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ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΕΙΡΑΙΩΣ



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2.6	Servqual:51
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5.5õ	.104
5.6	Servqual.....õ	.104
5.7	Servqual.....õ	.114
5.8 o	Servqual.....õ	.116
5.9õ	.122
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- 2.1: Servqual
- 3.1: Concurrent Engineering
- 5.1:
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Servqual

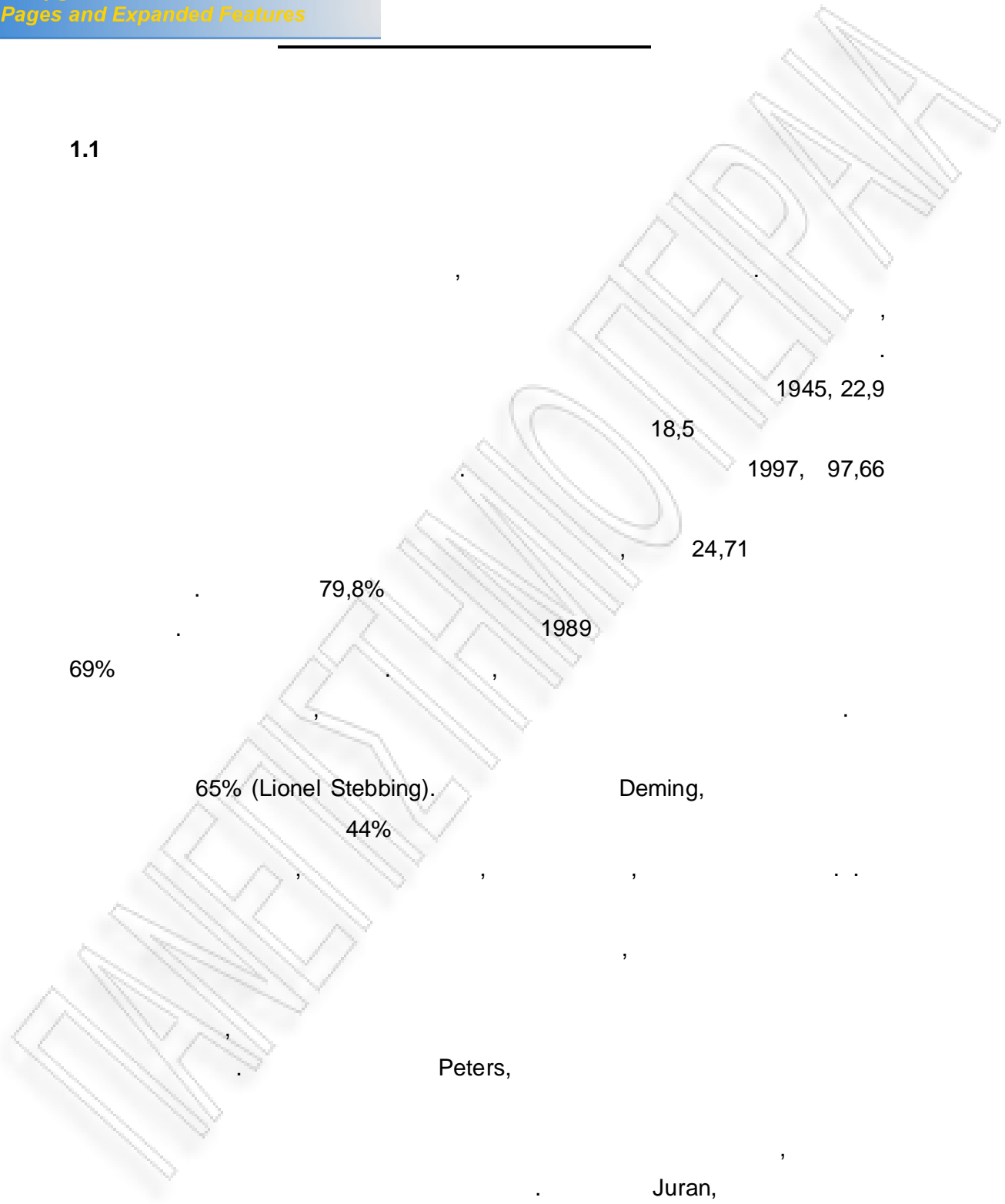


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1.1



Gronroos (1984),

q

Rathmell (1974)

Cowell (1984),

(Bell 1973)

Bareham (1989)

Segal-Horn (1989)

Kotler (1980)

D.A Collier (1987),

Ramaswamy (1996)

Zeithaml Bitner (1996)

(performances). Gronroos
(2000)

(system-thinking paradigm) Lakhe

Mohanty (1995).

Yong (2000)

(process)

(Deighton 1992, Gronroos 1990, Ramaswamy 1996, Sasser, Olsen, Wyckoff 1978, Zeithaml, Bitner 1996).

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(American Marketing Association 1960, Collier

(Gronroos 1990, Ramaswamy 1996).

1.3

O Sasser (1978)

Rathmell

1970

(Kotler Levy 1969).

(Bell 1981, Liechty

Churchill 1979, Rathmell 1966)

Ruston Carson,

(Kotler 1980),

(Lovelock 1984,1989, Gronroos 1984)

P,

(McCarthy Perreault 1987)

(Gronroos 1984, Langeard et all 1981,

Pasasuraman et all 1985)

(Booms

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()

(operations),

(Lockyer and Oakland1987). A

Sasser (1978)

Shostack (1977)

1.5



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ПАВЕЛЪ ИМО ПЕРПАА

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Johnston

Morris

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Gronroos.

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1.6

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1978 1981 Chase

q

Chase,

Schmenner

q

Lovelock (1983,1984,1989)

1983

(professional services).

(level chase capacity).

service factory, service shop, mass service, professional service, personal service.

- Service factory: Back room
- Service shop: Back room
- Mass service: Front office
- Professional service: Front office
- Personal service: professional

1983 Maister

(front line) (back room)

Schmenner (1986)

Schmenner

Haywood-Farmer

(efficiency)

(facilities),

(performance)

(labour intensity),

Schmenner

- (customization)

(fixed)

- Chase, (contact),

(back room).

- (interaction), Schmenner



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МАТЕМАТИЧЕСКАЯ

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- <http://stats.bls.gov>

2.1

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» (ISO 8402-1986).

Deming,

(1974).

(1985).

Jouran,
Crosby,

q

q

(durability)

19

q

q

- « » (Value)

q

« »

Juran, 1951,

Juran, Deming

Feigenbaum

Crosby,

(Gronroos 1983, Parasuraman et al 1985).

1987).

«
» (Buzzell & Gale,

David Garvin (1987),

(

),

(

)

Bednar (1994),

Reeves

Crosby (1979),

- (Berry 1981)
(Horovitz Cudennec- Poons 1990)

(Lovelock

Young1979),

(Johnston Robert 1989)

(perceived quality)

(Zeithaml 1988).

(Parasuraman et al. 1988),
(perceived



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(Cronin Taylor 1992). q ,

(McConnell 1968, Olander 1970, Zeithaml 1981),

(Gronroos 1982)

(satisfaction).

(Churchill Surprenant 1982, Oliver 1977, Tse Wilton 1988, Yi1990).

