

**EVALUATION OF
THE DEGREE PROGRAM AND THE
UNIVERSITY EXPERIENCE**

**BACHELOR IN
WORLD BACHELOR IN BUSINESS
Graduation year 2022**

N° QUESTIONNAIRES PROCESSED: 34

N° OF GRADUATE STUDENTS: 60

RESPONSE RATE: 56,7%



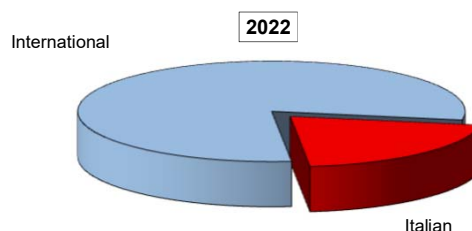
EVALUATION OF STUDENT EXPERIENCE

World Bachelor in Business

General information

School Career

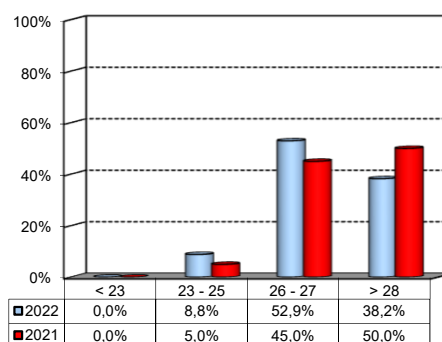
| Answers | a.v. | % | % |
|---------------|-----------|-------------|-------------|
| | | 2022 | 2021 |
| Italian | 7 | 20,6% | 10,0% |
| International | 27 | 79,4% | 90,0% |
| Total | 34 | 100% | 100% |
| NA | 0 | | |



Average mark of the exams passed:

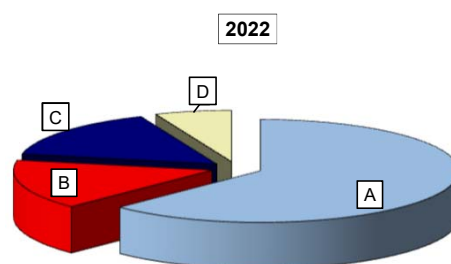
(approximate average expressed in 30/30)

| Answers | a.v. | % |
|--------------|-----------|-------------|
| < 23 | 0 | 0,0% |
| 23 - 25 | 3 | 8,8% |
| 26 - 27 | 18 | 52,9% |
| > 28 | 13 | 38,2% |
| Total | 34 | 100% |
| NA | 0 | |



How many of the courses included in your curriculum did you attend regularly?

| Answers | a.v. | % | % |
|------------------------|-----------|-------------|-------------|
| | | 2022 | 2021 |
| A - More than 75% | 20 | 62,5% | 75,0% |
| B - Between 50 and 75% | 5 | 15,6% | 10,0% |
| C - Between 25 and 50% | 5 | 15,6% | 15,0% |
| D - Less than 25% | 2 | 6,3% | 0,0% |
| Total | 32 | 100% | 100% |
| NA | 2 | | |

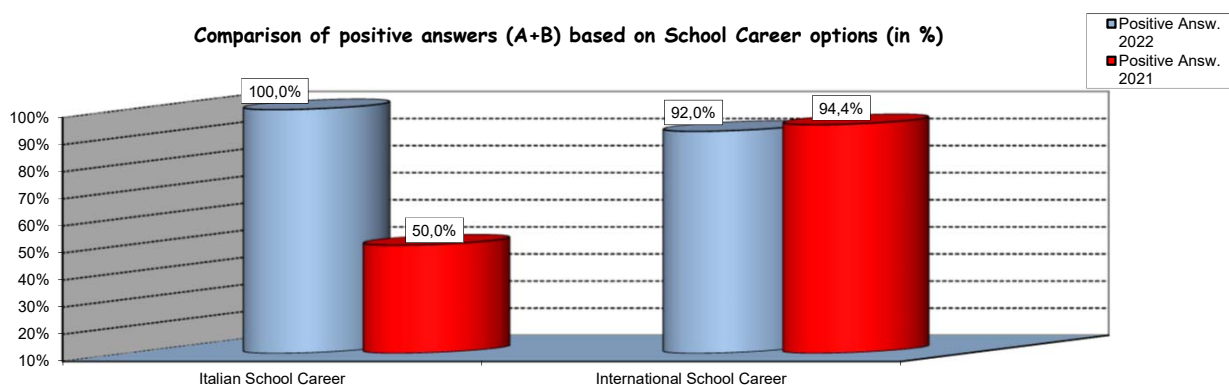


Study experience

1) Was the knowledge acquired during secondary school adequate to undertake your Bachelor program?

| Answers | Italian School Career | | International School Career | | Total | |
|----------------------|-----------------------|-------------|-----------------------------|-------------|-----------|-------------|
| | a.v. | % | a.v. | % | a.v. | % |
| A - Definitely YES | 7 | 100,0% | 16 | 64,0% | 23 | 71,9% |
| B - More YES than NO | 0 | 0,0% | 7 | 28,0% | 7 | 21,9% |
| C - More NO than YES | 0 | 0,0% | 2 | 8,0% | 2 | 6,3% |
| D - Definitely NO | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% |
| Total | 7 | 100% | 25 | 100% | 32 | 100% |
| NA | 0 | | 2 | | 2 | |

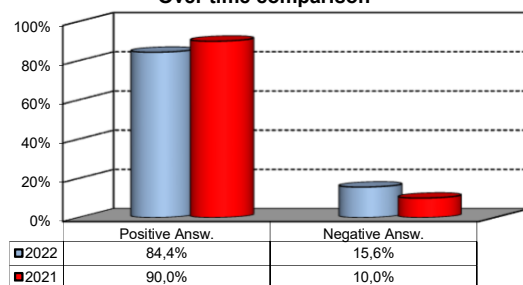
Comparison of positive answers (A+B) based on School Career options (in %)



