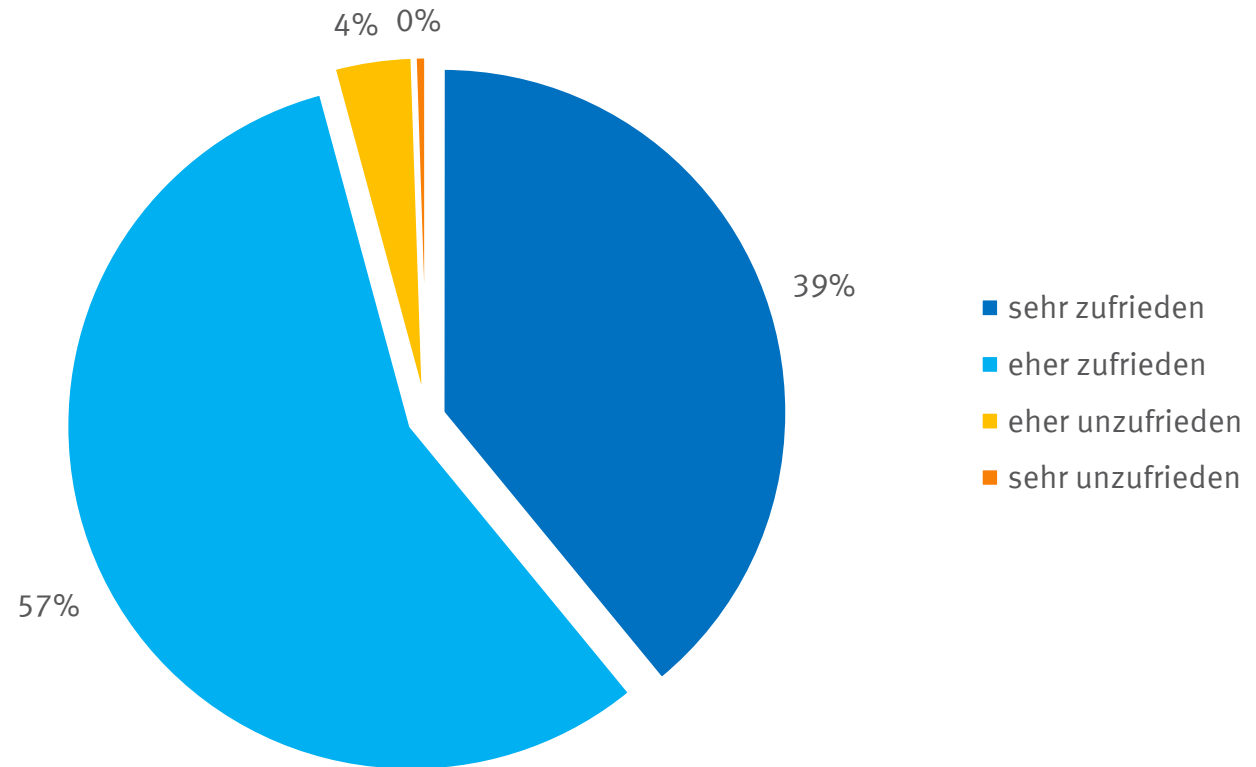


ZIV-Nutzerbefragung 2018