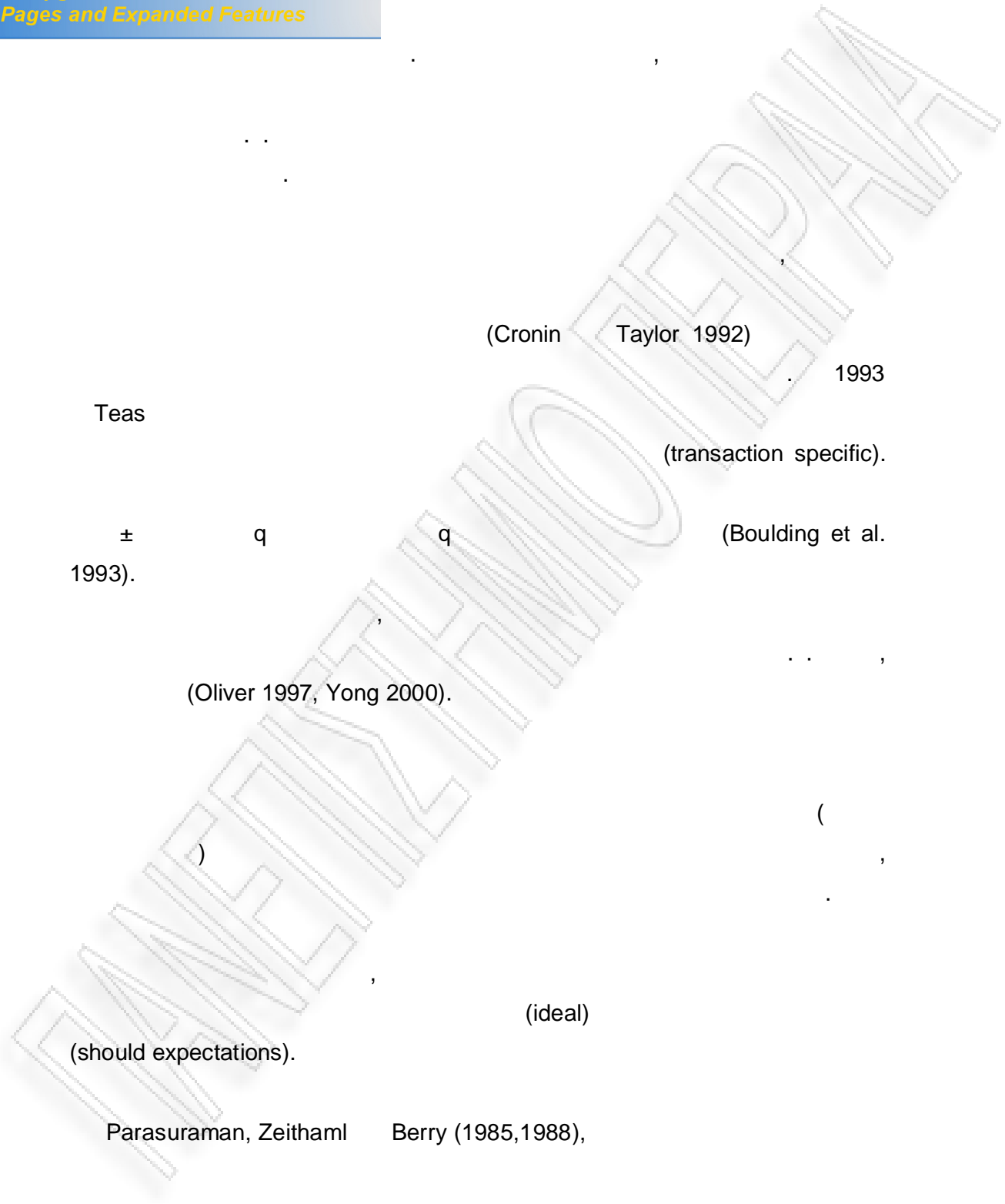
(Disconfirmation model).

(Parasuraman et al. 1985)

(Gap

Model).

(Bitner 1990, Bolton Drew 1991, Parasuraman et al 1988).



(Cronin Taylor 1992) 1993

Teas (transaction specific).

\pm q q (Boulding et al. 1993).

(Oliver 1997, Yong 2000).

(ideal)

(should expectations).

Parasuraman, Zeithaml Berry (1985,1988),

(Oliver 1981, Bitner 1990, Bolton Drew 1991).

Bolton Drew

performance).

(perceived

Grayson (1995),

Iacobucci, Ostrom

(Value).

Zeithaml (1988) «

q

Bolton Drew,

(perceived performance)

Drucker (1954),

70q

Parasuraman 1988

Brown, Swartz 1989).

(Zeithaml, Berry,

q

(Anderson, Fornell, Lehmann 1994)

(Kotler 1991).

Fornell (1992)

Fornell, Anderson, Rust

(1997)

(world of mouth)

(Bettman

1979, Howard 1989).

Kotler,

(cross-selling),

(upselling).

()

(delight),

(loyalty)

1998).

Schlesinger

Heskitt

(Naumann

Giel 1995, Brown

Customers Satisfaction Council,

Kumar et all (1999)

96%

60%-90%

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Dutka (1995), Naumann Giel (1995), Czarnecki (1999)

2.4

Gronroos (1983)

(functional),

(image)

Saleh Ryan (1991)

Lehtinen U. Lehtinen J.R (1992)
(physical

quality), (corporate quality)
(interactive quality)

1978 Sasser et al

1985 Parasuraman et al.

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(

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(1988)

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Parasuraman et all,

- *National Consumer Council*, London 1986: (),
(,),
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- *Stewart Walsh*, 1989: (,),
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(,),

2.5

(hard measures)
measures)

(soft

(focus groups)

(Kasper et al. 1999),
o

, ± q

(disconfirmation).

1965

Cardozo

Festinger (1957) (cognitive dissonance,

) (contrast effect,

(adaptation)

Helson (1964).

(Zeithaml et al. 1993).

regret theory,

(Bell 1980, 1983).

1969

Howard

Sheth

Fishbein (1967)

(1980,1981)

Oliver
Helson.

()

).

(,),

(, .).

()

(world of mouth),

all 1999) (Aderson Sullivan 1993, Bolton Drew 1991, Rust et Bayes

Boulding et al (1999)

Oliver

(will expectations).

(should-

expectations)

desires (Miller 1977, Prakash 1984, Swan Trawick,1980)

(Westbrook Reilly 1983)

should-

q

Parasuraman et al

Servqual.

1983,1987 Cadotte, Woodruff Jenkins,

(experience based

norms). Boulding et al (1993)
, will should,

equity-expectations

(Oliver

Swan 1989). 1994 Iacobucci, Grayson Ostrom

Spreng, Olshavsky MacKenzie (1996),

Oliver

1982

Churchill Surprenant

(video disc player),

1988 Oliver

De Sarbo

1991 Bolton Drew

1989 Oliver

1985 Parasuraman et al, Servqual,
2.5, Cronin Taylor
(1992) Servperf.

(attribution theory)
(Attributions)

(Weiner 1985). attributions

Mary Jo Bitner (1990)

Oliver (1993),

(1989)

Mary Jo Bitner et al (1997)

Sarbo

(, , , ,)

1988 Oliver W.S De

1989 Oliver Swan

Wagner (1999)

(-)

Smith, Bolton

Fournier D.G Mick (1999),

Oliver (1993)

(attribute satisfaction),

(fulfillment)

/

(Bolton Drew 1991, Oliver 1993).

Kumar Tsiros (1999)

Mittal,

1996

Spreng, MacKenzie

Olshavsky

o

attribution

Oliver(1989) Westbrook

Oliver(1991) Westbrook(1980)

()

(affect)

()

1987

1989 o Oliver (contentment), (pleasure), (modes)

(novelty)

Fournier D. Glen Mick (1999)

(novelty) ()

(resignation)

(Neill et al, 1998).

FFM

Kano (1984)

Fornell

(loyalty).

2.6

Servqual:

1983-1985 Parasuraman, Zeithaml, Berry

Gaps model.

- 2:

(specifications)

- 3:

- 4:

- 5:

1985-1988 Parasuraman et al

(, ideal)

2.4.

(1988-1990)

1990-1993

\pm q

of tolerance)

(zone

(

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(adequate service).

(delighted).

q

(should expectations). 1991 Servqual

(weighted Servqual). 1993-1994 Servqual 22

Parasuraman et al.

Servqual

2.1

own et al. 1993, Cronin (Carman 1990, Taylor 1992).

(1991)

Servqual

, Finn Lamb

(-),

(7- Likert),

(Boulding et al

(1993) will should , q

will

Vorhies 1993). (Clow

Babakus Boller (1992)

(Westerbrook Newman)

(Anderson 1992, Iacobucci et al. 1994).

Teas (1993)

Servqual.

Evaluated performance model

q

(Hughes 1991,

).

(Brown et al. 1993)
correlations)

(spurious

Cronin Taylor (1992),

Servperf

Bolton Drew (1991)

Parasuraman et al.

Taylor (Cronin Taylor 1992, Teas 1993). 1995 Cronin

()
()
Performance Analysis (IPA, Important

q (Brown et al.1993).

« » «

q ».
(validity)