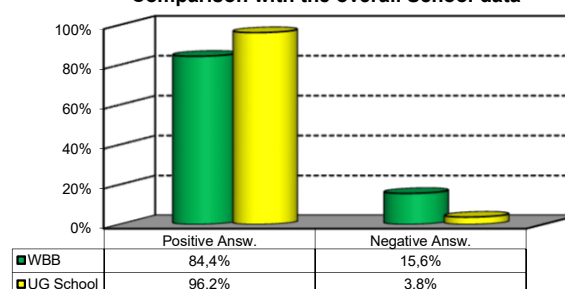
3) On the whole, do you appreciate the qualifications you acquired at the end of the Bachelor program at Bocconi?

| Answers | Italian school Career | | Int.nal School Career | | Total | |
|----------------------|-----------------------|-------------|-----------------------|-------------|-----------|-------------|
| | v.a. | % | v.a. | % | v.a. | % |
| A - Definitely YES | 5 | 71,4% | 9 | 36,0% | 14 | 43,8% |
| B - More YES than NO | 1 | 14,3% | 12 | 48,0% | 13 | 40,6% |
| C - More NO than YES | 1 | 14,3% | 4 | 16,0% | 5 | 15,6% |
| D - Definitely NO | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% |
| Total | 7 | 100% | 25 | 100% | 32 | 100% |
| NA | 0 | | 2 | | 2 | |

Over time comparison



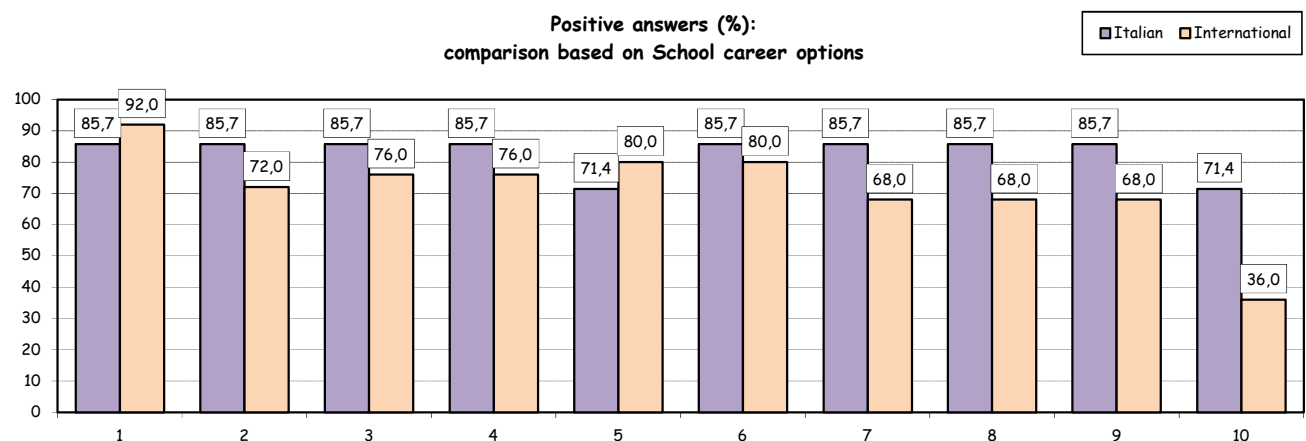
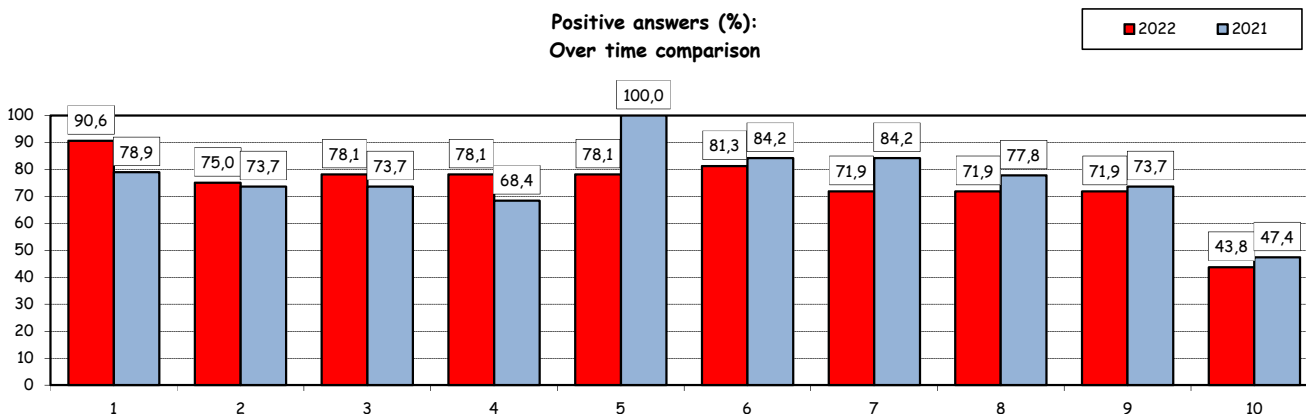
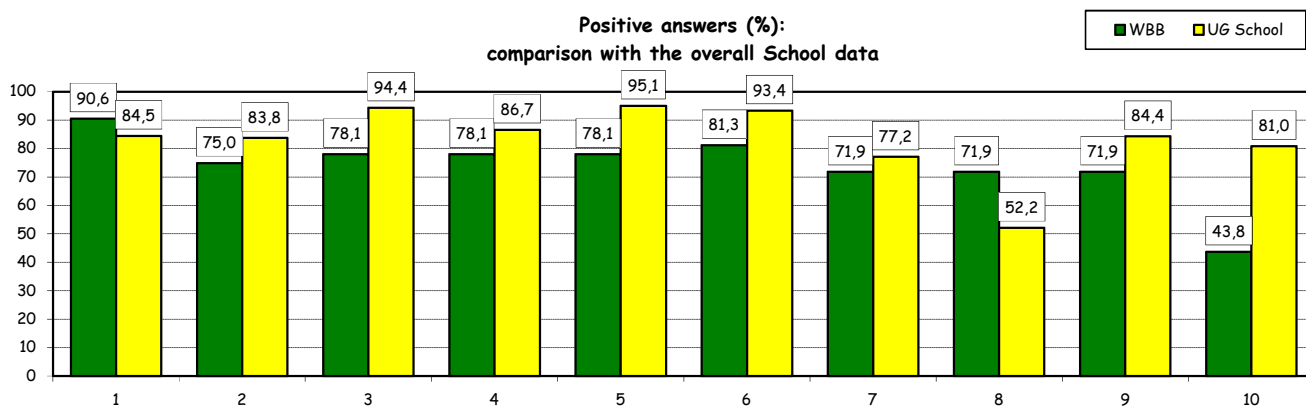
Comparison with the overall School data



Study experience

4) Do you think that your course of study at Bocconi has contributed to the development of the following skills?

