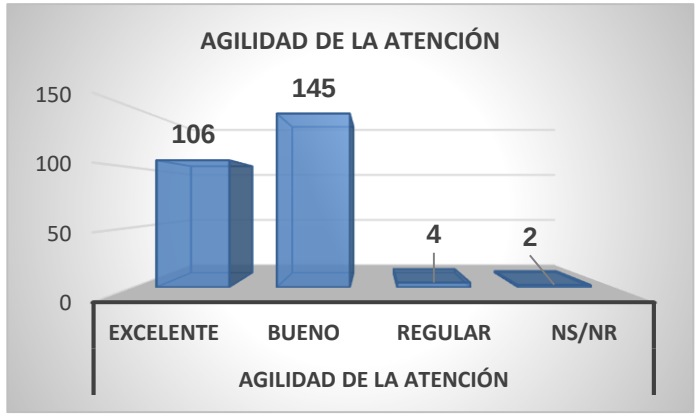


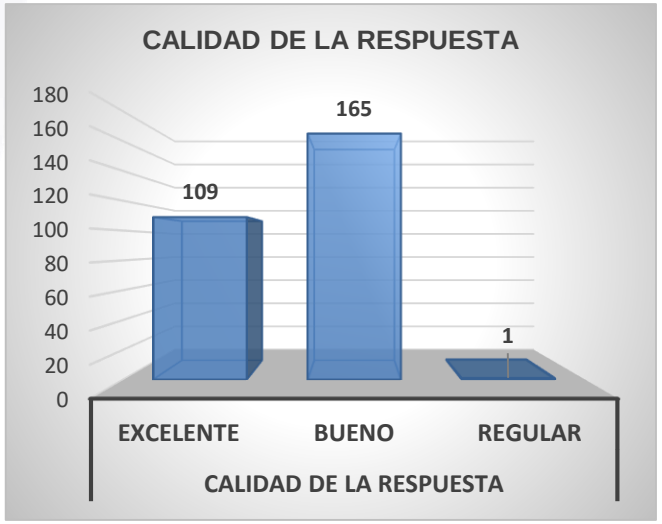
Regional – Orinoquia

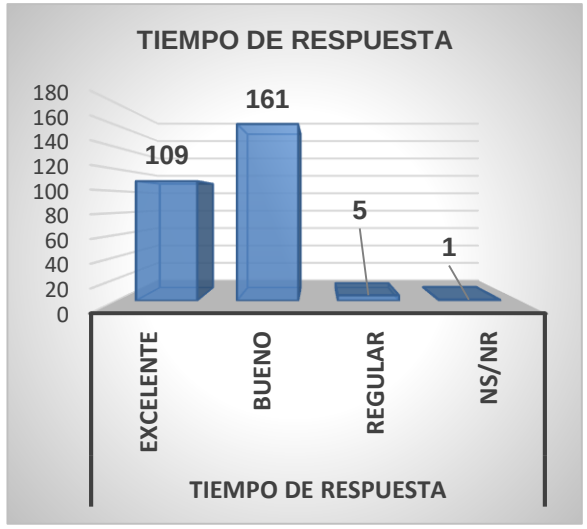
OFICINA DE ATENCIÓN AL CIUDADANO

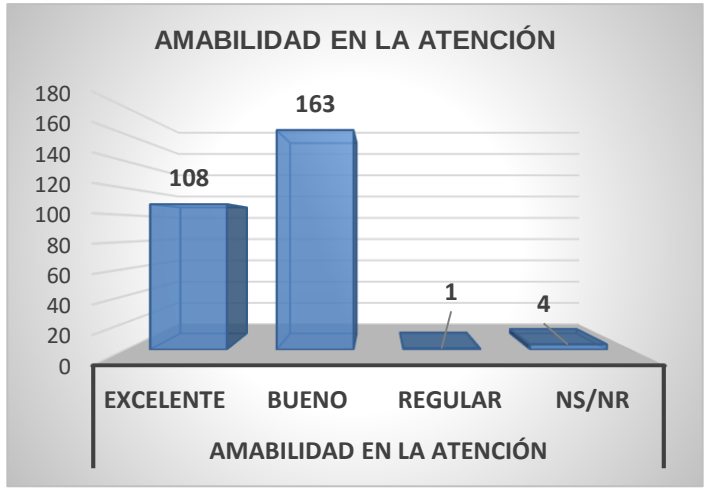








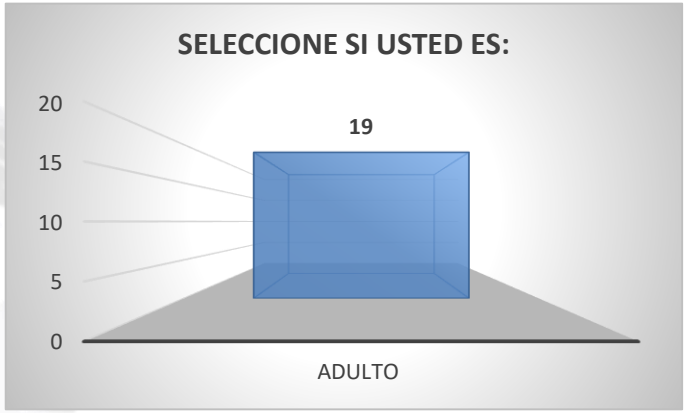


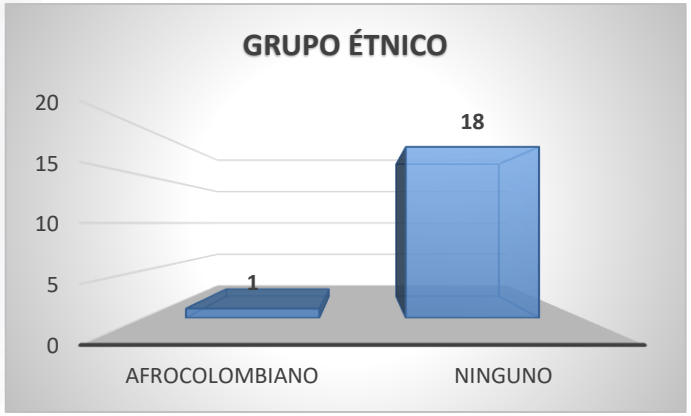