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Servpex

FAVETZEMO TEPAA

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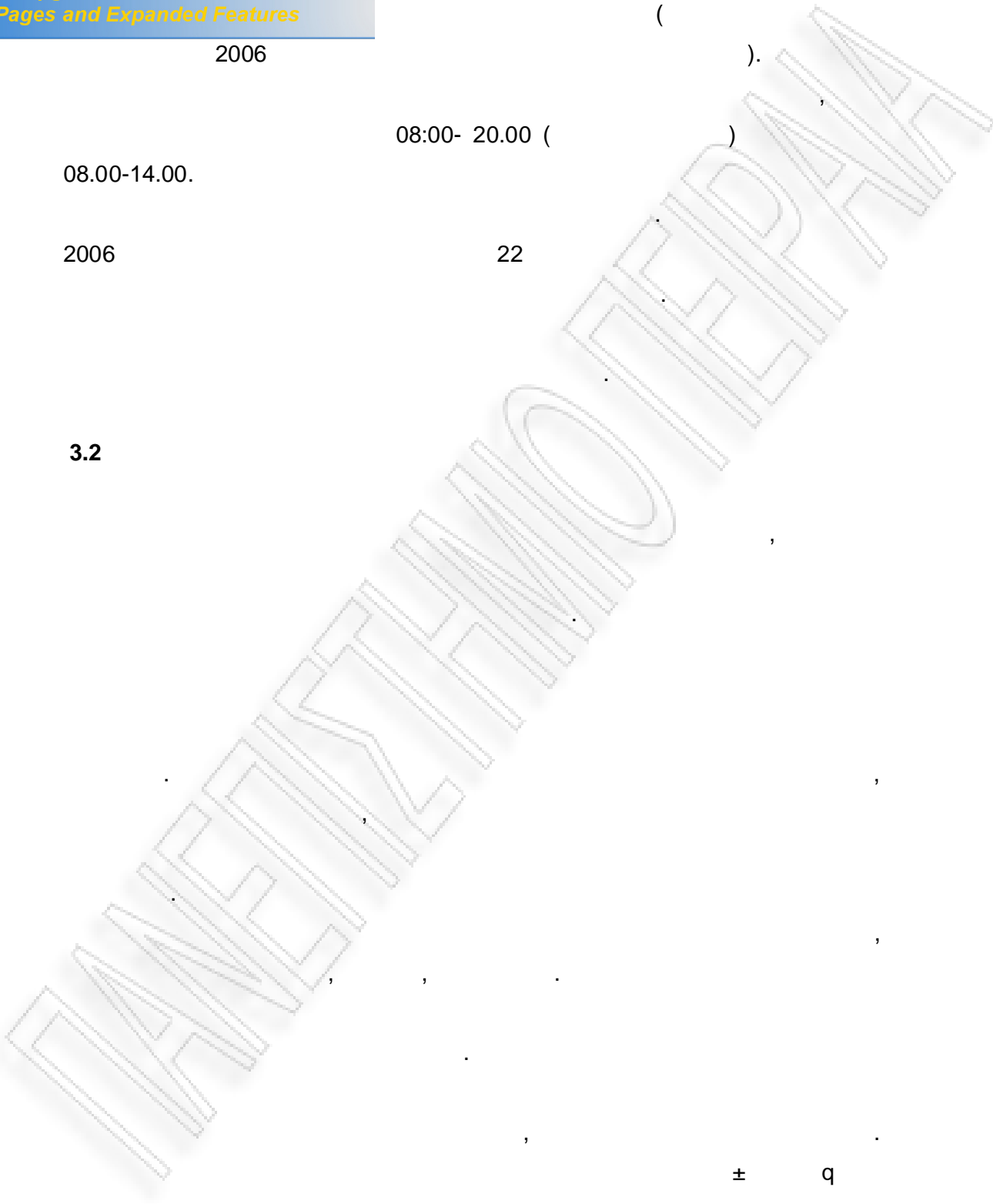
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3.2



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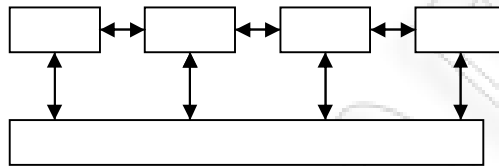
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3.4

TAXIS

(concurrent engineering),

3.1 Concurrent Engineering



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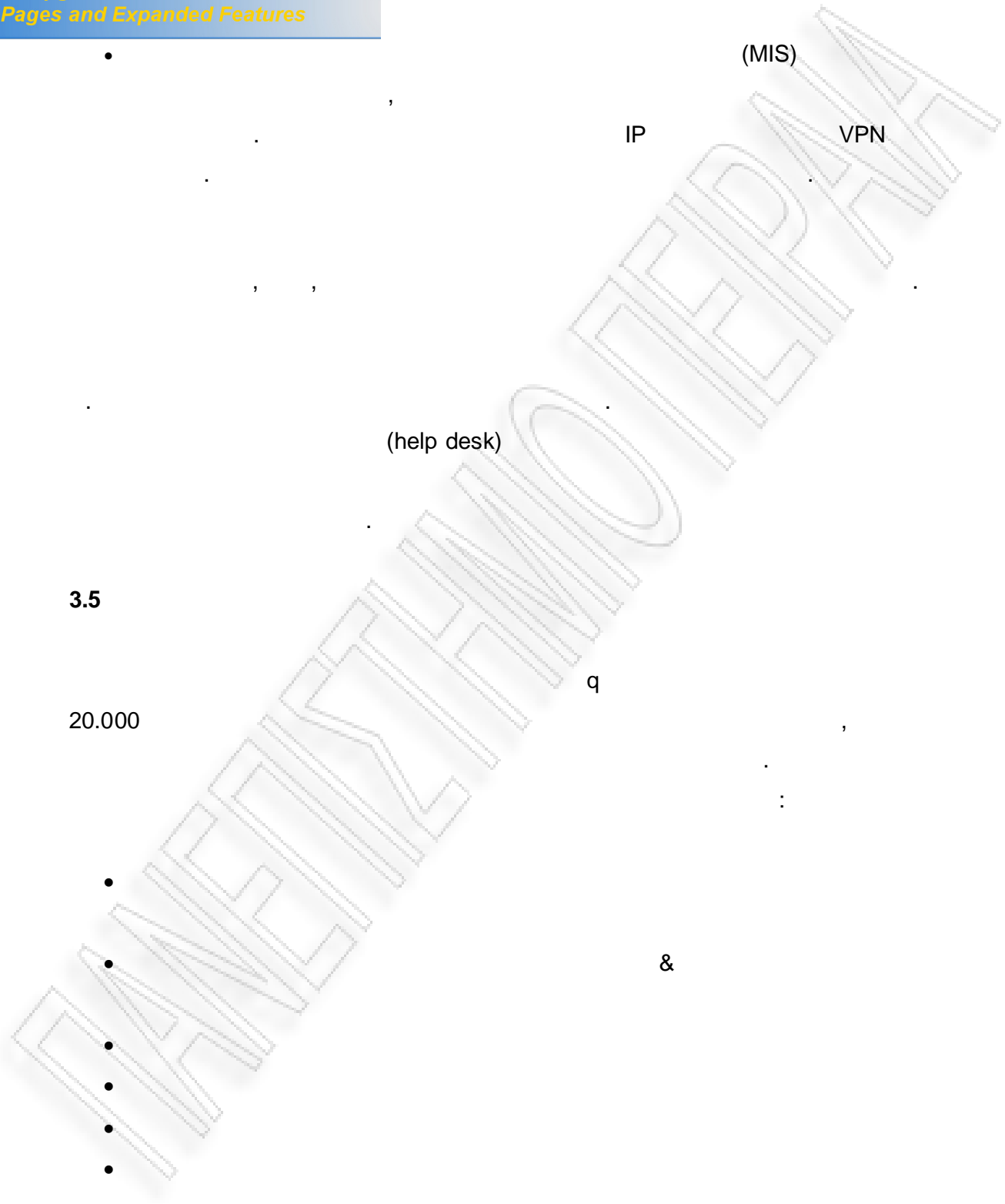
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3.6
(one stop shops)



Yhteispalvelu

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(Citizen Services Agreement 1993)

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(Citizens Offices)

Citizen Services).

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(working group of

Suomi.

(electronic ID cards).

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Courier

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3.8

Servqual

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target group

(Donnelly Shiu 1999)

(Dalrymple et al.1995, Donnelly et all
1995, Wisniewski Donnelly 1996, Donnelly Shiu 1999)

Servqual

Servperf

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4.1

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Servqual

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Servqual

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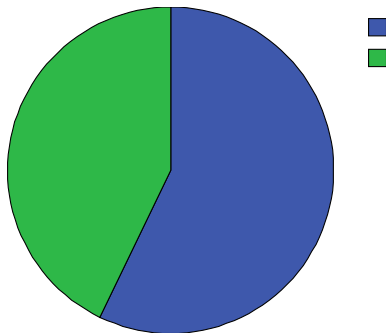
88
68,4%

66

5.1

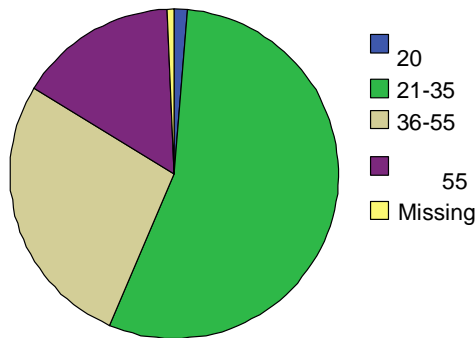
	Frequency	Percent	Valid Percent
Valid	88	57,1	57,1
	66	42,9	42,9
Total	154	100,0	100,0

5.1



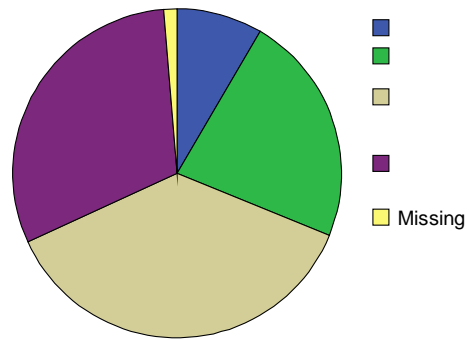
		Frequenc	Percen	Valid	Cumulativ Percen
Valid	20	2	1,3	1,3	1,3
	21-35	85	55,2	55,6	56,9
	36-55	42	27,3	27,5	84,3
	55	24	15,6	15,7	100,0
	Total	153	99,4	100,0	
Missin	Syste	1	,6		
Total		154	100,0		

5.2



5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		13	8,4	8,6	8,6
	/	35	22,7	23,0	31,6
		57	37,0	37,5	69,1
	Total	47	30,5	30,9	100,0
Missing	System	152	98,7	100,0	
Total		2	1,3		
		154	100,0		



Servqual

18%

21%

61%

67%

5.4.