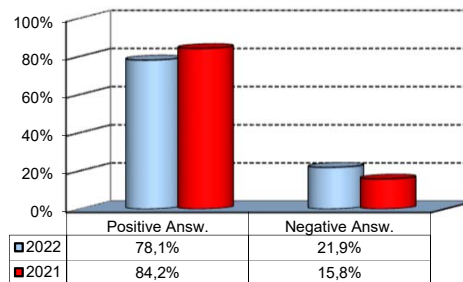
| Soft Skill | Item | Definitely YES | | More YES than NO | | More NO than YES | | Definitely NO | | Total | | n.a. |
|------------|---|----------------|------|------------------|------|------------------|------|---------------|------|-------|-------|------|
| | | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. |
| 1 | Ability to work on a team | 13 | 40,6 | 16 | 50,0 | 2 | 6,3 | 1 | 3,1 | 32 | 100,0 | 2 |
| 2 | Interpersonal skills | 13 | 40,6 | 11 | 34,4 | 7 | 21,9 | 1 | 3,1 | 32 | 100,0 | 2 |
| 3 | Organizational skills | 10 | 31,3 | 15 | 46,9 | 6 | 18,8 | 1 | 3,1 | 32 | 100,0 | 2 |
| 4 | Critical thinking skills | 8 | 25,0 | 17 | 53,1 | 4 | 12,5 | 3 | 9,4 | 32 | 100,0 | 2 |
| 5 | Ability to analyze and select information | 11 | 34,4 | 14 | 43,8 | 6 | 18,8 | 1 | 3,1 | 32 | 100,0 | 2 |
| 6 | Problem-solving ability | 11 | 34,4 | 15 | 46,9 | 5 | 15,6 | 1 | 3,1 | 32 | 100,0 | 2 |
| 7 | Written communication skills | 7 | 21,9 | 16 | 50,0 | 7 | 21,9 | 2 | 6,3 | 32 | 100,0 | 2 |
| 8 | Verbal communication skills | 8 | 25,0 | 15 | 46,9 | 6 | 18,8 | 3 | 9,4 | 32 | 100,0 | 2 |
| 9 | Ability to cope with stress | 10 | 31,3 | 13 | 40,6 | 8 | 25,0 | 1 | 3,1 | 32 | 100,0 | 2 |
| 10 | Computer Skills | 5 | 15,6 | 9 | 28,1 | 12 | 37,5 | 6 | 18,8 | 32 | 100,0 | 2 |



Study experience

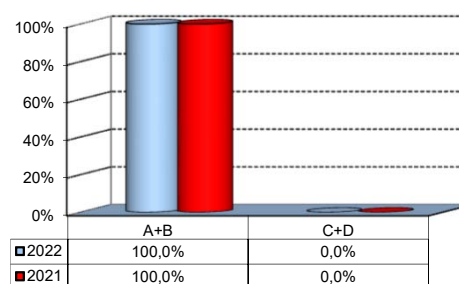
5) Do you think that the courses in your curriculum were adequately coordinated with each other?

| | a.v. | % |
|----------------------|-----------|-------------|
| A - Definitely YES | 9 | 28,1% |
| B - More YES than NO | 16 | 50,0% |
| C - More NO than YES | 4 | 12,5% |
| D - Definitely NO | 3 | 9,4% |
| Total | 32 | 100% |
| NA | 2 | |



6a) Do you think that the overall study load was compatible with the length of the program?

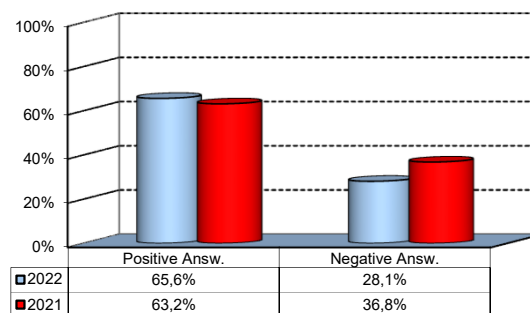
| | a.v. | % |
|----------------------|-----------|-------------|
| A - Definitely YES | 15 | 46,9% |
| B - More YES than NO | 17 | 53,1% |
| C - More NO than YES | 0 | 0,0% |
| D - Definitely NO | 0 | 0,0% |
| Total | 32 | 100% |
| NA | 2 | |



Final Report

1) Do you think that the supervision and assistance for preparing for your final report (internship report, final paper or other) were adequate?

| | a.v. | % |
|----------------------------------|-----------|-------------|
| A - Definitely YES | 10 | 31,3% |
| B - More YES than NO | 11 | 34,4% |
| C - More NO than YES | 8 | 25,0% |
| D - Definitely NO | 1 | 3,1% |
| E - Supervision was not expected | 2 | 6,3% |
| Total | 32 | 100% |
| NA | 2 | |

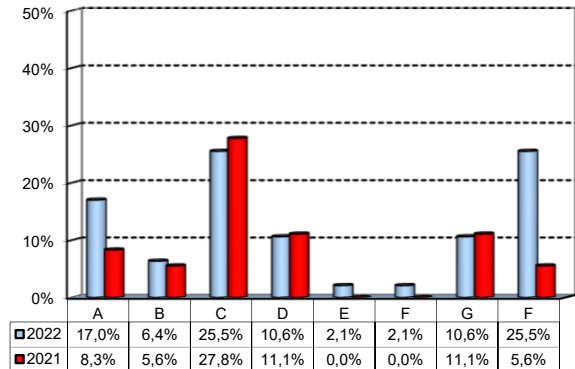


Extracurricular Activities

1) Which of the following extracurricular activities did you attend during the Bachelor Program?