Gesamtzufriedenheit



Image

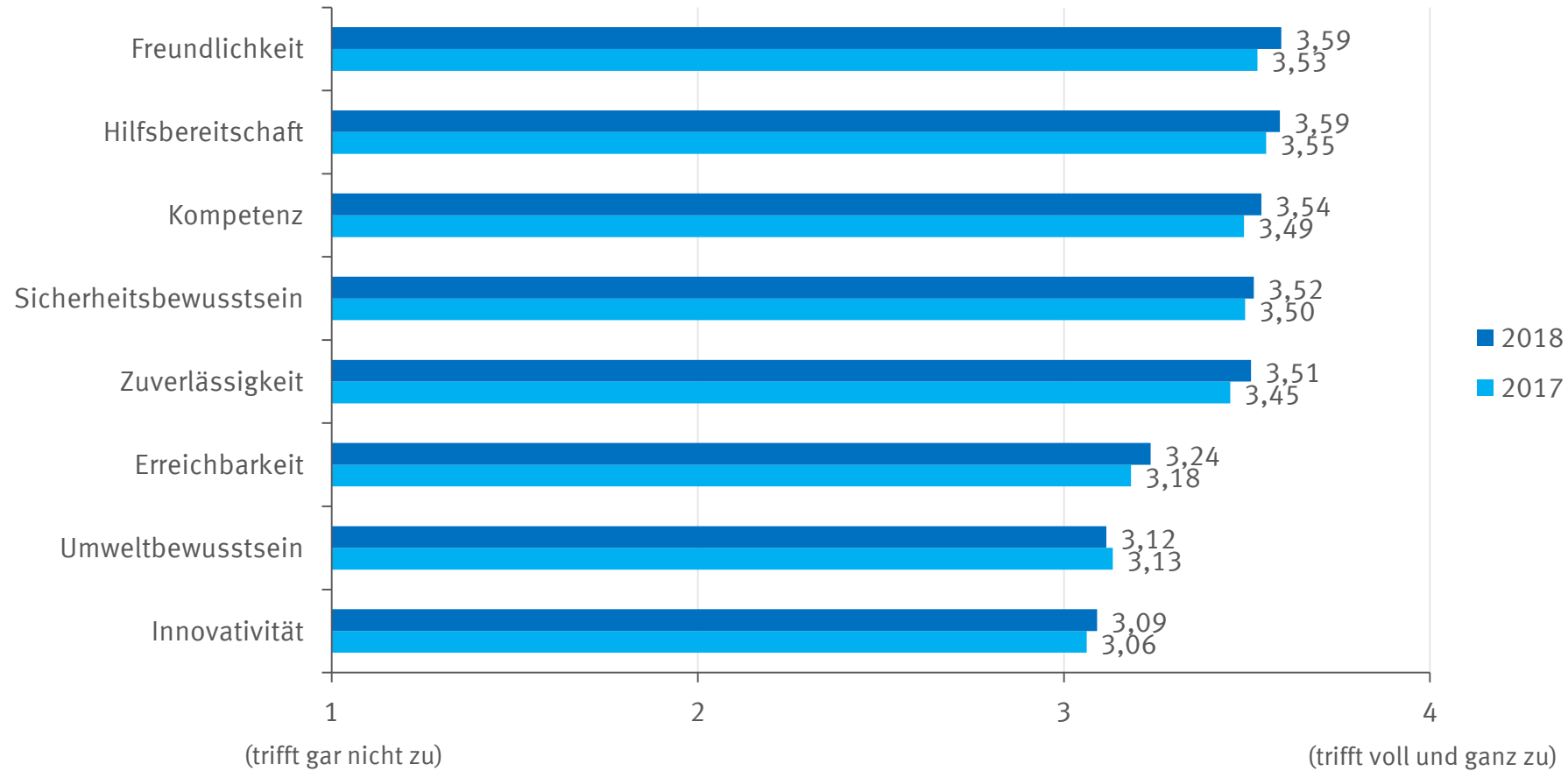