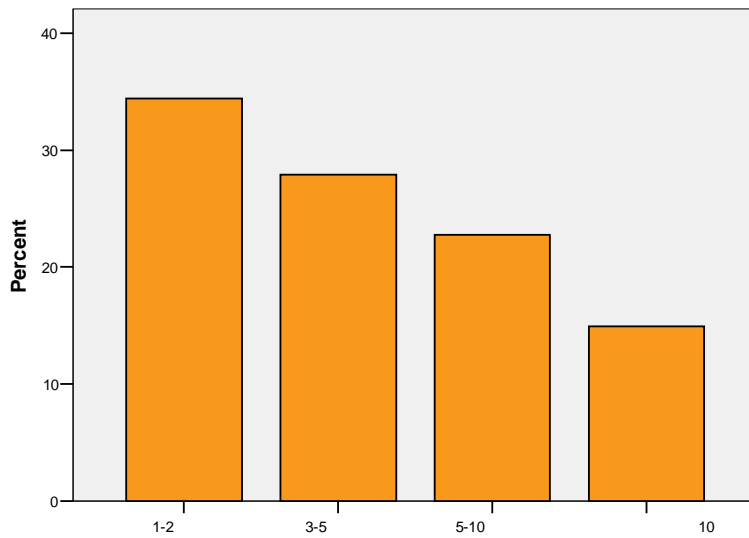
65,6%

(perception)

5.5

		Frequency	Percent	Cumulative Percent
Valid	1-2	53	34,4	34,4
	3-5	43	27,9	62,3
	5-10	35	22,7	85,1
	10	23	14,9	100,0
	Total	154	100,0	

5.4



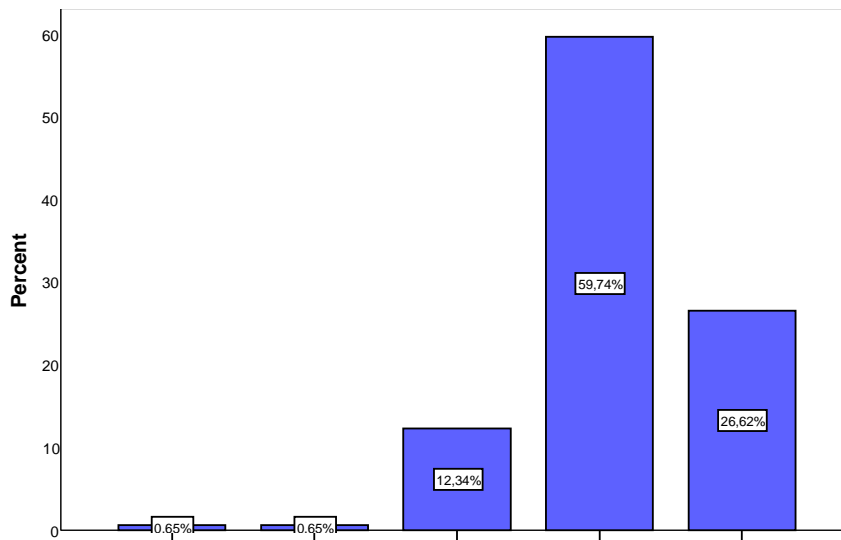
86,3%

Servqual,

5.6

	Frequency	Percent	Cumulative Percent
Valid	1	,6	,6
	1	,6	1,3
	19	12,3	13,6
	92	59,7	73,4
	41	26,6	100,0
Total	154	100,0	

5.5



(expected values)

± q

(0,379).

Chi-Square

Chi-Square

0,771

0,833

5.7

* Crosstabulation

							Total
Count		0	1	9	51	27	88
Expected Count		,6	,6	10,9	52,6	23,4	88,0
% within		,0%	1,1%	10,2%	58,0%	30,7%	100,0%
% within		,0%	100,0%	47,4%	55,4%	65,9%	57,1%
% of Total		,0%	,6%	5,8%	33,1%	17,5%	57,1%
Count		1	0	10	41	14	66
Expected Count		,4	,4	8,1	39,4	17,6	66,0
% within		1,5%	,0%	15,2%	62,1%	21,2%	100,0%
% within		100,0%	,0%	52,6%	44,6%	34,1%	42,9%
% of Total		,6%	,0%	6,5%	26,6%	9,1%	42,9%
Total	Count	1	1	19	92	41	154
	Expected Count	1,0	1,0	19,0	92,0	41,0	154,0
	% within	,6%	,6%	12,3%	59,7%	26,6%	100,0%
	% within	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%
	% of Total	,6%	,6%	12,3%	59,7%	26,6%	100,0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4,204 ^a	4	,379
Likelihood Ratio	4,955	4	,292
Linear-by-Linear Association	2,254	1	,133
N of Valid Cases	154		

a. 4 cells (40,0%) have expected count less than 5. The minimum expected count is ,43.

							Total
	Coun	0	0	0	1	1	2
	Expected	,0	,0	,2	1,2	,5	2,0
	% within	,0%	,0%	,0%	50,0%	50,0%	100,0
	% within	,0%	,0%	,0%	1,1%	2,5%	1,3%
21-35	Coun	1	0	10	49	25	85
	Expected	,6	,6	10,6	51,1	22,2	85,0
	% within	1,2%	,0%	11,8%	57,6%	29,4%	100,0
	% within	100,0	,0%	52,6%	53,3%	62,5%	55,6%
36-55	Coun	0	1	4	26	11	42
	Expected	,3	,3	5,2	25,3	11,0	42,0
	% within	,0%	2,4%	9,5%	61,9%	26,2%	100,0
	% within	,0%	100,0	21,1%	28,3%	27,5%	27,5%
55	Coun	0	0	5	16	3	24
	Expected	,2	,2	3,0	14,4	6,3	24,0
	% within	,0%	,0%	20,8%	66,7%	12,5%	100,0
	% within	,0%	,0%	26,3%	17,4%	7,5%	15,7%
Total	Coun	1	1	19	92	40	153
	Expected	1,0	1,0	19,0	92,0	40,0	153,0
	% within	,7%	,7%	12,4%	60,1%	26,1%	100,0
	% within	100,0	100,0	100,0	100,0	100,0	100,0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8,178 ^a	12	,771
Likelihood Ratio	8,840	12	,717
Linear-by-Linear Association	2,048	1	,152
N of Valid Cases	153		

a. 12 cells (60,0%) have expected count less than 5. The minimum expected count is ,01.

* Crosstabulation

							Total
	Count	0	0	2	8	3	13
	Expected Count	,1	,1	1,6	7,8	3,4	13,0
	% within	,0%	,0%	15,4%	61,5%	23,1%	100,0%
	% within	,0%	,0%	10,5%	8,8%	7,5%	8,6%
	Count	0	0	6	19	10	35
	Expected Count	,2	,2	4,4	21,0	9,2	35,0
	% within	,0%	,0%	17,1%	54,3%	28,6%	100,0%
	% within	,0%	,0%	31,6%	20,9%	25,0%	23,0%
/	Count	1	1	7	37	11	57
	Expected Count	,4	,4	7,1	34,1	15,0	57,0
	% within	1,8%	1,8%	12,3%	64,9%	19,3%	100,0%
	% within	100,0%	100,0%	36,8%	40,7%	27,5%	37,5%
	Count	0	0	4	27	16	47
	Expected Count	,3	,3	5,9	28,1	12,4	47,0
	% within	,0%	,0%	8,5%	57,4%	34,0%	100,0%
	% within	,0%	,0%	21,1%	29,7%	40,0%	30,9%
Total	Count	1	1	19	91	40	152
	Expected Count	1,0	1,0	19,0	91,0	40,0	152,0
	% within	,7%	,7%	12,5%	59,9%	26,3%	100,0%
	% within	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7,353 ^a	12	,833
Likelihood Ratio	7,969	12	,788
Linear-by-Linear Association	,904	1	,342
N of Valid Cases	152		

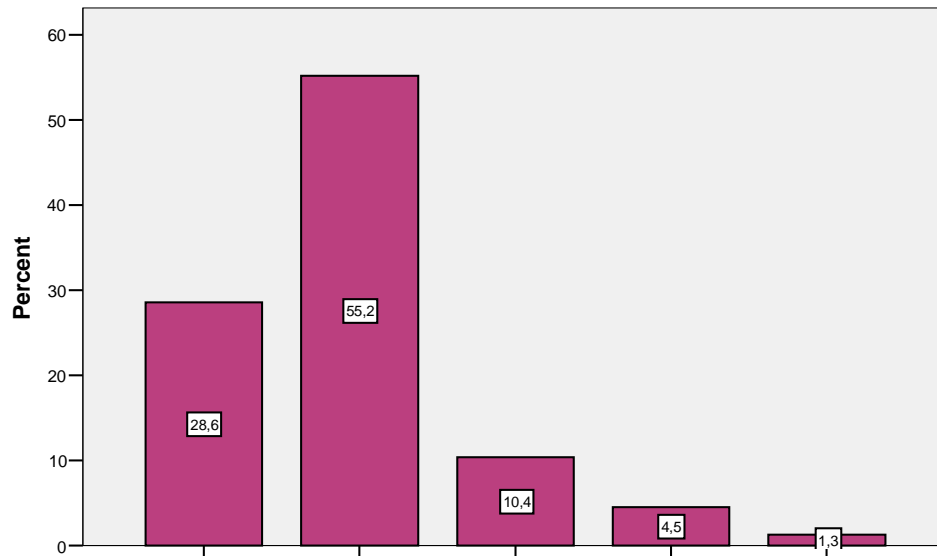
a. 11 cells (55,0%) have expected count less than 5. The minimum expected count is ,09.