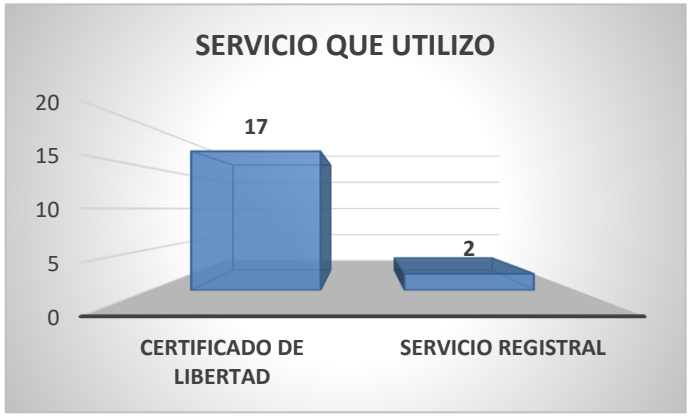
Regional Pacífica

OFICINA DE ATENCIÓN AL CIUDADANO

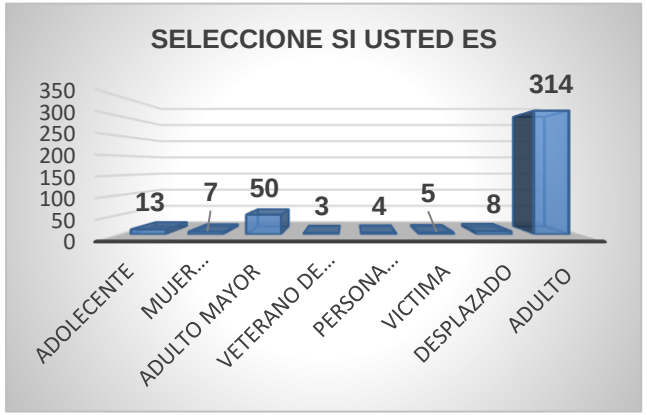
Julio

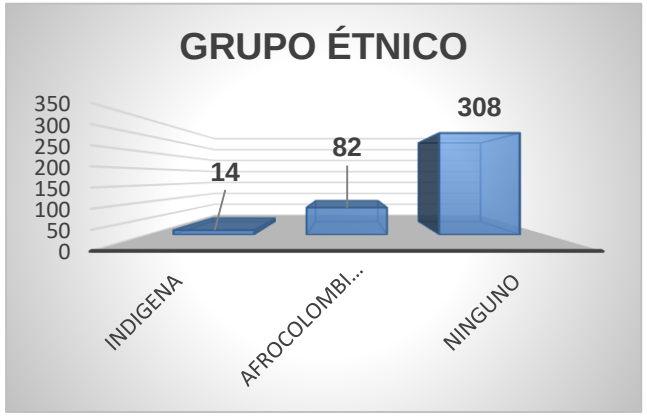


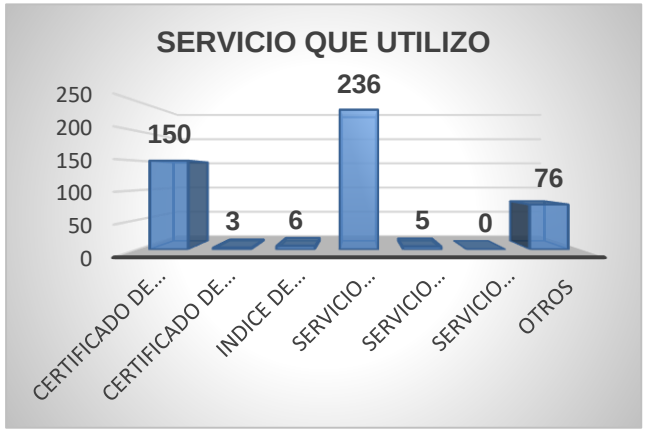




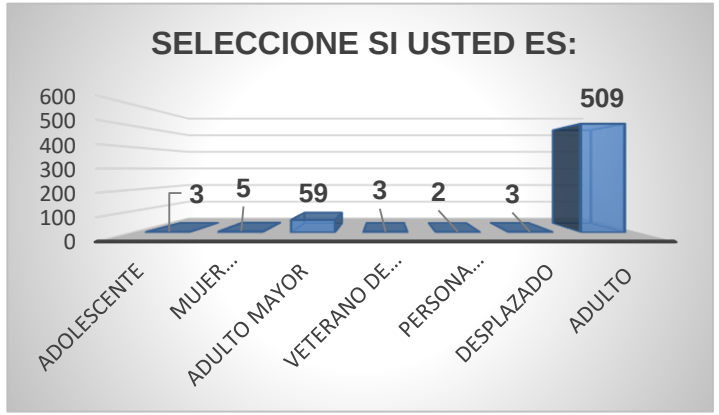
Agosto