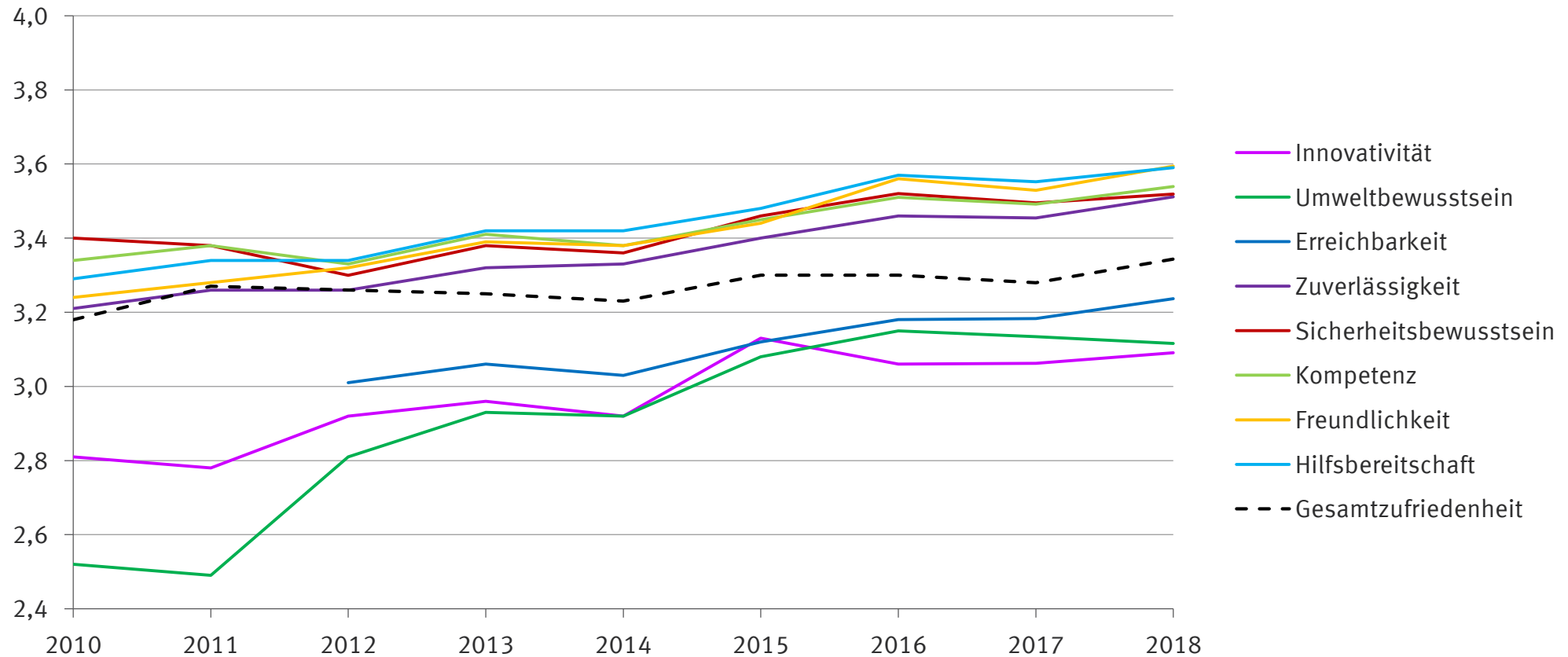
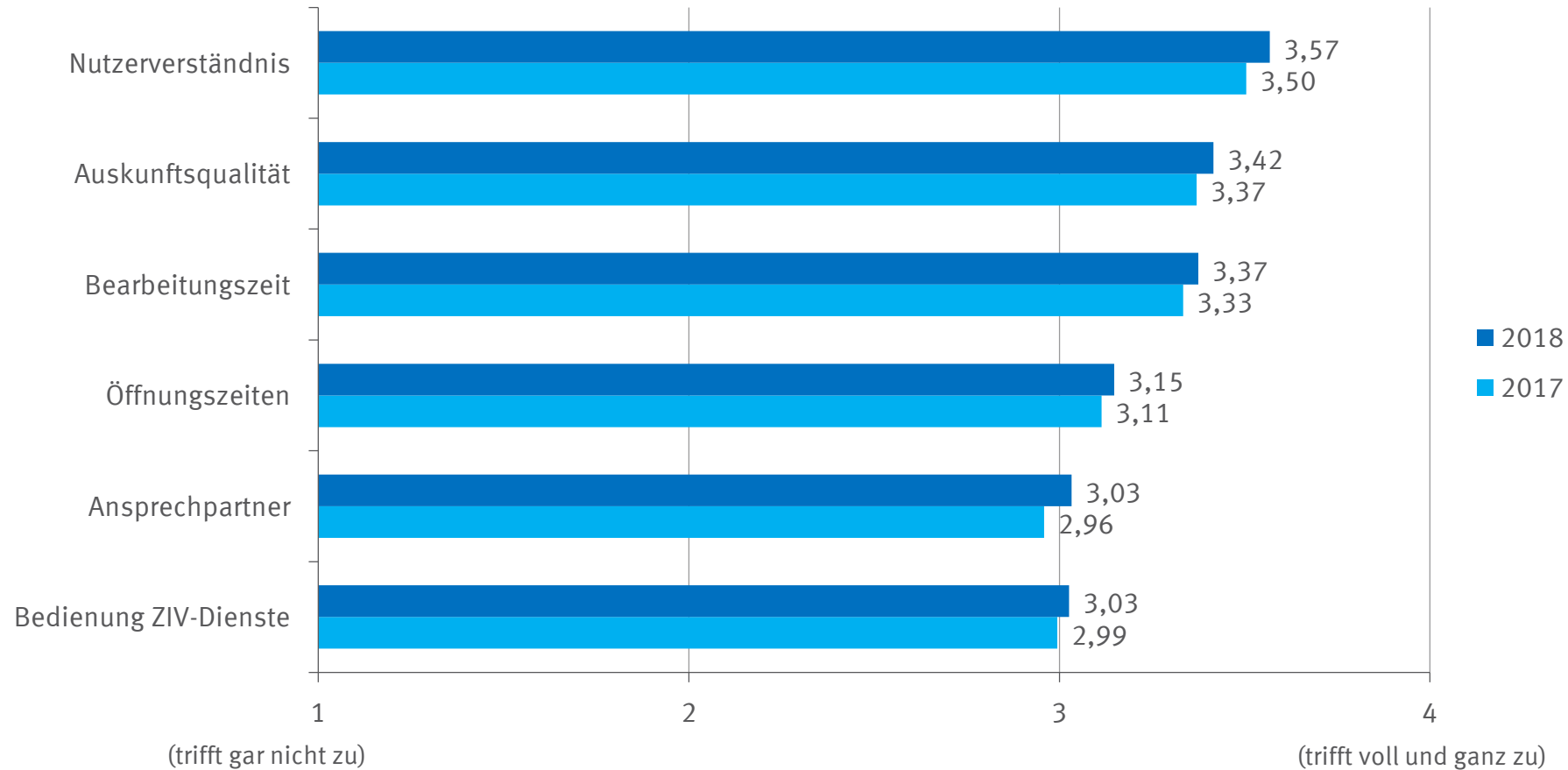