5.4

83,8%

	Frequency	Percent	Cumulative Percent
Valid	44	28,6	28,6
	85	55,2	83,8
	16	10,4	94,2
	7	4,5	98,7
	2	1,3	100,0
Total	154	100,0	

5.6



Chi-Square

(0,00)

5.11

Crosstabulation

							Total
	Count	0	0	0	1	0	1
	Expected Count	,3	,6	,1	,0	,0	1,0
	% within	,0%	,0%	,0%	100,0%	,0%	100,0%
	% within /	,0%	,0%	,0%	14,3%	,0%	,6%
	% of Total	,0%	,0%	,0%	,6%	,0%	,6%
	Count	0	0	0	0	1	1
	Expected Count	,3	,6	,1	,0	,0	1,0
	% within	,0%	,0%	,0%	,0%	100,0%	100,0%
	% within /	,0%	,0%	,0%	,0%	50,0%	,6%
	% of Total	,0%	,0%	,0%	,0%	,6%	,6%
	Count	2	13	3	1	0	19
	Expected Count	5,4	10,5	2,0	,9	,2	19,0
	% within	10,5%	68,4%	15,8%	5,3%	,0%	100,0%
	% within /	4,5%	15,3%	18,8%	14,3%	,0%	12,3%
	% of Total	1,3%	8,4%	1,9%	,6%	,0%	12,3%
	Count	22	52	12	5	1	92
	Expected Count	26,3	50,8	9,6	4,2	1,2	92,0
	% within	23,9%	56,5%	13,0%	5,4%	1,1%	100,0%
	% within /	50,0%	61,2%	75,0%	71,4%	50,0%	59,7%
	% of Total	14,3%	33,8%	7,8%	3,2%	,6%	59,7%
	Count	20	20	1	0	0	41
	Expected Count	11,7	22,6	4,3	1,9	,5	41,0
	% within	48,8%	48,8%	2,4%	,0%	,0%	100,0%
	% within /	45,5%	23,5%	6,3%	,0%	,0%	26,6%
	% of Total	13,0%	13,0%	,6%	,0%	,0%	26,6%
Total	Count	44	85	16	7	2	154
	Expected Count	44,0	85,0	16,0	7,0	2,0	154,0
	% within	28,6%	55,2%	10,4%	4,5%	1,3%	100,0%
	% within /	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%
	% of Total	28,6%	55,2%	10,4%	4,5%	1,3%	100,0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	113,170 ^a	16	,000
Likelihood Ratio	34,352	16	,005
Linear-by-Linear Association	22,345	1	,000
N of Valid Cases	154		

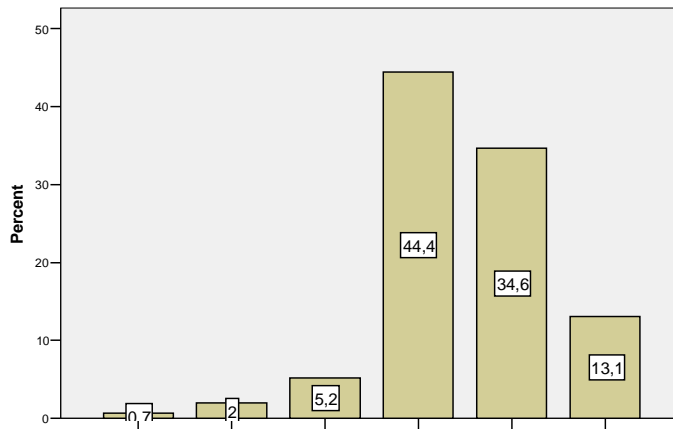
a. 18 cells (72,0%) have expected count less than 5. The minimum expected count is ,01.

47,4%

5.12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	,6	,7	,7
	3	1,9	2,0	2,6
	8	5,2	5,2	7,8
	68	44,2	44,4	52,3
	53	34,4	34,6	86,9
	20	13,0	13,1	100,0
Total	153	99,4	100,0	
Missing	System	1	,6	
Total	154	100,0		

5.7

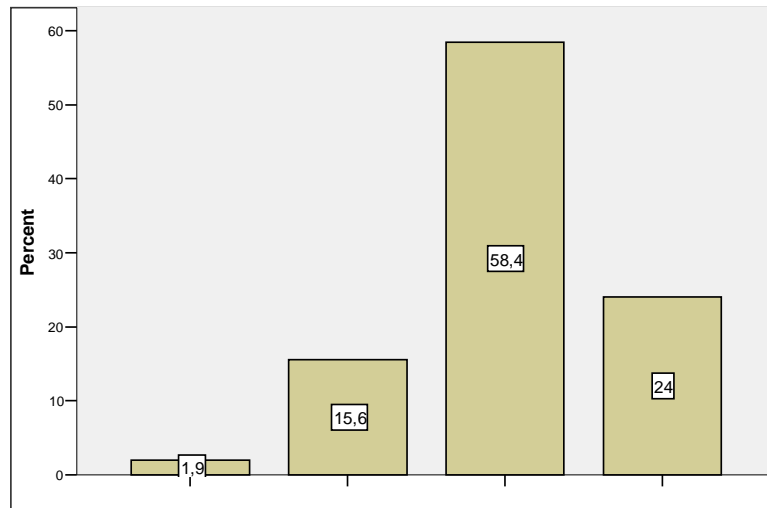


82,4%

5.13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1,9	1,9	1,9
	24	15,6	15,6	17,5
	90	58,4	58,4	76,0
	37	24,0	24,0	100,0
Total	154	100,0	100,0	

5.8

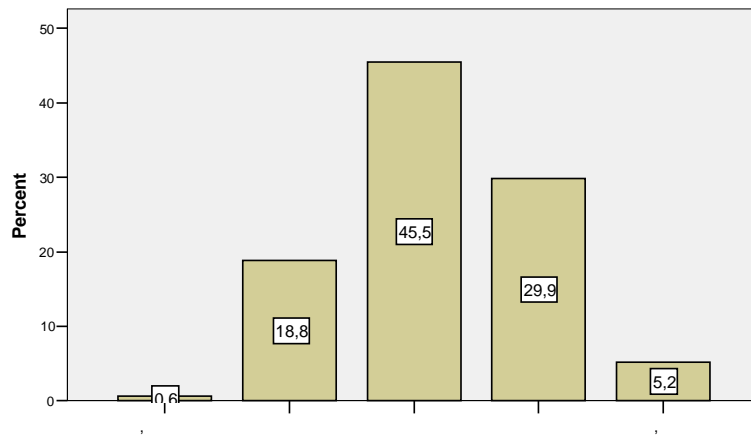


35,1%

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	Frequency	Percent	Cumulative Percent
,	1	,6	,6
	29	18,8	19,5
	70	45,5	64,9
	46	29,9	94,8
,	8	5,2	100,0
Total	154	100,0	

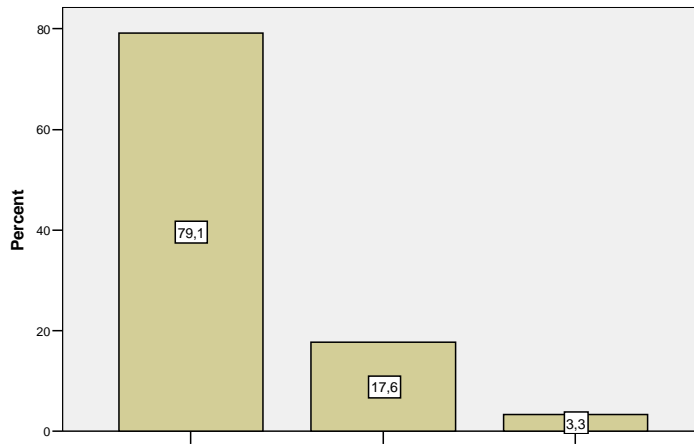
5.9



78,6%.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		121	78,6	79,1	79,1
		27	17,5	17,6	96,7
		5	3,2	3,3	100,0
	Total	153	99,4	100,0	
Missing	System	1	,6		
Total		154	100,0		