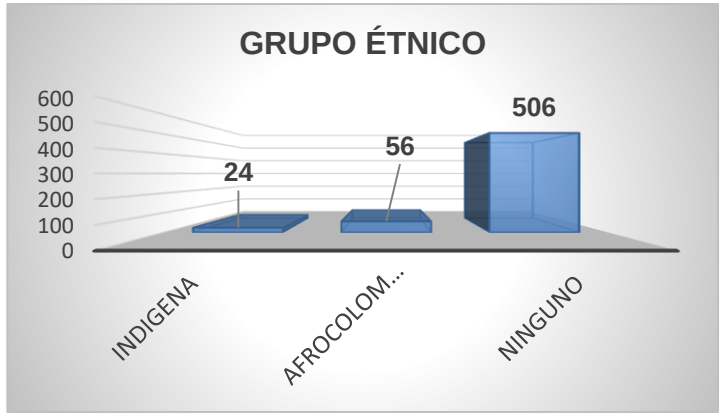


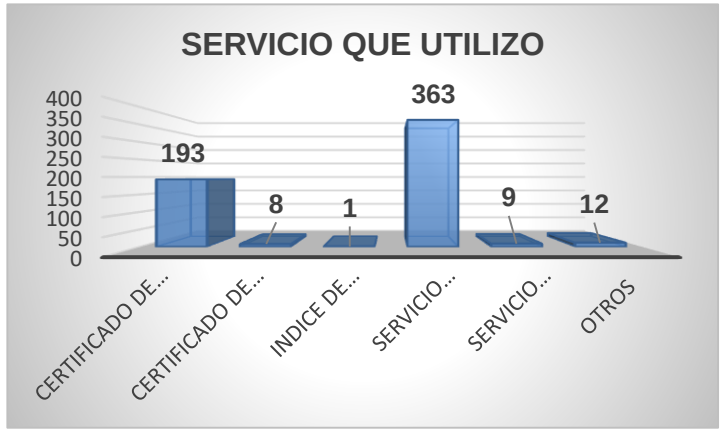




Septiembre

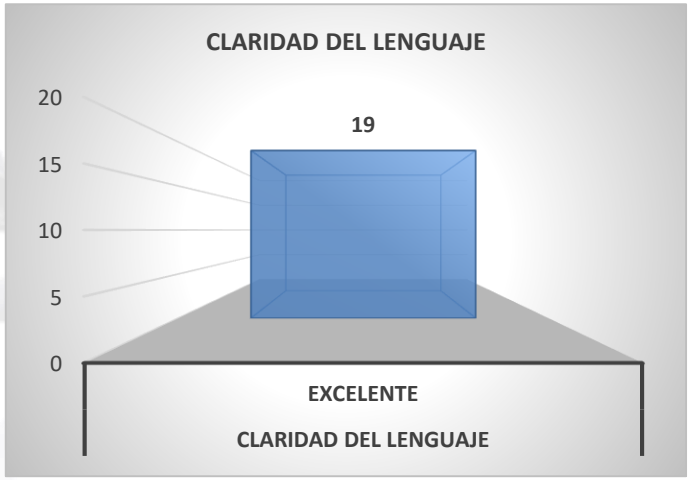


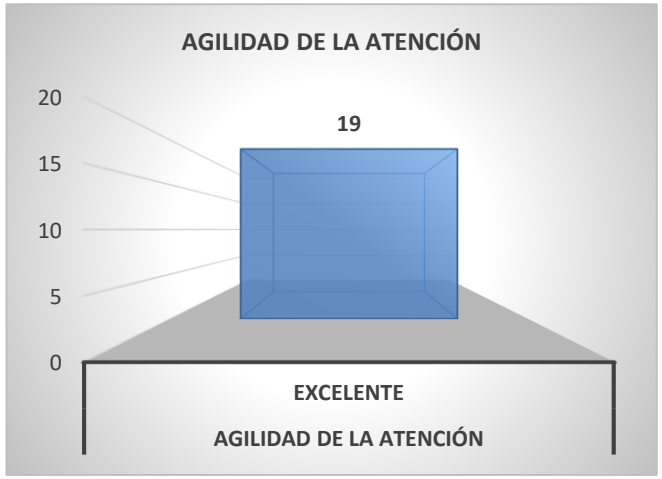


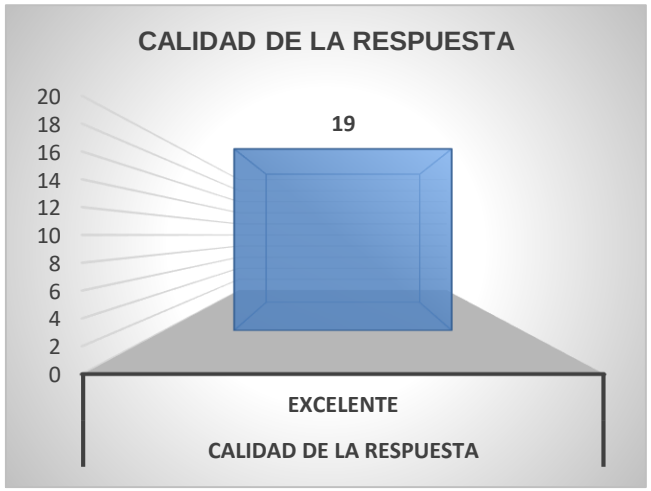


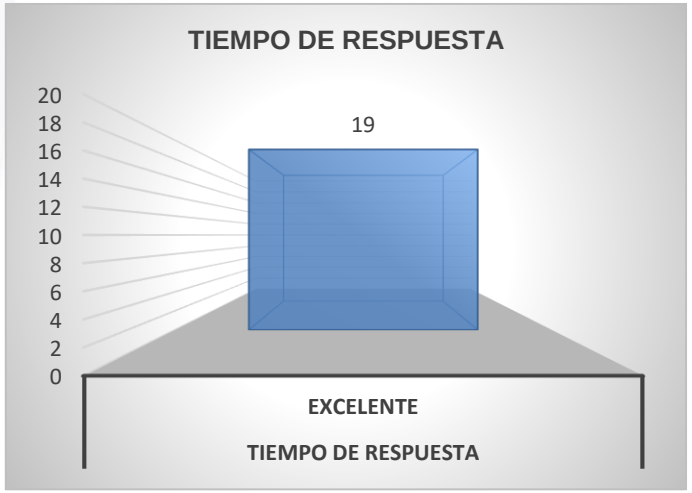
Regional Pacífica