(multiple answers admitted)

| | a.v. | % |
|---|-----------|-------------|
| A - Interdisciplinary courses ("Sapere a tutto campo") | 8 | 17,0% |
| B - Counseling and Self-Empowerment courses (CSE) | 3 | 6,4% |
| C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues) | 12 | 25,5% |
| D - Sport activities | 5 | 10,6% |
| E - Wellbeing courses | 1 | 2,1% |
| F - IT Education Center courses (ITEC) | 1 | 2,1% |
| G - Language Center courses | 5 | 10,6% |
| H - None | 12 | 25,5% |
| Total | 47 | 100% |
| NA | 0 | |

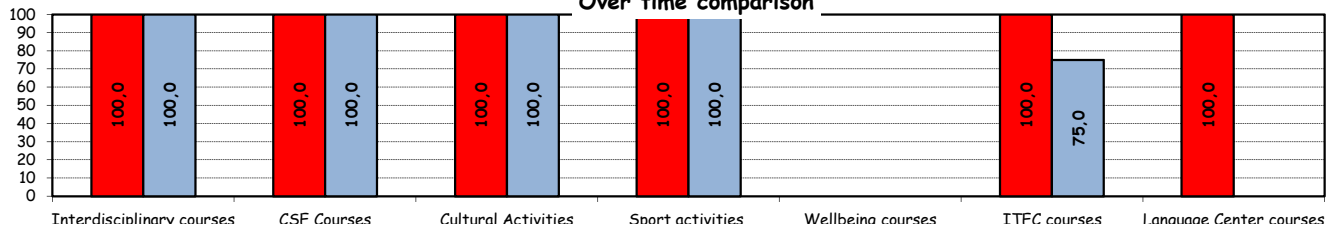


2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

| | Definitely YES | | More YES than NO | | More NO than YES | | Definitely NO | | Total | | NA |
|-------------------------------|----------------|-------|------------------|-------|------------------|-----|---------------|-----|-------|-------|------|
| | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. |
| A - Interdisciplinary courses | 3 | 50,0 | 3 | 50,0 | 0 | 0,0 | 0 | 0,0 | 6 | 100,0 | 2 |
| B - CSE courses | 1 | 50,0 | 1 | 50,0 | 0 | 0,0 | 0 | 0,0 | 2 | 100,0 | 1 |
| C - Cultural Activities | 6 | 60,0 | 4 | 40,0 | 0 | 0,0 | 0 | 0,0 | 10 | 100,0 | 2 |
| D - Sport activities | 5 | 100,0 | 0 | 0,0 | 0 | 0,0 | 0 | 0,0 | 5 | 100,0 | 0 |
| E - Wellbeing courses | 0 | 0,0 | 0 | 0,0 | 0 | 0,0 | 0 | 0,0 | 0 | 0,0 | 1 |
| F - ITEC courses | 0 | 0,0 | 1 | 100,0 | 0 | 0,0 | 0 | 0,0 | 1 | 100,0 | 0 |
| G - Language Center courses | 3 | 75,0 | 1 | 25,0 | 0 | 0,0 | 0 | 0,0 | 4 | 100,0 | 1 |

Positive answers (%):

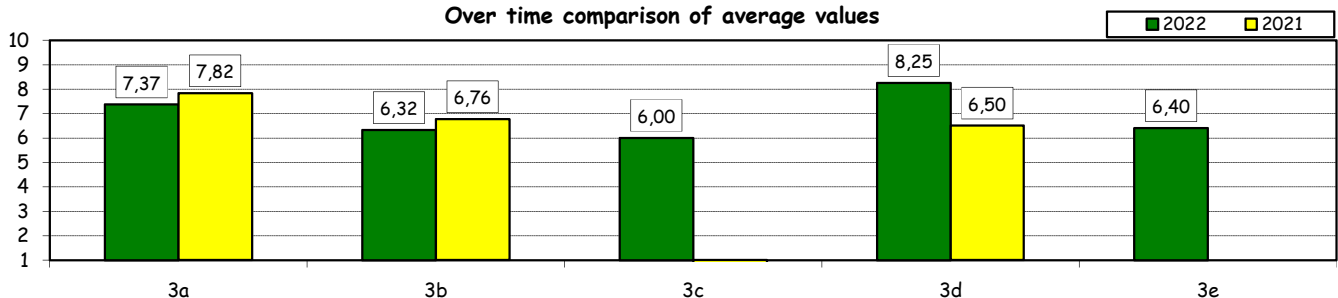
Over time comparison



How would you evaluate:

| Item | Answers | Negative | | | | Positive | | | | Total | | NA |
|--|---------|----------|------|-------|------|----------|-------|------|------|-------|-------|------|
| | | 1-2 | | 3-4-5 | | 6-7-8 | | 9-10 | | a.v. | % | a.v. |
| | | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. |
| 3a) The range and interest of programmes offered | | 1 | 5,3 | 2 | 10,5 | 10 | 52,6 | 6 | 31,6 | 19 | 100,0 | 3 |
| 3b) The support you received from the Campus Life Office | | 2 | 10,5 | 7 | 36,8 | 4 | 21,1 | 6 | 31,6 | 19 | 100,0 | 3 |
| 3c) The support you received from ITEC | | 0 | 0,0 | 0 | 0,0 | 1 | 100,0 | 0 | 0,0 | 1 | 100,0 | 0 |
| 3d) The support you received from Language Center | | 0 | 0,0 | 1 | 25,0 | 1 | 25,0 | 2 | 50,0 | 4 | 100,0 | 1 |
| 3e) The support you received from Bocconi Sport Teams | | 1 | 20,0 | 1 | 20,0 | 2 | 40,0 | 1 | 20,0 | 5 | 100,0 | 0 |

Over time comparison of average values



Experience Of Studying Abroad

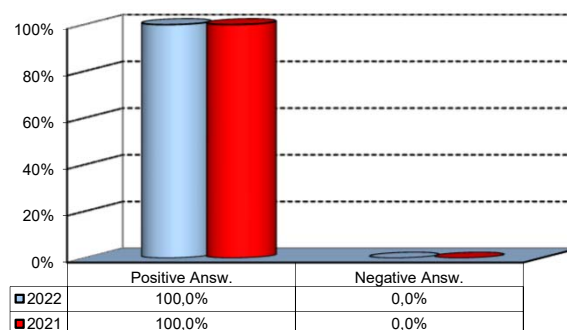
1) Type of experience:

| Answers | a.v. | % | |
|------------------------|-----------|-------------|-------------|
| | | 2022 | 2021 |
| A - Exchange Programme | 0 | 0,0% | 0,0% |
| B - Double Degree | 0 | 0,0% | 0,0% |
| C - Free-Mover | 31 | 100,0% | 84,2% |
| D - None | 0 | 0,0% | 15,8% |
| Total | 31 | 100% | 100% |
| NA | 3 | | |

Experience Of Studying Abroad

3) Would you positively evaluate this experience?