5.10

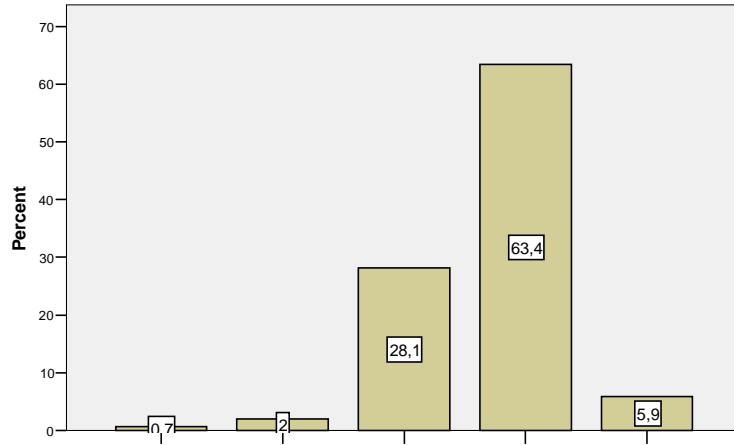


, 69,3%

:

5.16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	,6	,7	,7
		3	1,9	2,0	2,6
		43	27,9	28,1	30,7
		97	63,0	63,4	94,1
		9	5,8	5,9	100,0
	Total	153	99,4	100,0	
Missing	System	1	,6		
Total		154	100,0		



5.17.

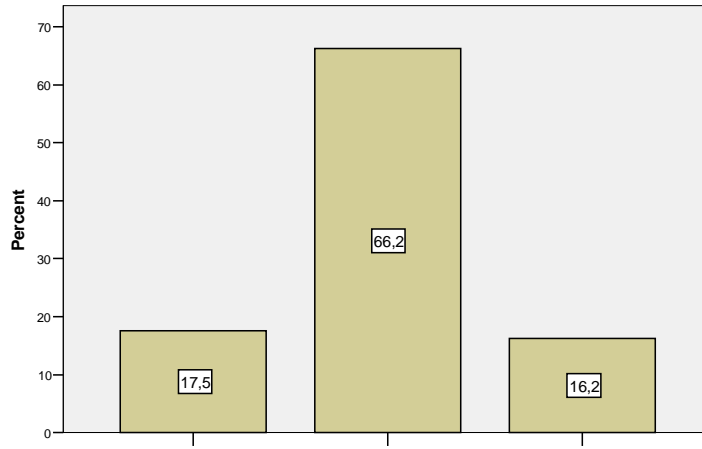
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16,2%

66,2%

5.18

	Frequency	Percent	Cumulative Percent
Valid	27	17,5	17,5
	102	66,2	83,8
	25	16,2	100,0
Total	154	100,0	



5.19,

pearson chi-square

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Crosstabulation

					Total
	Count	0	1	0	1
	Expected Count	,2	,7	,2	1,0
	% within	,0%	100,0%	,0%	100,0%
	% within	,0%	1,0%	,0%	,6%
	% of Total	,0%	,6%	,0%	,6%
	Count	0	0	1	1
	Expected Count	,2	,7	,2	1,0
	% within	,0%	,0%	100,0%	100,0%
	% within	,0%	,0%	4,0%	,6%
	% of Total	,0%	,0%	,6%	,6%
	Count	2	13	4	19
	Expected Count	3,3	12,6	3,1	19,0
	% within	10,5%	68,4%	21,1%	100,0%
	% within	7,4%	12,7%	16,0%	12,3%
	% of Total	1,3%	8,4%	2,6%	12,3%
	Count	17	58	17	92
	Expected Count	16,1	60,9	14,9	92,0
	% within	18,5%	63,0%	18,5%	100,0%
	% within	63,0%	56,9%	68,0%	59,7%
	% of Total	11,0%	37,7%	11,0%	59,7%
	Count	8	30	3	41
	Expected Count	7,2	27,2	6,7	41,0
	% within	19,5%	73,2%	7,3%	100,0%
	% within	29,6%	29,4%	12,0%	26,6%
	% of Total	5,2%	19,5%	1,9%	26,6%
Total	Count	27	102	25	154
	Expected Count	27,0	102,0	25,0	154,0
	% within	17,5%	66,2%	16,2%	100,0%
	% within	100,0%	100,0%	100,0%	100,0%
	% of Total	17,5%	66,2%	16,2%	100,0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9,359(a)	8	,313
Likelihood Ratio	8,713	8	,367
Linear-by-Linear Association	3,190	1	,074
N of Valid Cases	154		

5.20,

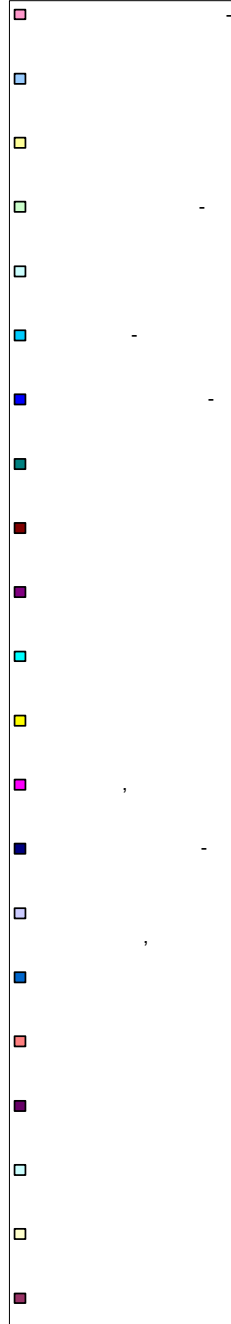
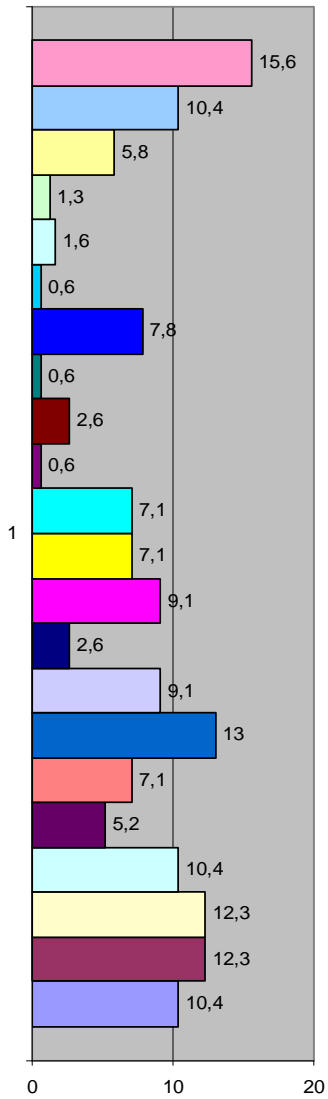
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(13%)

12,3%.

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		%
	16	10,4
	19	12,3
	19	12,3
	16	10,4
	8	5,2
	11	7,1
	20	13,0
	14	9,1
-	4	2,6
,	14	9,1
	11	7,1
	11	7,1
	1	0,6
	4	2,6
	1	0,6
-	12	7,8
-	1	0,6
-	1	0,6
-	2	1,3
	9	5,8
	16	10,4
-	24	15,6



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5.6

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Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
	154	1	7	4,53	1,354
	154	1	7	4,61	1,222
	154	1	7	4,33	1,353
	154	1	7	5,62	1,139
	154	1	7	5,27	1,263
	154	1	7	5,36	1,449
	154	1	7	5,16	1,407
	154	1	7	5,33	1,319
	154	1	7	5,05	1,483
	154	2	7	5,19	1,297
	154	1	7	5,13	1,431
	154	1	7	5,03	1,383
	154	1	7	4,88	1,499
	154	1	7	5,22	1,378
	154	1	7	4,97	1,273
	154	1	7	4,68	1,450
	154	1	7	4,53	1,314
	154	1	7	5,36	1,472
	154	1	7	5,62	1,289
	154	1	7	4,51	1,483
	154	1	7	4,99	1,605
	154	1	7	4,45	1,704
Valid N (listwise)	154				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
	154	1	7	4,32	1,362
	154	1	7	5,55	1,377
	154	1	7	5,52	1,359
	154	4	7	6,82	,504
	154	4	7	6,71	,591
	154	4	7	6,49	,743
	154	2	7	6,07	1,067
	154	3	7	6,31	,836
	154	1	7	6,10	1,036
	154	2	7	5,88	1,162
	154	3	7	6,27	,990
	154	1	7	5,74	1,125
	154	3	7	6,11	1,020
	154	2	7	5,99	1,120
	154	2	7	6,22	,951
	154	2	7	5,99	1,003
	154	1	7	6,12	1,137
	154	1	7	6,01	1,258
	154	1	7	5,74	1,390
	154	1	7	5,86	1,144
	154	2	7	6,12	1,084
	154	1	7	5,36	1,477
Valid N (listwise)	154				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
	154	-5,00	5,00	,2013	1,82352
	154	-4,00	5,00	-,9351	1,57046
	154	-5,00	5,00	-1,1883	1,68720
	154	-6,00	1,00	-1,2013	1,15119
	154	-6,00	,00	-1,4481	1,29374
	154	-6,00	3,00	-1,1364	1,57625
-	154	-6,00	3,00	-,9091	1,59805
	154	-5,00	4,00	-,9805	1,44833
	154	-5,00	3,00	-1,0584	1,70442
	154	-5,00	5,00	-,6883	1,65494
	154	-6,00	4,00	-1,1364	1,59684
	154	-6,00	6,00	-,7078	1,75613
	154	-6,00	4,00	-1,2273	1,66283
	154	-6,00	4,00	-,7662	1,60795
	154	-6,00	4,00	-1,2468	1,50516
	154	-6,00	2,00	-1,3117	1,51903
	154	-6,00	4,00	-1,5844	1,68694
	154	-6,00	3,00	-,6558	1,73537
	154	-5,00	3,00	-,1169	1,52944
	154	-6,00	2,00	-1,3571	1,67519
	154	-6,00	2,00	-1,1299	1,65565
	154	-6,00	3,00	-,9091	2,01745
Valid N (listwise)	154				