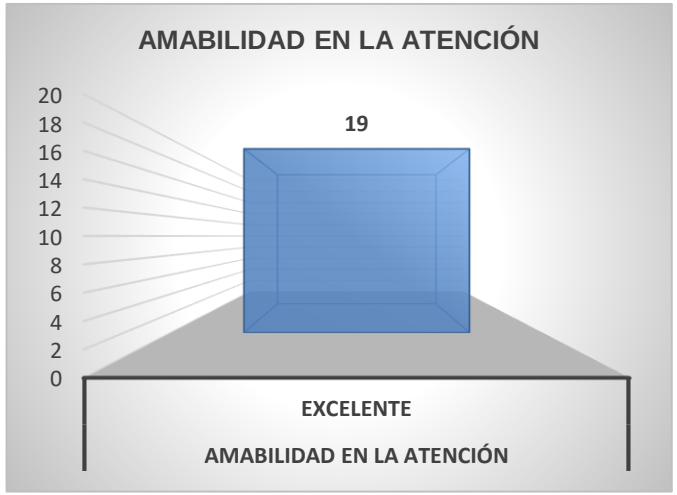
OFICINA DE ATENCIÓN AL CIUDADANO







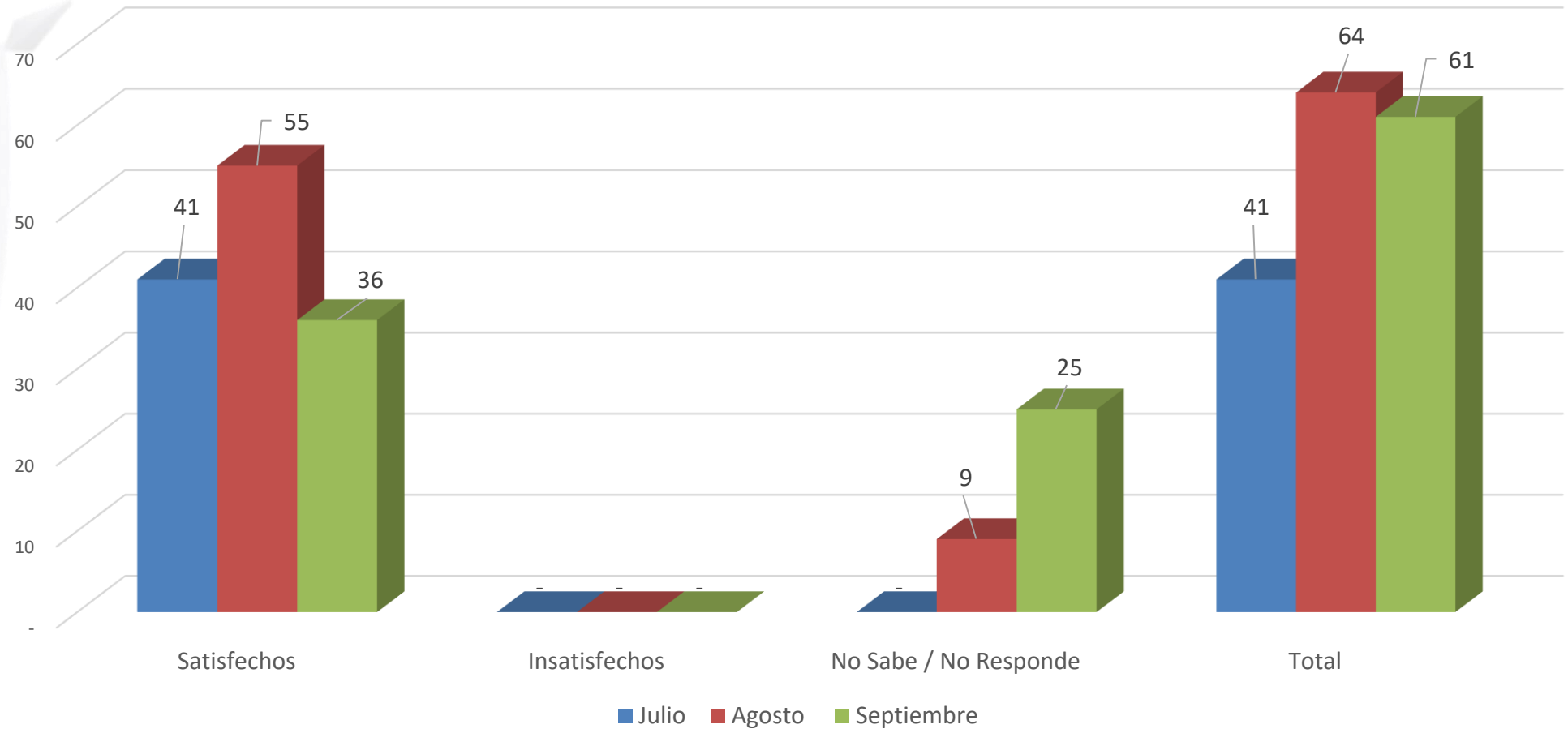




Percepción del ciudadano frente al servicio recibido - OAC

Percepción	Julio	Agosto	Septiembre
Satisfechos	41	55	36
Insatisfechos	-	-	-
No Sabe / No Responde	-	9	25
Total	41	64	61

