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| 1. Üniversitenin güvenirlik imajı

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| **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 |

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Aritmetik Ortalama: 9+4=13/ 10 =**1.3** |
| 2. Taleplerinizin dikkate alınması

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| **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 |

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Aritmetik Ortalama:4+3+4=11/10 =**1.1** |
| 3. Sunulan hizmetlerin kalitesi

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| **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 |

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Aritmetik Ortalama: 4+6+2 =12/10 =**1.2** |
| 4. Gerektiğinde ilgili kişilere ulaşılabilmesi

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| **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 |

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Aritmetik Ortalama:4+6+1=11/10 =**1.1** |
| 5. Taleplerin zamanında karşılanabilmesi

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| **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 |

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Aritmetik Ortalama:4+6+1=11/10=**1.1** |
| 6. Üniversitenin sunduğu hizmetlerde yenilikçi davranması

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| **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 |

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Aritmetik Ortalama:4+6+1=11/10=**1.1** |
| 7. Üniversite personelinin yaklaşımı

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| **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** |  |

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**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.