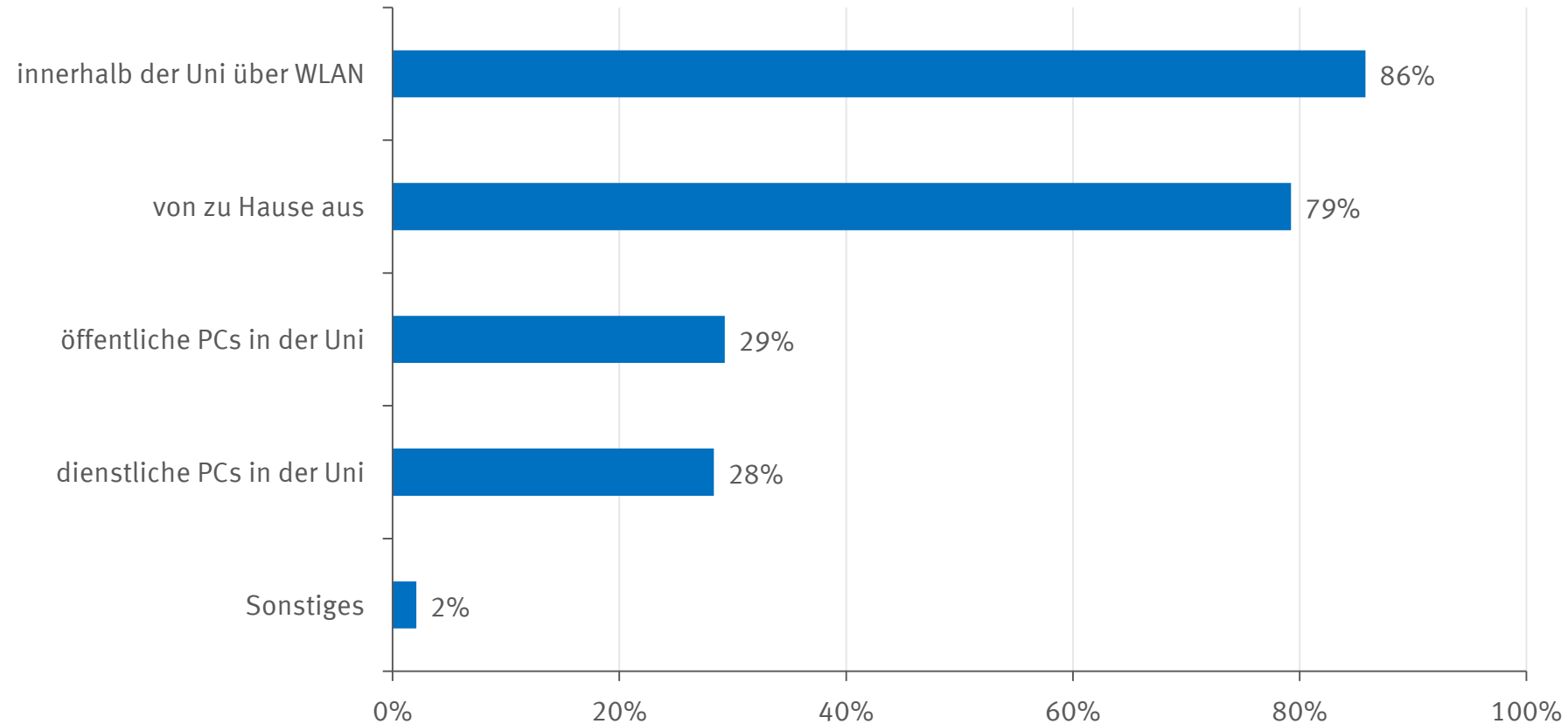
Image – Entwicklung



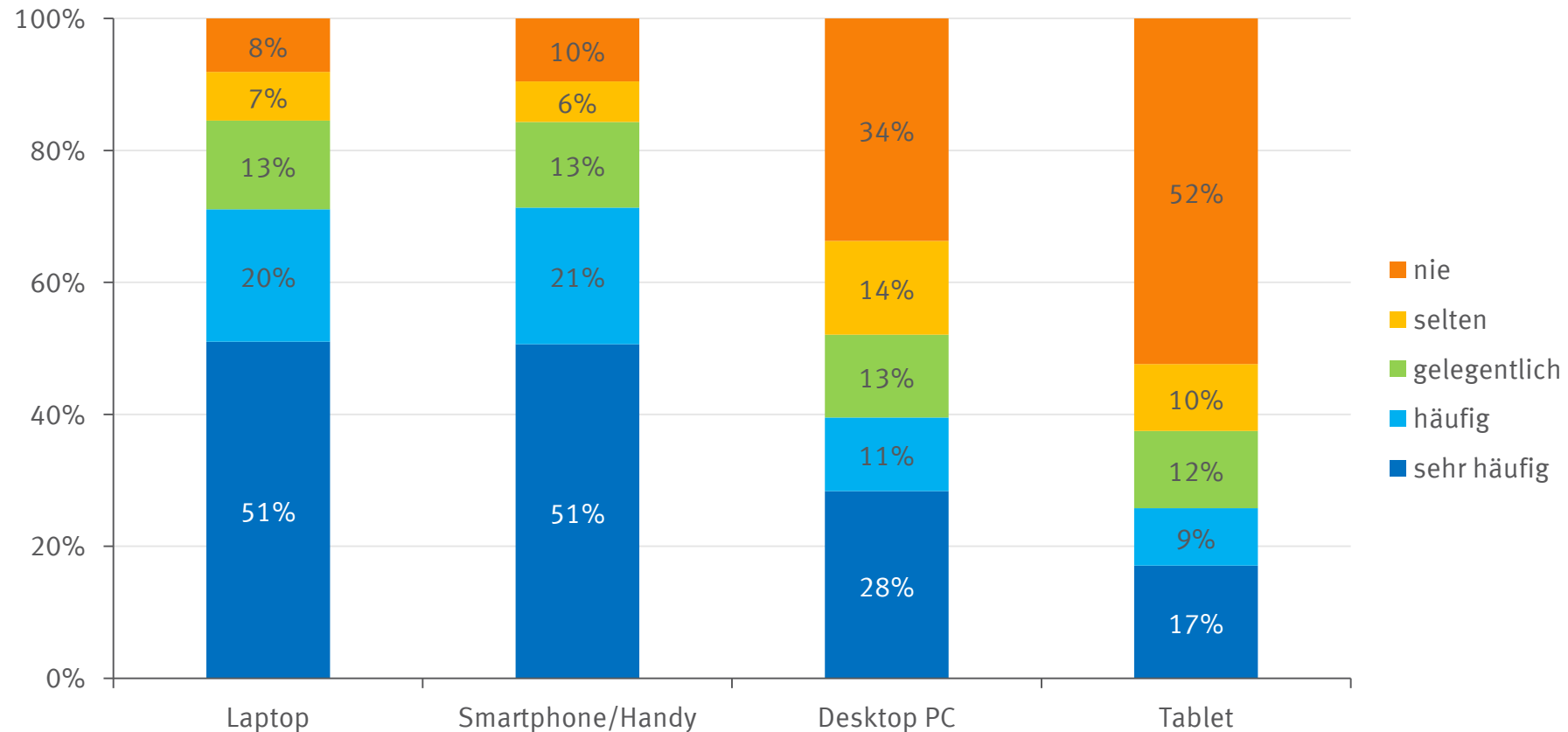
Servicequalität – Vorjahresvergleich