(difa)	4,53	4,32	,2013
(difb)	4,61	5,55	-,9351
(difc)	4,33	5,52	-1,1883
(difd)	5,62	6,82	-1,2013
(dife)	5,27	6,71	-1,4481
(diff)	5,36	6,49	-1,1364
(difg)	5,16	6,07	-,9091
(dif h)	5,33	6,31	-,9805
(dif i)	5,05	6,10	-1,0584
(dif j)	5,19	5,88	-,6883
(dif k)	5,13	6,27	-1,1364
(dif l)	5,03	5,74	-,7078
m) (dif	4,88	6,11	-1,2273
(difn)	5,22	5,99	-,7662
(dif o)	4,97	6,22	-1,2468
(dif p)	4,68	5,99	-1,3117
(dif q)	4,53	6,12	-1,5844
(dif r)	5,36	6,01	-,6558
(dif s)	5,62	5,74	-,1169
(dif t)	4,51	5,86	-1,3571
(dif u)	4,99	6,12	-1,1299
(dif v)	4,45	5,36	-,9091

€0,9601

±
59,75%

q

(16, «

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2.6,

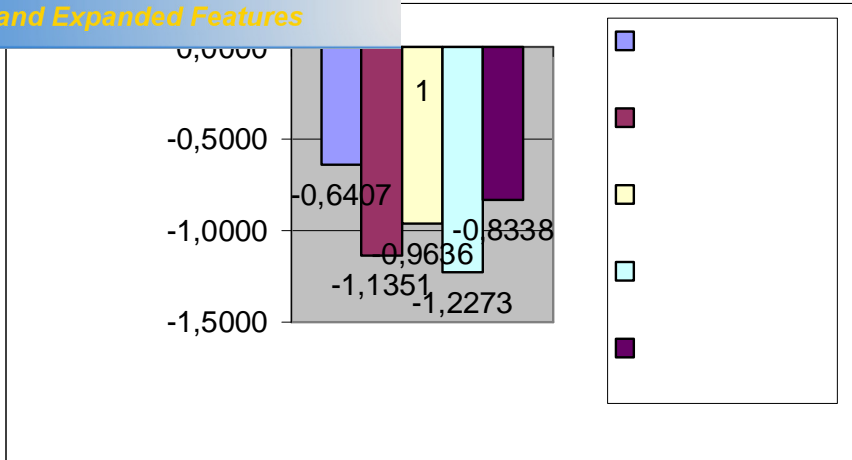
Servqual,

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5.25

	-0,64
	-1,14
	-0,96
	-1,23
	-0,83
	-0,96

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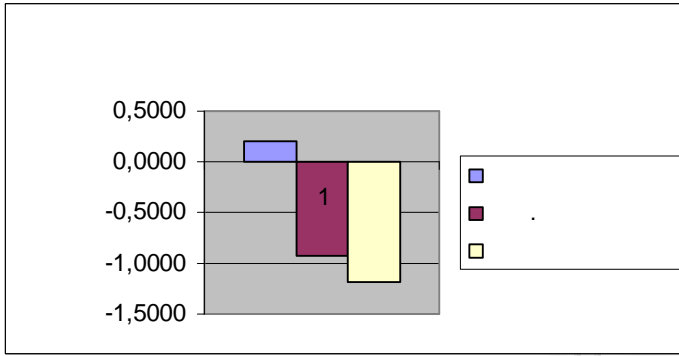


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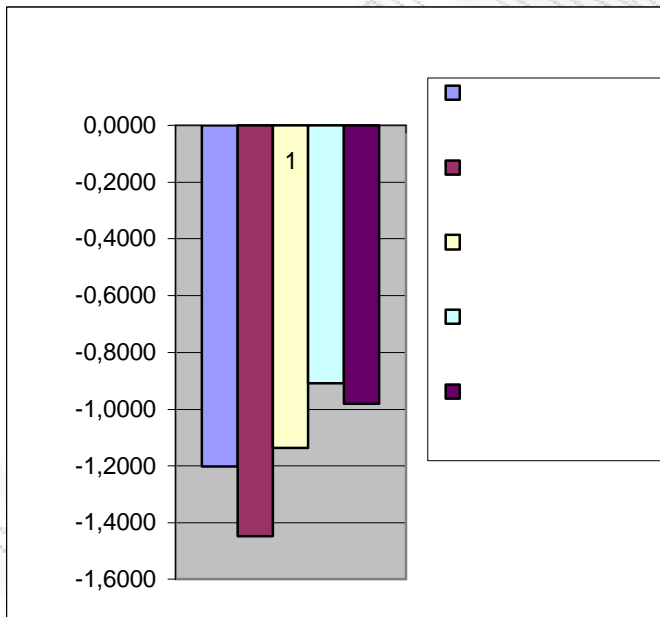
5.4