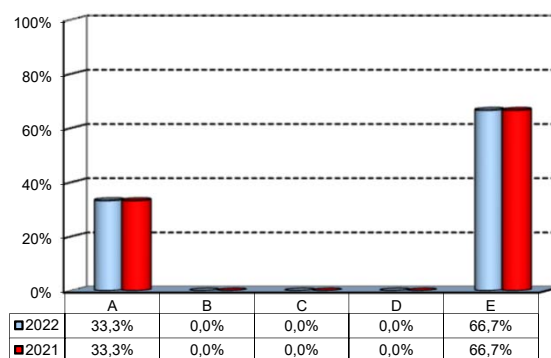
| Answers | a.v. | % |
|----------------------|-----------|-------------|
| A - Definitely YES | 23 | 76,7% |
| B - More YES than NO | 7 | 23,3% |
| C - More NO than YES | 0 | 0,0% |
| D - Definitely NO | 0 | 0,0% |
| Total | 30 | 100% |
| NA | 1 | |



(In case of answer "D" to item no.1)

4) Please indicate why you did not attend a period of study abroad (select all relevant reasons):

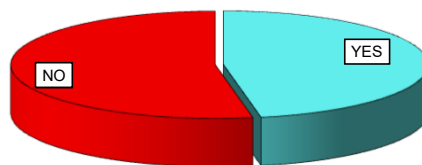
| Answers | a.v. | % |
|--|----------|-------------|
| A-Lack of interest in this kind of experience | 1 | 33,3% |
| B-Absence of the requirements needed for participation in the program selected | 0 | 0,0% |
| C-Rejection of your application | 0 | 0,0% |
| D-Lack of time during the period of study | 0 | 0,0% |
| E-Other (personal, family, organizational reasons, etc.) | 2 | 66,7% |
| Total | 3 | 100% |
| NA | 0 | |



Internship Activities

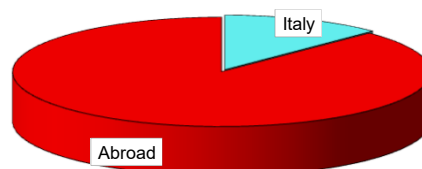
1) Did you attend an internship recognized by the Bachelor program?

| | a.v. | 2022 | 2021 |
|--------------|-----------|-------------|-------------|
| YES | 16 | 47,1% | 42,1% |
| NO | 18 | 52,9% | 57,9% |
| Total | 34 | 100% | 100% |
| NA | 0 | | |



2) Where did you do the internship recognised by the Bachelor Program?

| | a.v. | 2022 | 2021 |
|--------------|-----------|-------------|-------------|
| Italy | 2 | 12,5% | 37,5% |
| Abroad | 14 | 87,5% | 62,5% |
| Total | 16 | 100% | 100% |
| NA | 0 | | |

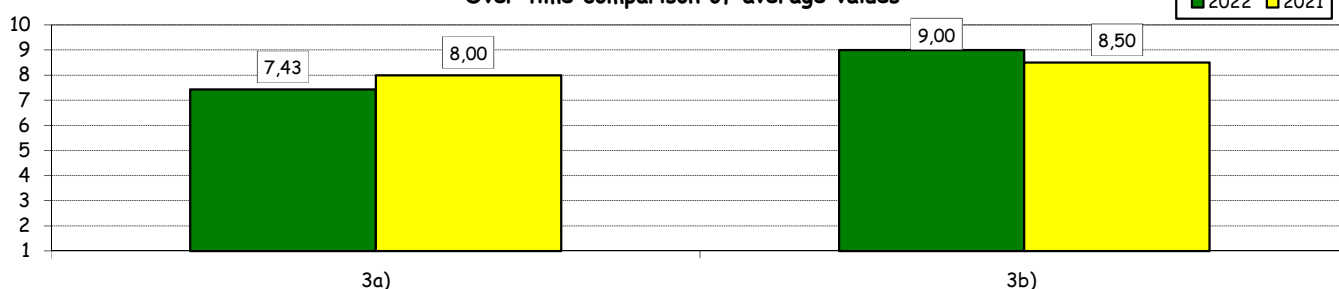


How would you evaluate:

(In case of answer "A" to item no.2)

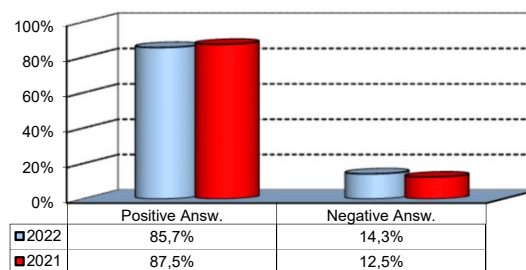
| Item | Answers | Negative | | | | Positive | | | | Total | N.A. | |
|---|---------|----------|-----|-------|------|----------|------|------|------|-------|-------|---|
| | | 1-2 | | 3-4-5 | | 6-7-8 | | 9-10 | | | | |
| | | a.v. | % | a.v. | % | a.v. | % | a.v. | % | | | |
| 3a) The number and variety of opportunities offered | | 1 | 7,1 | 2 | 14,3 | 5 | 35,7 | 6 | 42,9 | 14 | 100,0 | 2 |
| 3b) The support you received from Bocconi* | | 0 | 0,0 | 0 | 0,0 | 1 | 33,3 | 2 | 66,7 | 3 | 100,0 | 0 |

Over time comparison of average values



5) Would you positively evaluate this experience?