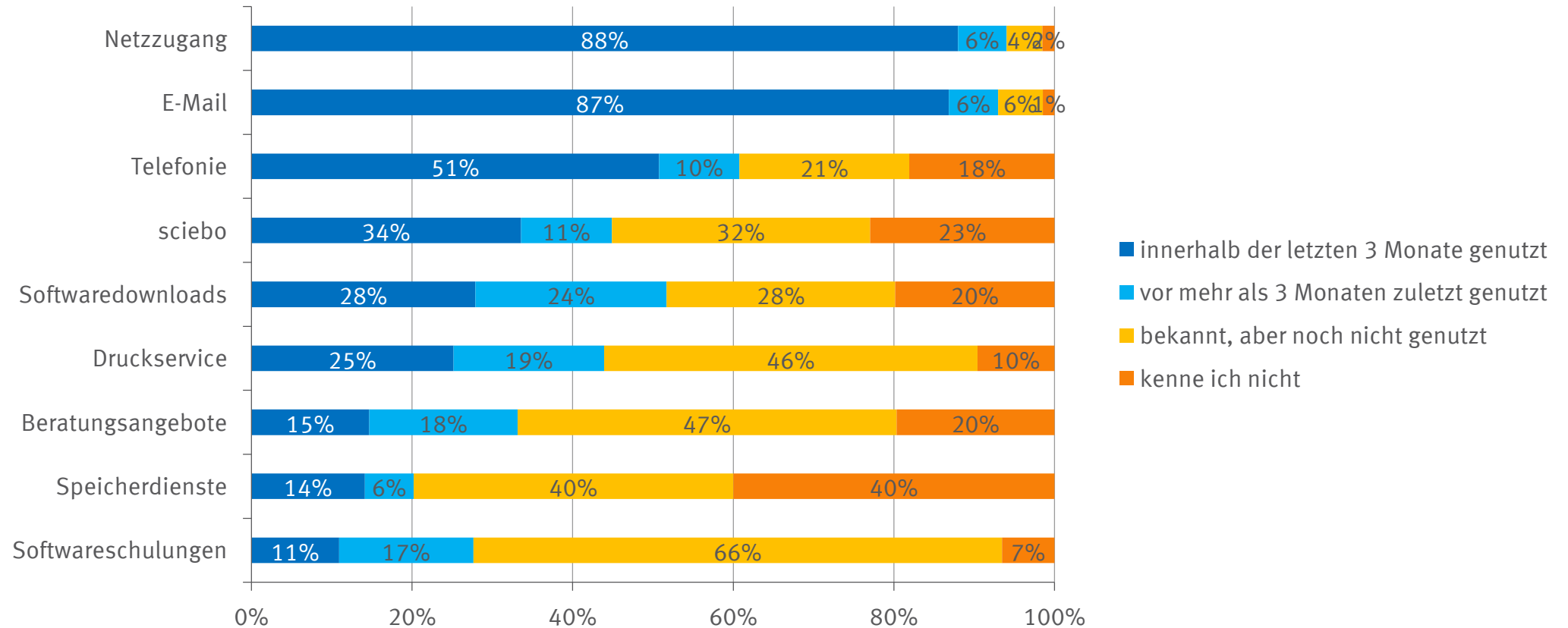
Nutzung der ZIV-Services – Nutzungsorte



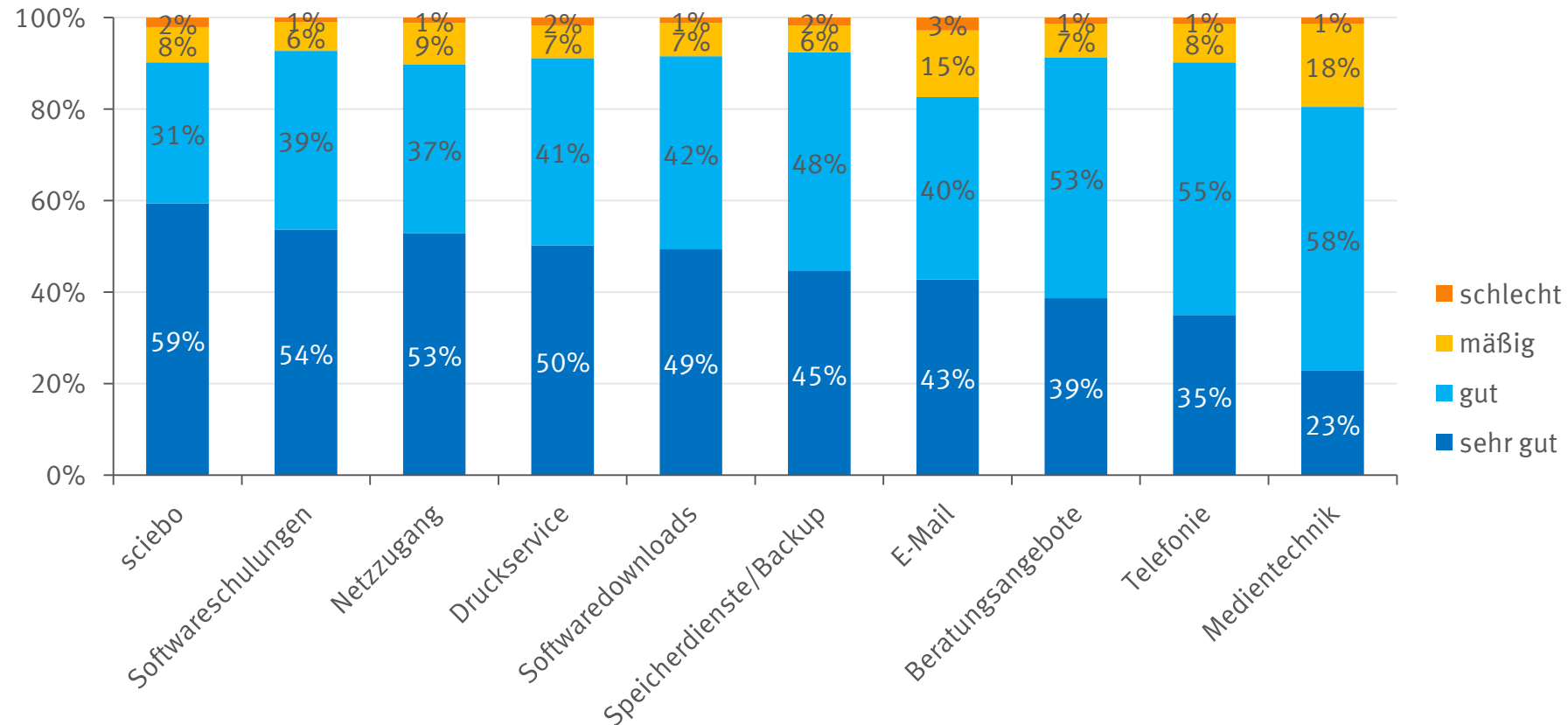