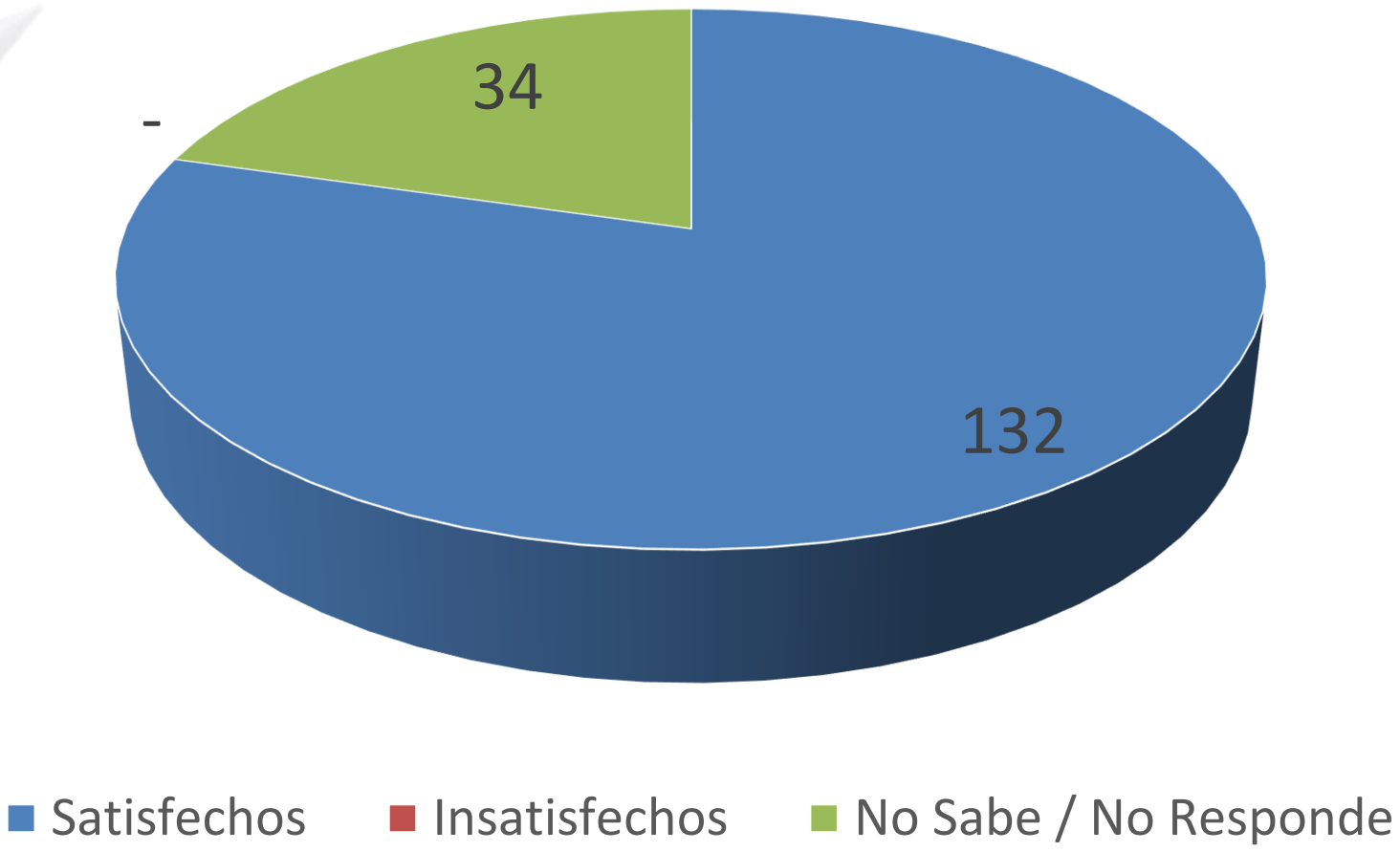
OFICINA DE ATENCIÓN AL CIUDADANO



Percepción del ciudadano frente al servicio recibido - OAC

Servicio	Total	Porcentaje
Satisfechos	132	80%
Insatisfechos	-	0%
No Sabe / No Responde	34	20%
	166	100%