| | a.v. | % |
|----------------------|-----------|-------------|
| A - Definitely YES | 6 | 42,9% |
| B - More YES than NO | 6 | 42,9% |
| C - More NO than YES | 1 | 7,1% |
| D - Definitely NO | 1 | 7,1% |
| Total | 14 | 100% |
| NA | 2 | |



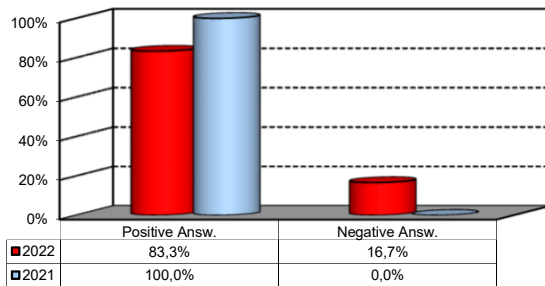
(*): From this year, this item is submitted to all the interns who have formalized their experience through university services. The value collected in this way is more suitable to the aim of monitoring and improving the service. On the other hand, it cannot be compared with the one collected the previous year.

General satisfaction and short-term plans

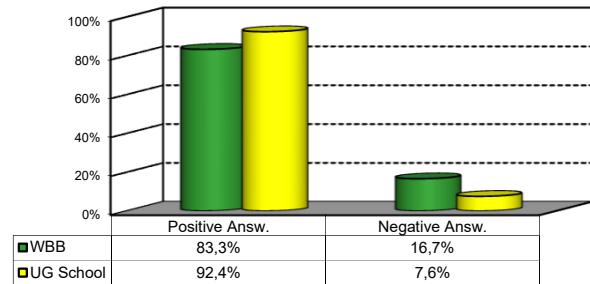
1) Are you satisfied overall with the study program you attended?

| Answers | Italian School career | | Int.nal School Career | | Total | |
|----------------------|-----------------------|-------------|-----------------------|-------------|-----------|-------------|
| | a.v. | % | a.v. | % | a.v. | % |
| A - Definitely YES | 4 | 66,7% | 12 | 50,0% | 16 | 53,3% |
| B - More YES than NO | 1 | 16,7% | 8 | 33,3% | 9 | 30,0% |
| C - More NO than YES | 0 | 0,0% | 4 | 16,7% | 4 | 13,3% |
| D - Definitely NO | 1 | 16,7% | 0 | 0,0% | 1 | 3,3% |
| Total | 6 | 100% | 24 | 100% | 30 | 100% |
| NA | 1 | | 3 | | 4 | |

Over time comparison



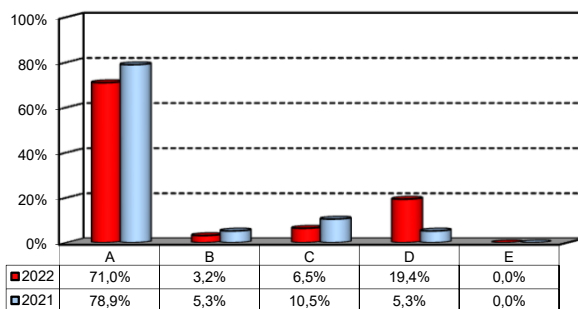
Comparison with the overall School data



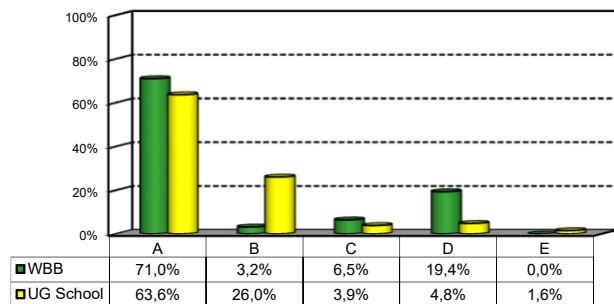
2a) If you could go back in time, would you enroll in the University again?

| Answers | Italian School career | | Int.nal School Career | | Total | |
|--|-----------------------|-------------|-----------------------|-------------|-----------|-------------|
| | a.v. | % | a.v. | % | a.v. | % |
| A - YES, in the same Bachelor Program at this University | 4 | 66,7% | 18 | 72,0% | 22 | 71,0% |
| B - YES, in another Program at this University | 0 | 0,0% | 1 | 4,0% | 1 | 3,2% |
| C - YES, in the same Program but at another University | 0 | 0,0% | 2 | 8,0% | 2 | 6,5% |
| D - YES, in another Program at another University | 2 | 33,3% | 4 | 16,0% | 6 | 19,4% |
| E - NO, I would not enrol in university anymore | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% |
| Total | 6 | 100% | 25 | 100% | 31 | 100% |
| NA | 1 | | 2 | | 3 | |

Over time comparison



Comparison with the overall School data



General satisfaction and short-term plans

(In case of answer "B", "C", "D" or "E" to item no.2a)

2b) Why would you make a different choice?

| Answers | Italian School career | | Int.nal School Career | | Total | | 2021 % |
|--|-----------------------|-------------|-----------------------|-------------|--------------|-------------|-------------|
| | v.a. | % | v.a. | % | 2022 v.a. | % | |
| A - My interest has changed over time / I discovered that I have different attitudes | 1 | 50,0% | 5 | 71,4% | 6 | 66,7% | 100,0% |
| B - The Bachelor program did not satisfy my expectations | 1 | 50,0% | 1 | 14,3% | 2 | 22,2% | 0,0% |
| C- I would have preferred to attend the same Bachelor program but taught in English | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% | 0,0% |
| F - Other reasons | 0 | 0,0% | 1 | 14,3% | 1 | 11,1% | 0,0% |
| Total | 2 | 100% | 7 | 100% | 9 | 100% | 100% |
| NA | 1 | | 2 | | 3 | | |

F- Other reasons:

Bocconi sentenced me to volunteer for 400 hours.