Nutzung der ZIV-Services – Endgeräte



Nutzung der ZIV-Services



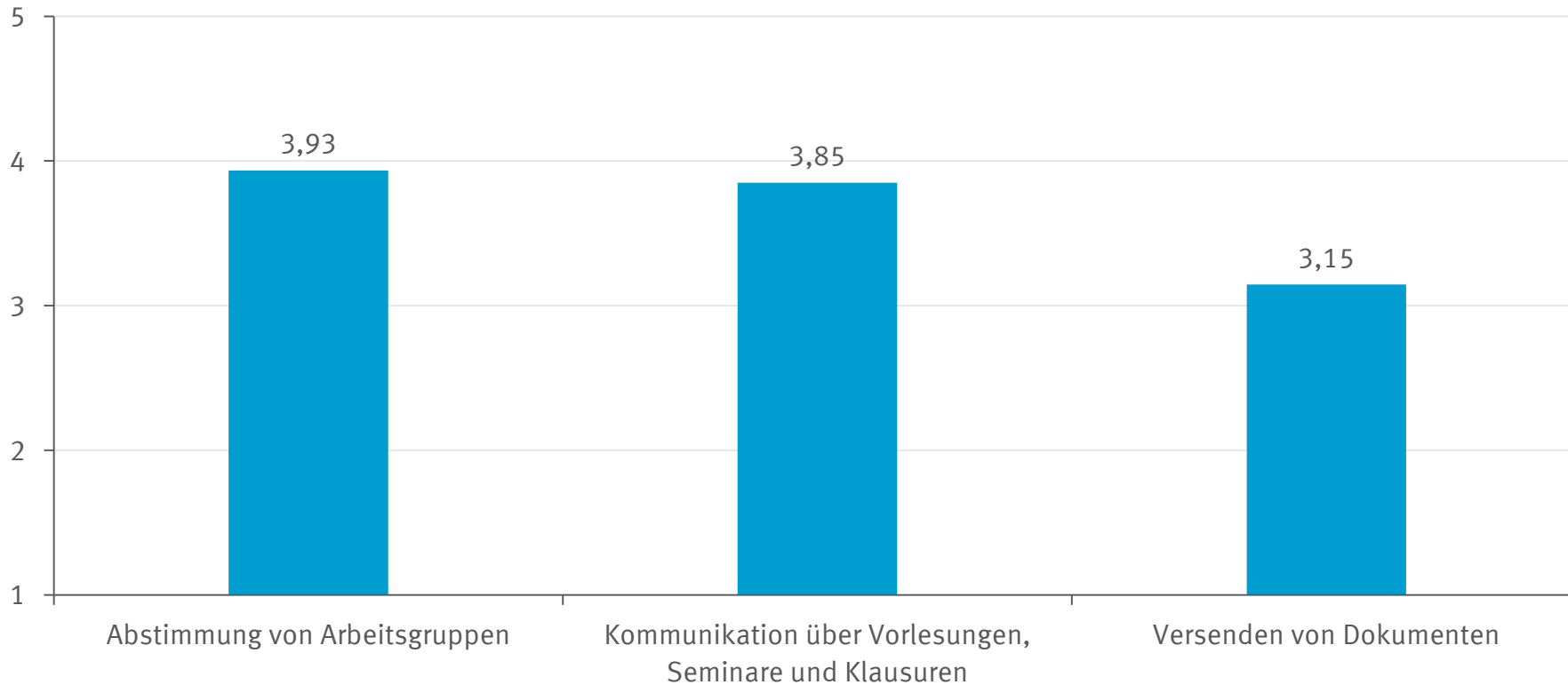
Bewertung der ZIV-Services



