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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Üniversitenin güvenirlik imajı   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 1 | 33 |  | | İyi | 1 | 33 |  | | Orta | 1 | 33 |  | | Kötü | 0 | 0 |  | | Çok kötü | 0 | 0 |  | |  | |
| 2. Taleplerinizin dikkate alınması   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 |  | | İyi | 2 | 66 |  | | Orta | 1 | 33 |  | | Kötü | 0 | 0 |  | | Çok kötü | 0 | 0 |  | |  | |
| 3. Sunulan hizmetlerin kalitesi   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 |  | | İyi | 2 | 66 |  | | Orta | 1 | 33 |  | | Kötü | 0 | 0 |  | | Çok kötü | 0 | 0 |  | |  | |
| 4. Gerektiğinde ilgili kişilere ulaşılabilmesi   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 1 | 33 |  | | İyi | 1 | 33 |  | | Orta | 1 | 33 |  | | Kötü | 0 | 0 |  | | Çok kötü | 0 | 0 |  | |  | |
| 5. Taleplerin zamanında karşılanabilmesi   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 |  | | İyi | 2 | 66 |  | | Orta | 1 | 33 |  | | Kötü | 0 | 0 |  | | Çok kötü | 0 | 0 |  | |  | |
| 6. Üniversitenin sunduğu hizmetlerde yenilikçi davranması   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 |  | | İyi | 2 | 66 |  | | Orta | 1 | 33 |  | | Kötü | 0 | 0 |  | | Çok kötü | 0 | 0 |  | |  | |
| 7. Üniversite personelinin yaklaşımı   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Seçenek** | **Cevap Adedi** | **Yüzde** |  | | Çok iyi | 0 | 0 |  | | İyi | 2 | 66 |  | | Orta | 1 | 33 |  | | Kötü | 0 | 0 |  | | Çok kötü | 0 | 0 |  | | |

**Beşli Derecelemenin Kullanıldığı Anket Verileri Yorumlanırken Dikkate Alınacak Aralıklar:**

ÇOK YÜKSEK :4.21-5.00

YÜKSEK : 3.41-4.20

ORTA : 2.61-3.40

DÜŞÜK : 1.81-2.60

ÇOK DÜŞÜK : 1.00-1.80

**Madde 1: (5\*1)+(4\*1)+(3\*1)+(2\*0)+(1\*0) = 12/3= 4**

**Madde 2: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 3: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 4: (5\*1)+(4\*1)+(3\*1)+(2\*0)+(1\*0) = 12/3= 4**

**Madde 5: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 6: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 7: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Toplam: (3,66\*5) + 8 = 26,3/7 =3,75 çıktığından dolayı Müşteri-Hizmet Alan Memnuniyet oranı hizmetlerinden “YÜKSEK” olduğu söylenebilir.**