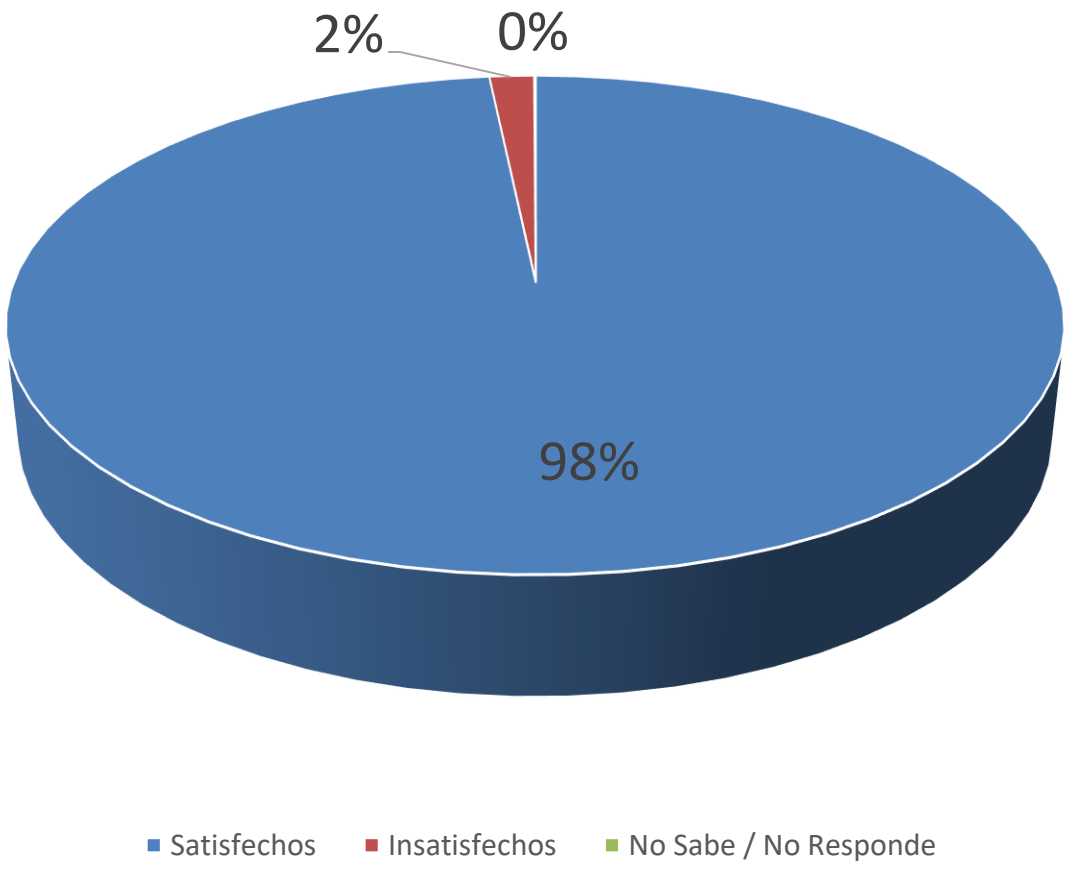
OFICINA DE ATENCIÓN AL CIUDADANO



Percepción del ciudadano frente al servicio recibido – Regional Andina

OFICINA DE ATENCIÓN AL CIUDADANO

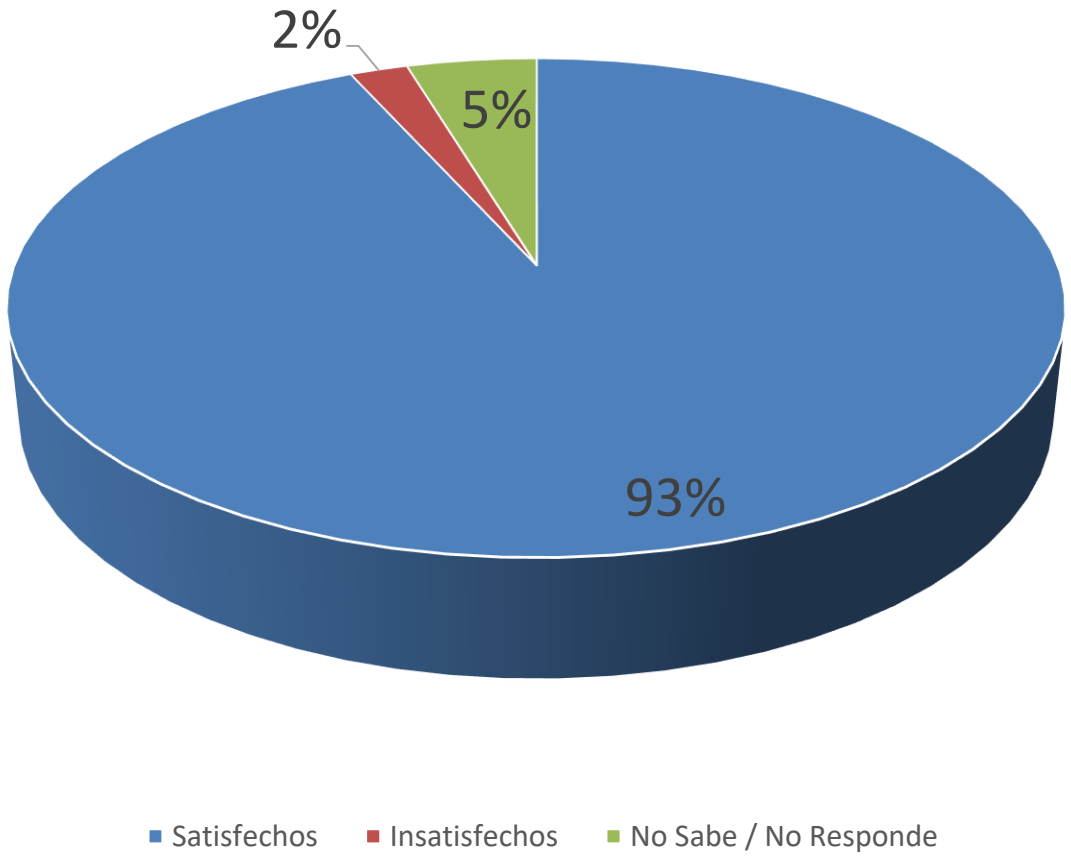
Servicio	Porcentaje	Total
Satisfechos	98%	3.250
Insatisfechos	2%	53
No Sabe / No Responde	0%	2
Total	100%	3.305



Percepción del ciudadano frente al servicio recibido – Regional Centro

Servicio	Porcentaje	Total
Satisfechos	93%	3.639
Insatisfechos	2%	81
No Sabe / No Responde	5%	182
Total	100%	3.902