Messenger – Nutzungszweck

(nur Messenger-Nutzer)

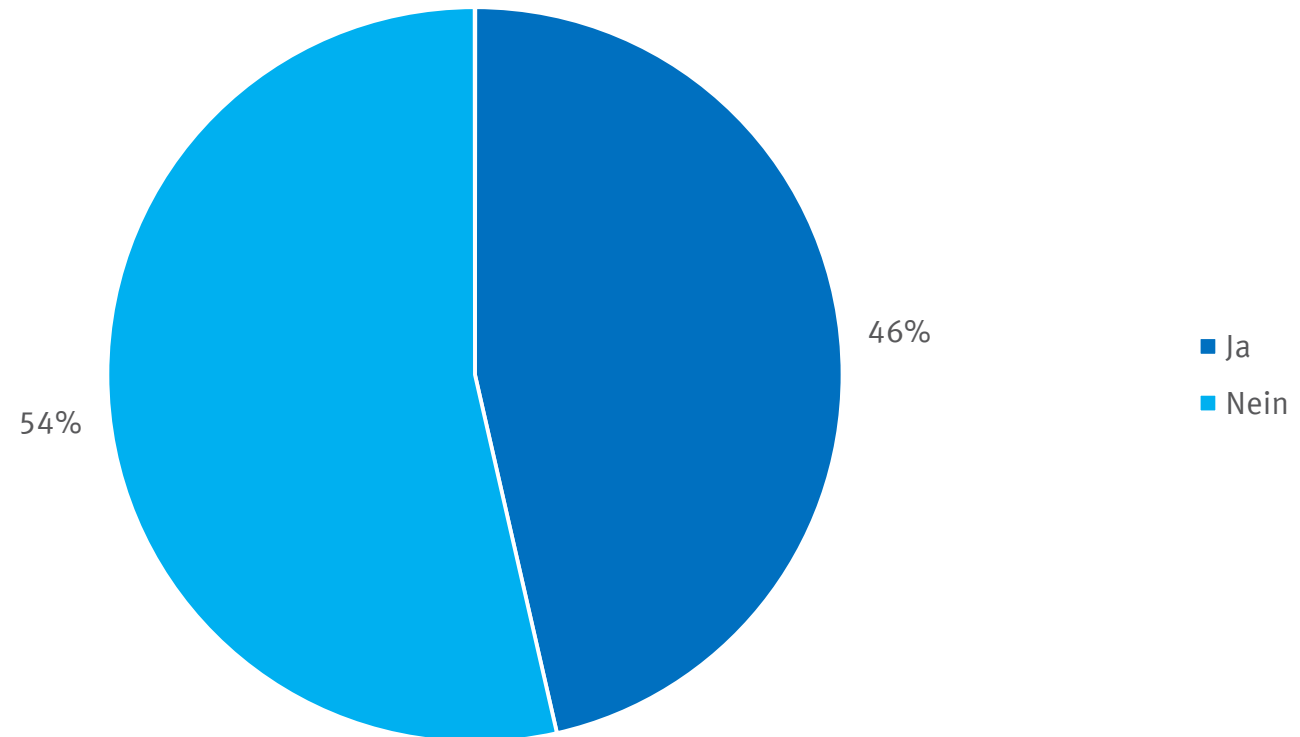
(sehr häufig)



(nie)

Messenger – Wechsel zu WWU-Angebot

(nur Messenger-Nutzer)



Messenger – Gewünschte Features

(nur wechselbereite Messenger-Nutzer)