General satisfaction and short-term plans

3) In the near future do you intend to:

| | Italian School career | | Int.nal School Career | | Total | | 2021 % |
|---|-----------------------|-------------|-----------------------|-------------|--------------|-------------|-------------|
| | a.v. | % | a.v. | % | 2022 a.v. | 2022 % | |
| A- To go on with university studies at Bocconi (Master of Science, one-year Master of Science) | 1 | 20,0% | 1 | 4,0% | 2 | 6,7% | 0,0% |
| B- To go on with university studies at another Italian University | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% | 0,0% |
| C- To go on with university studies abroad | 0 | 0,0% | 3 | 12,0% | 3 | 10,0% | 10,5% |
| D - To immediately look for a job | 0 | 0,0% | 1 | 4,0% | 1 | 3,3% | 15,8% |
| E - To accept a job proposal received | 4 | 80,0% | 14 | 56,0% | 18 | 60,0% | 63,2% |
| F - To continue to do the job started during this degree program | 0 | 0,0% | 6 | 24,0% | 6 | 20,0% | 10,5% |
| Total | 5 | 100% | 25 | 100% | 30 | 100% | 100% |
| NA | 2 | | 2 | | 4 | | |

4) If you intend to continue your university studies at another University (in Italy or abroad), what are the reasons for your choice? (multiple answers admitted)

| | Italian School career | | Int.nal School Career | | Total | | 2021 % |
|---|-----------------------|-----------|-----------------------|-------------|--------------|-------------|-------------|
| | a.v. | % | a.v. | % | 2022 a.v. | 2022 % | |
| A - I would like to attend a more prestigious university | 0 | 0,0% | 1 | 25,0% | 1 | 25,0% | 0,0% |
| B - I would like to build a strong international curriculum | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% | 100,0% |
| C- I can not bear the cost of studies (tuition fees and cost of living) | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% | 0,0% |
| D - I can not bear the cost of studies (tuition fees and cost of living) | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% | 0,0% |
| E- The administrative services are not sufficiently efficient | 0 | 0,0% | 1 | 25,0% | 1 | 25,0% | 0,0% |
| F - I think that the contents of Bocconi's MSc programs do not differ much from those of undergraduate programs | 0 | 0,0% | 1 | 25,0% | 1 | 25,0% | 0,0% |
| G - Other reasons | 0 | 0,0% | 1 | 25,0% | 1 | 25,0% | 0,0% |
| Total | 0 | 0% | 4 | 100% | 4 | 100% | 100% |
| NA | 0 | | 0 | | 0 | | |

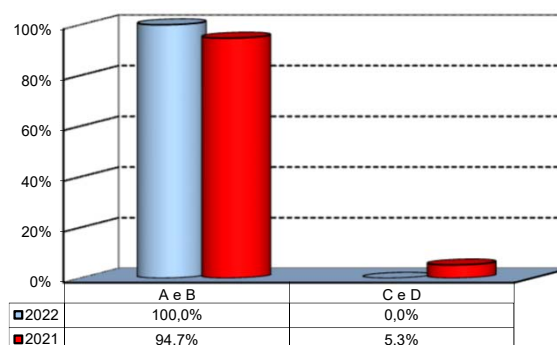
G - Other reasons:

| |
|---|
| I think the overall education system with a significant focus on memorizing content is stressful and ineffective. |
|---|

Infrastructure: Classrooms, Library And Facilities

1) What is your opinion about the classrooms where lessons and other teaching activities have been held?*

| Answers | a.v. | % |
|--------------------------------------|-----------|-------------|
| A - Always or nearly always adequate | 21 | 72,4% |
| B - Often adequate | 7 | 24,1% |
| C - Rarely adequate | 0 | 0,0% |
| D - Never adequate | 0 | 0,0% |
| E - I did not use them | 1 | 3,4% |
| Total | 29 | 100% |
| NA | 5 | |

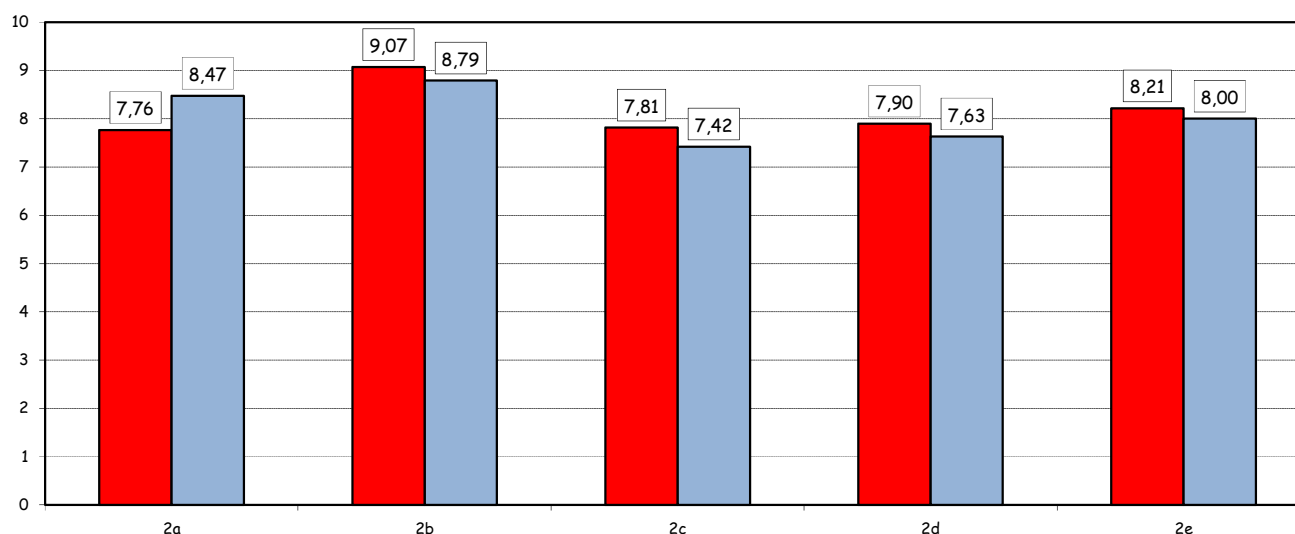


2) How would you evaluate:

| Item | Answers | Negative | | | | Positive | | | | Total | | N.R. |
|---|---------|----------|-----|-------|------|----------|------|------|------|-------|-------|------|
| | | 1-2 | | 3-4-5 | | 6-7-8 | | 9-10 | | a.v. | % | |
| | | a.v. | % | a.v. | % | a.v. | % | a.v. | % | | | |
| a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms | | 0 | 0,0 | 3 | 8,8 | 17 | 50,0 | 14 | 41,2 | 34 | 100,0 | 0 |
| b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms) | | 0 | 0,0 | 1 | 3,4 | 8 | 27,6 | 20 | 69,0 | 29 | 100,0 | 5 |
| c) The adequacy of the amount of areas/seats reserved to individual study in the University Library | | 1 | 3,7 | 5 | 18,5 | 9 | 33,3 | 12 | 44,4 | 27 | 100,0 | 7 |
| d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus | | 1 | 3,4 | 4 | 13,8 | 12 | 41,4 | 12 | 41,4 | 29 | 100,0 | 5 |
| e) The clarity and adequacy of the signage system on campus | | 0 | 0,0 | 3 | 10,7 | 11 | 39,3 | 14 | 50,0 | 28 | 100,0 | 6 |

Over time comparison of average values

■ 2022 ■ 2021

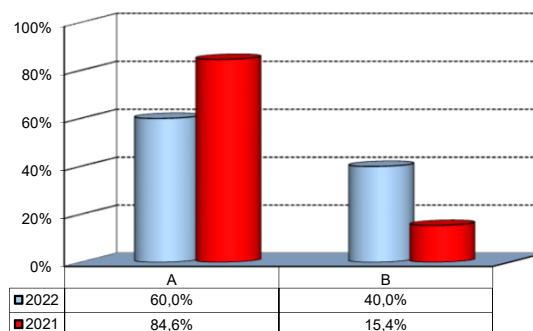


(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

Infrastructure: Classrooms, Library And Facilities

3) What is your overall opinion on the PC Labs and IT facilities provided by the University?*

| Answers | a.v. | % |
|-------------------------|-----------|-------------|
| A- Adequate in number | 6 | 20,7% |
| B- Inadequate in number | 4 | 13,8% |
| C- Never used | 19 | 65,5% |
| Total | 29 | 100% |
| NA | 5 | |

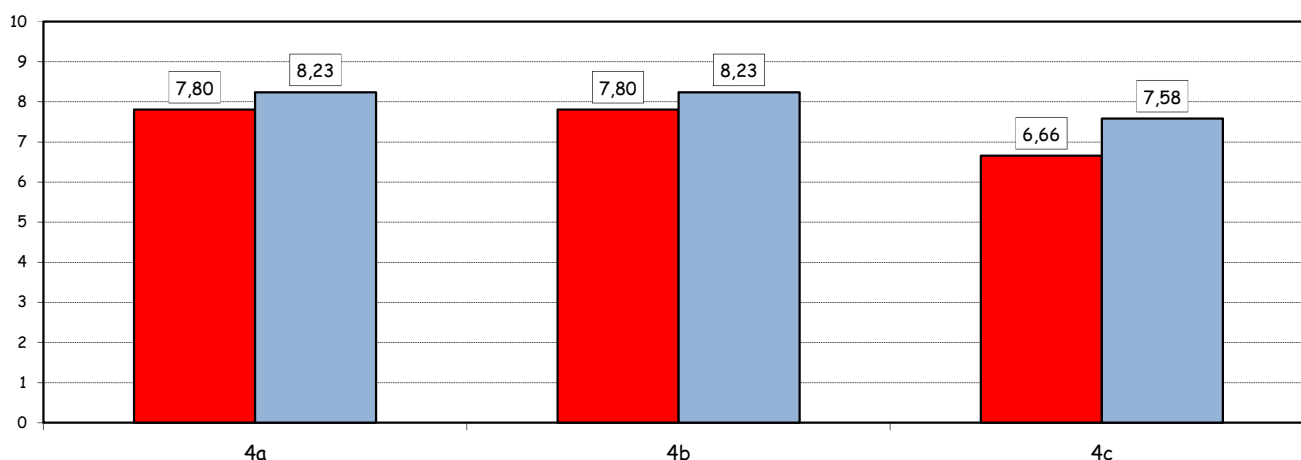


4) How would you evaluate:

| Item | Answers | Negative | | | | Positive | | | | Total | | NA |
|---|---------|----------|-----|-------|------|----------|------|------|------|-------|-------|----|
| | | 1-2 | | 3-4-5 | | 6-7-8 | | 9-10 | | a.v. | % | |
| | | a.v. | % | a.v. | % | a.v. | % | a.v. | % | | | |
| a) The availability of technical staff supporting students (Tutors) in PC Labs [^] | | 0 | 0,0 | 2 | 20,0 | 3 | 30,0 | 5 | 50,0 | 10 | 100,0 | 0 |
| b) The convenience of the PC Labs' opening hours [^] | | 0 | 0,0 | 2 | 20,0 | 3 | 30,0 | 5 | 50,0 | 10 | 100,0 | 0 |
| c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection) | | 1 | 3,4 | 6 | 20,7 | 18 | 62,1 | 4 | 13,8 | 29 | 100,0 | 5 |

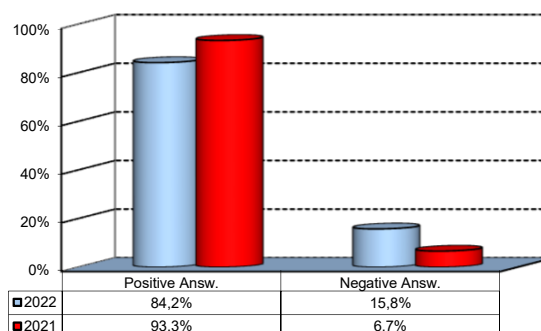
Over time comparison of average values

■ 2022 ■ 2021



5) What is your overall opinion on the Library's services, such as support for individual study?*

| Answers | a.v. | % |
|--------------------|-----------|-------------|
| A - Very Positive | 6 | 20,7% |
| B - Quite positive | 10 | 34,5% |
| C - Quite negative | 3 | 10,3% |
| D - Very Negative | 0 | 0,0% |
| E - Never used | 10 | 34,5% |
| Total | 29 | 100% |
| NA | 5 | |



([^]): Only in case of answer "A" or "B" to item no.3

(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.