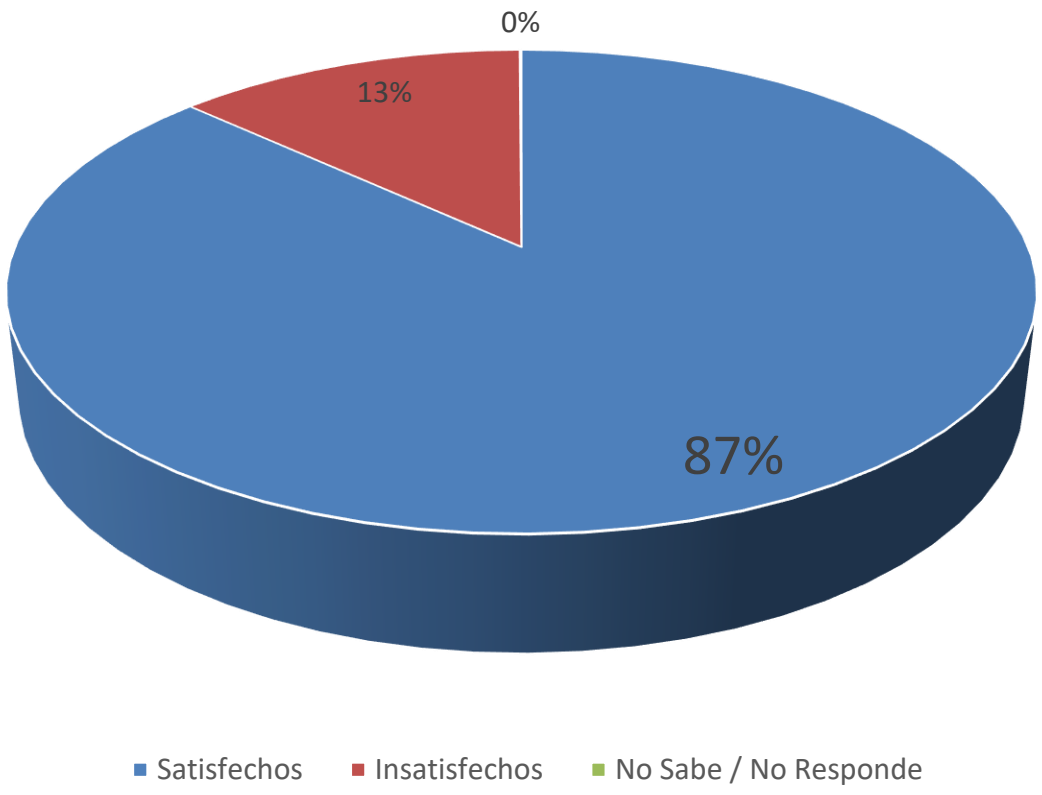
OFICINA DE ATENCIÓN AL CIUDADANO



Percepción del ciudadano frente al servicio recibido – Regional Caribe

OFICINA DE ATENCIÓN AL CIUDADANO

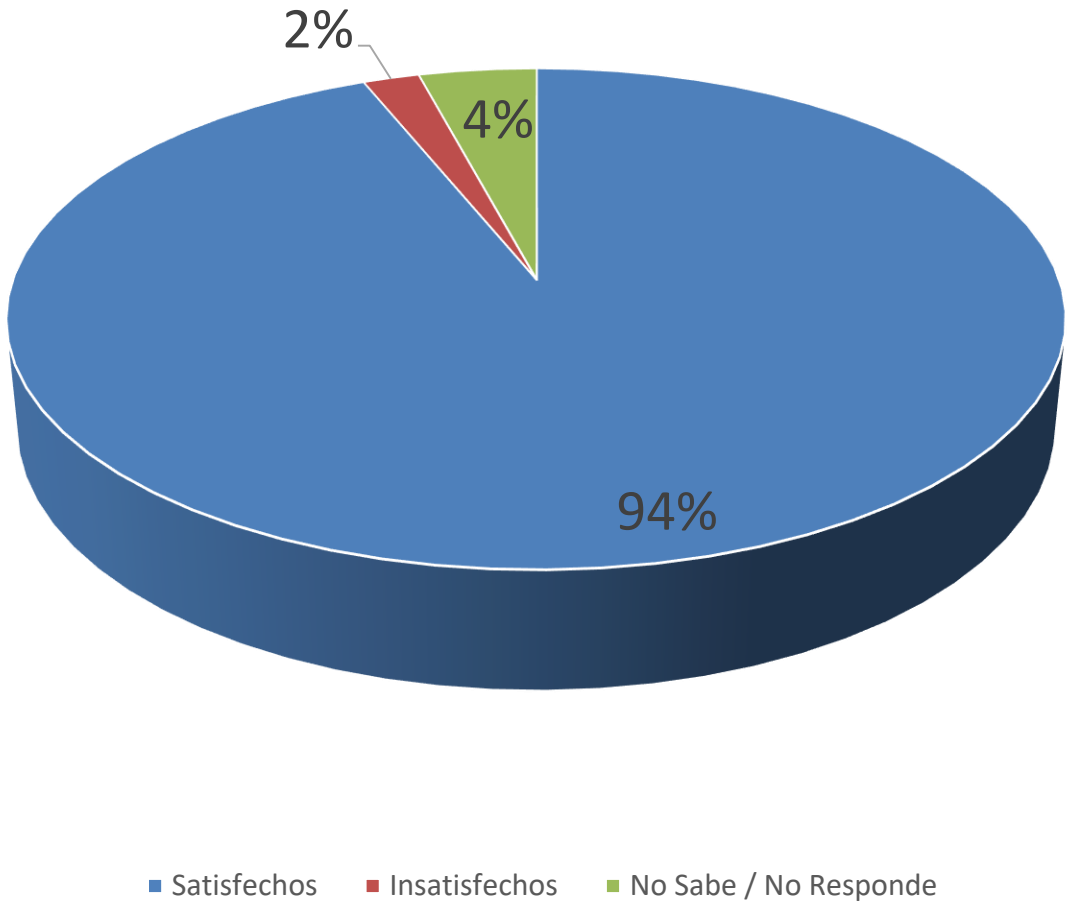
Servicio	Porcentaje	Total
Satisfechos	87%	1.266
Insatisfechos	13%	191
No Sabe / No Responde	0%	1
Total	100%	1.458



