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| 1. Üniversitenin güvenirlik imajı   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 | 0 | | İyi | 1 | 25 | 1X4=4 | | Orta | 3 | 75 | 3X3=9 | | Kötü | 0 | 0 | 0 | | Çok kötü | 0 | 0 | 0 | |  |   Aritmetik Ortalama: 9+4=13/ 10 =**1.3** |
| 2. Taleplerinizin dikkate alınması   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 | 0 | | İyi | 1 | 25 | 1X4=4 | | Orta | 1 | 25 | 1X3=3 | | Kötü | 2 | 50 | 2X2=4 | | Çok kötü | 0 | 0 | 0 | |  |   Aritmetik Ortalama:4+3+4=11/10 =**1.1** |
| 3. Sunulan hizmetlerin kalitesi   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 | 0 | | İyi | 1 | 25 | 1X4=4 | | Orta | 2 | 50 | 2X3=6 | | Kötü | 1 | 25 | 1X2=2 | | Çok kötü | 0 | 0 | 0 | |  |   Aritmetik Ortalama: 4+6+2 =12/10 =**1.2** |
| 4. Gerektiğinde ilgili kişilere ulaşılabilmesi   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 | 0 | | İyi | 1 | 25 | 1X4=4 | | Orta | 2 | 50 | 2X3=6 | | Kötü | 0 | 0 | 0 | | Çok kötü | 1 | 25 | 1X1=1 | |  |   Aritmetik Ortalama:4+6+1=11/10 =**1.1** |
| 5. Taleplerin zamanında karşılanabilmesi   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 | 0 | | İyi | 1 | 25 | 1X4=4 | | Orta | 2 | 50 | 2X3=6 | | Kötü | 0 | 0 | 0 | | Çok kötü | 1 | 25 | 1X1=1 | |  |   Aritmetik Ortalama:4+6+1=11/10=**1.1** |
| 6. Üniversitenin sunduğu hizmetlerde yenilikçi davranması   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 | 0 | | İyi | 1 | 25 | 1X4=4 | | Orta | 2 | 50 | 2X3=6 | | Kötü | 0 | 0 | 0 | | Çok kötü | 1 | 25 | 1X1=1 | |  |   Aritmetik Ortalama:4+6+1=11/10=**1.1** |
| 7. Üniversite personelinin yaklaşımı   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 | 0 | | İyi | 1 | 25 | 1X4=4 | | Orta | 2 | 50 | 2X3=6 | | Kötü | 0 | 0 | 0 | | Çok kötü | 1 | 25 | 1X1=1 |   Aritmetik Ortalama:4+6+1=11/10=**1.1** |  | |

**Ankete İlişkin Genel Değerlendirme;** Ankete ait aritmetik ortalama toplamı 1.3+1.1+1.2+1.1.1+1.1+1.1+1.1= 6.9 / 7 = **0.98** hesaplandığından, bu değer beşli derecelendirme tablosundaki “1.00-1.80” arasından yer aldığından personelin Müşteri memnuniyetinin “çok düşük” olduğu söylenebilir.