Percepción del ciudadano frente al servicio recibido – Regional Orinoquia

OFICINA DE ATENCIÓN AL CIUDADANO

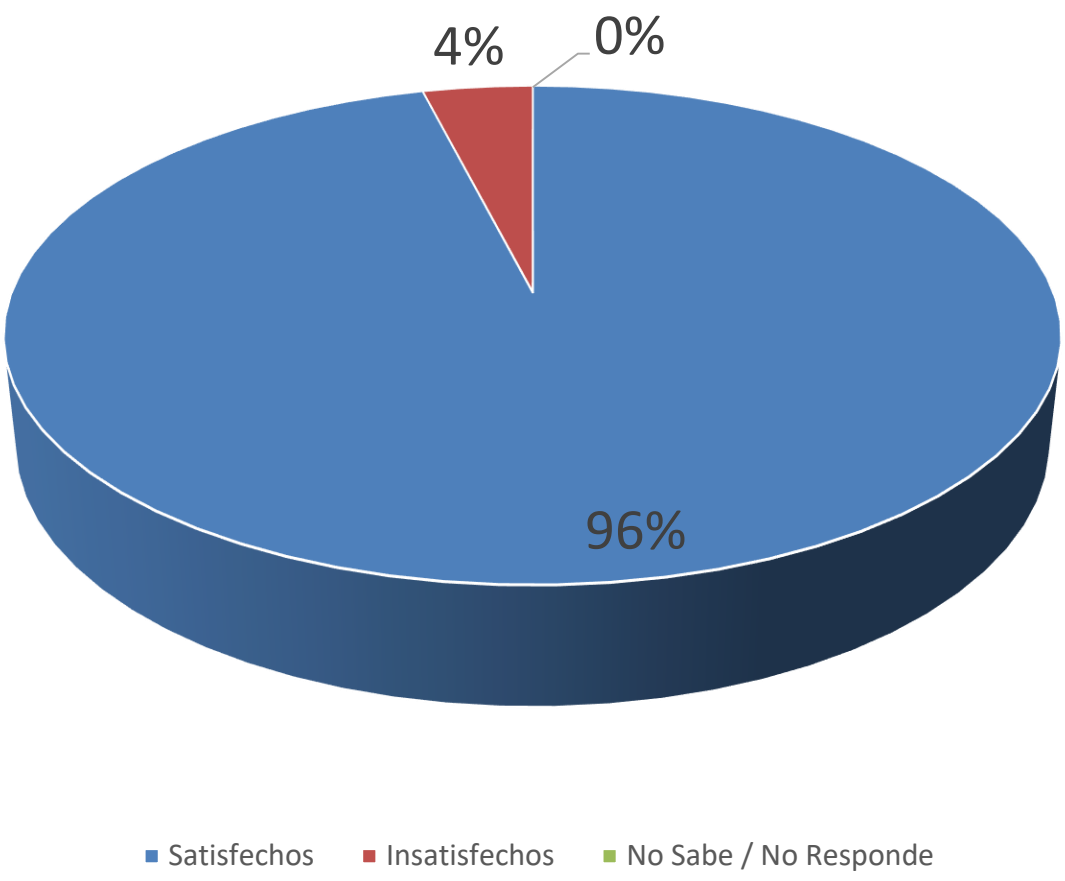
Servicio	Porcentaje	Total
Satisfechos	94%	1.506
Insatisfechos	2%	32
No Sabe / No Responde	4%	67
Total	100%	1.605



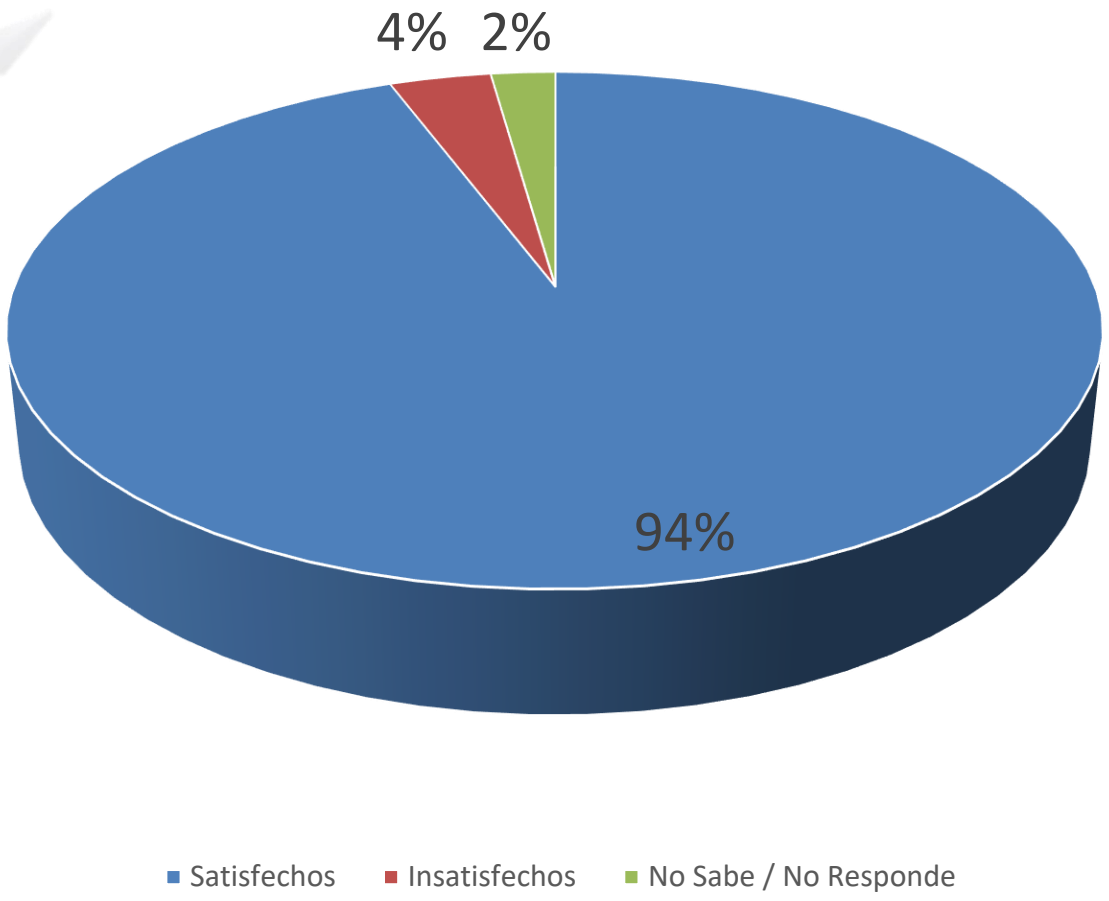
Percepción del ciudadano frente al servicio recibido – Regional Pacífica

Servicio	Porcentaje	Total
Satisfechos	96%	969
Insatisfechos	4%	40
No Sabe / No Responde	0%	-
Total	100%	1.009

OFICINA DE ATENCIÓN AL CIUDADANO



Percepción del ciudadano frente al servicio recibido – Consolidado Regionales

Servicio	Porcentaje	Total
Satisfechos	94%	10.630
Insatisfechos	4%	397
No Sabe / No Responde	2%	252
Total	100%	11.279

OFICINA DE ATENCIÓN AL CIUDADANO