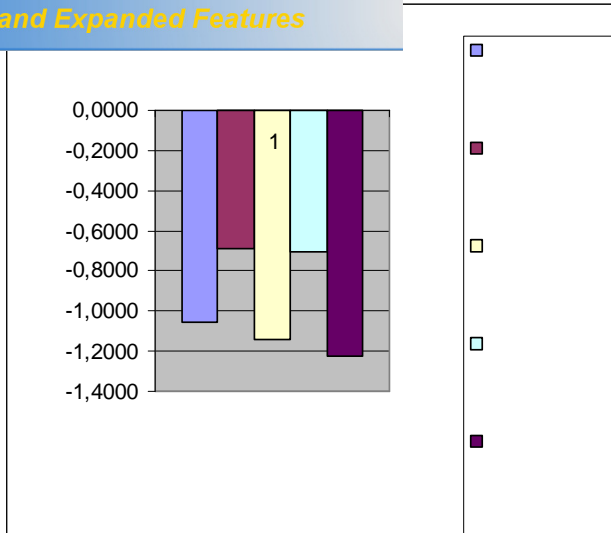
64,9%

5.15

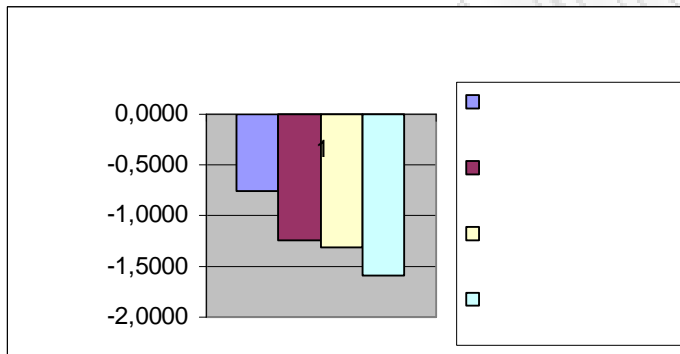


5.16

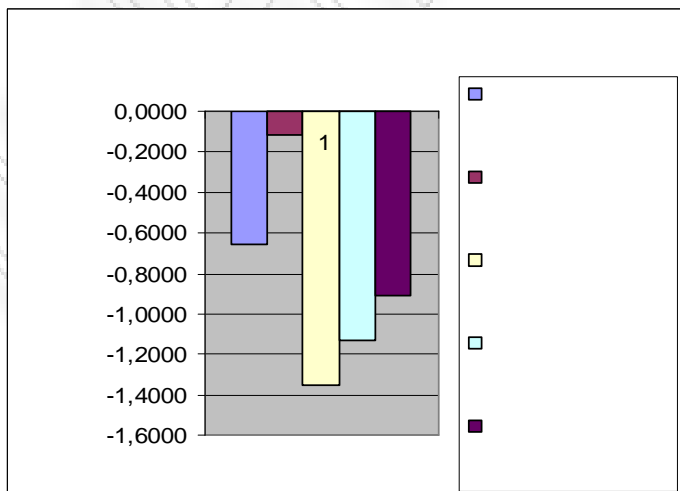




5.18



5.19



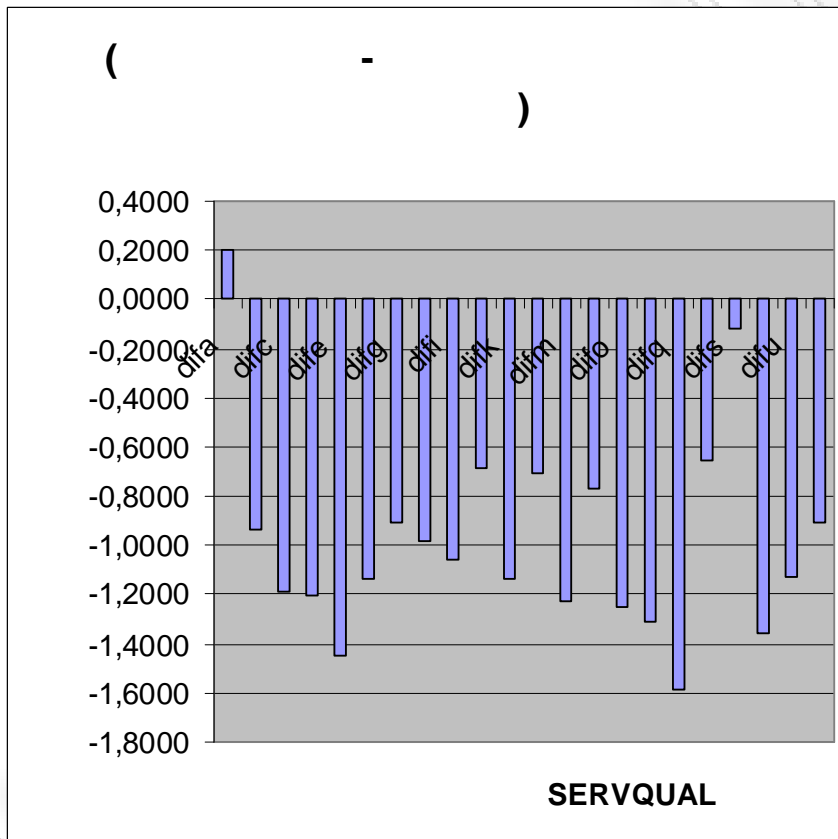
servqual

22

difaõ ..difv ,

5.23

5.20



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-1,58,



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e-mail

PAWELZHMOPPPAA

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Servqual

Servqual.

(10)

Servqual

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Parasuraman et al

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2.32

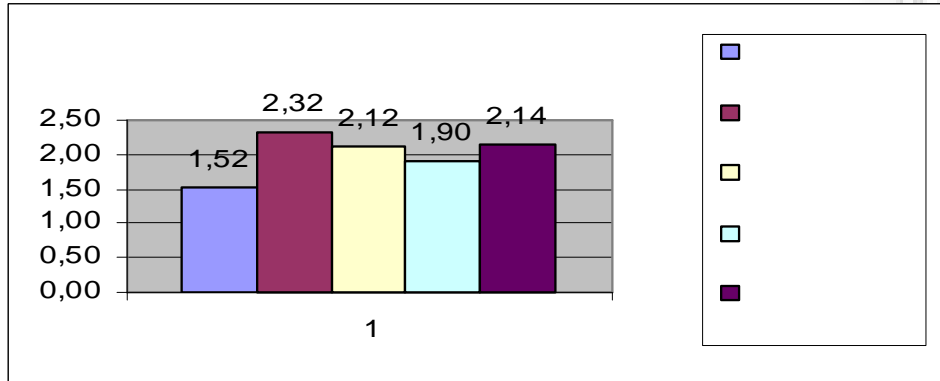
2.14,

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1.52.

5.21



31.8%

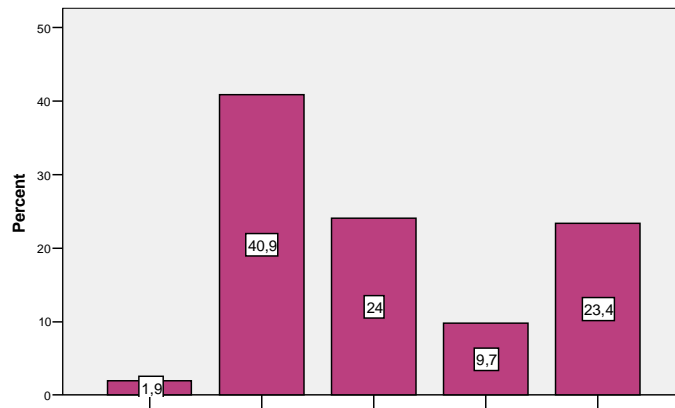
40.9%

29.9%

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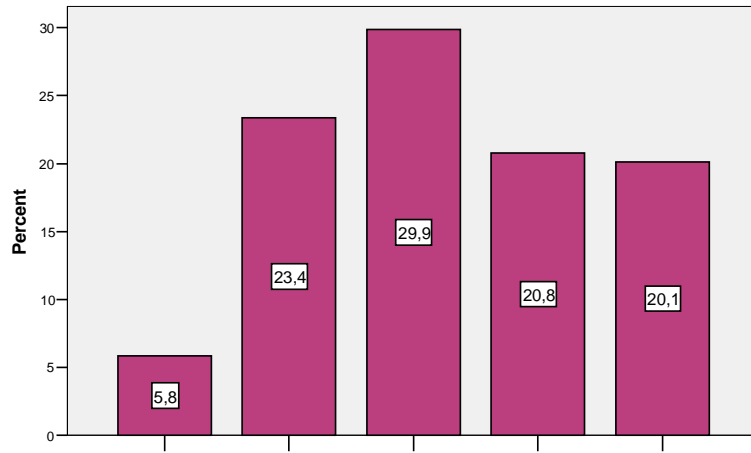
5.26

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1,9	1,9	1,9
	63	40,9	40,9	42,9
	37	24,0	24,0	66,9
	15	9,7	9,7	76,6
	36	23,4	23,4	100,0
Total	154	100,0	100,0	



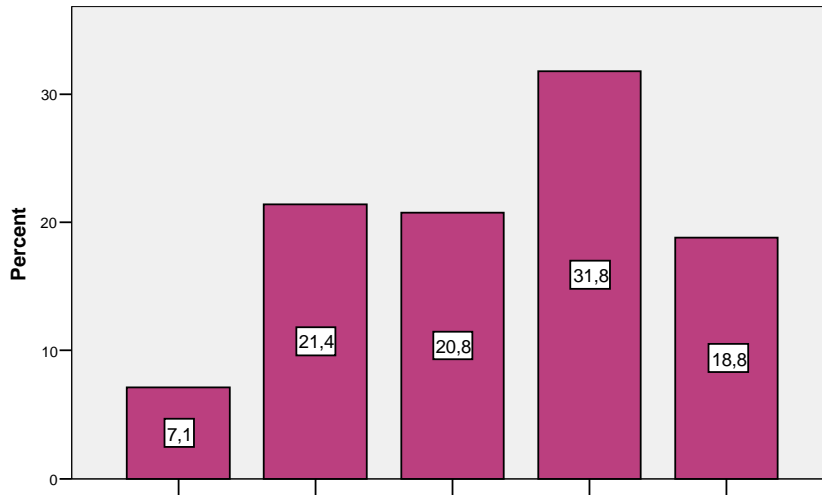
5.27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		9	5,8	5,8	5,8
		36	23,4	23,4	29,2
		46	29,9	29,9	59,1
		32	20,8	20,8	79,9
		31	20,1	20,1	100,0
Total		154	100,0	100,0	



5.28

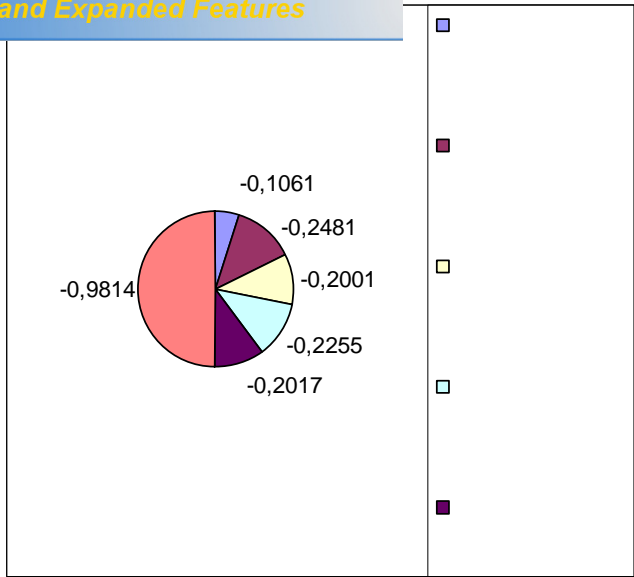
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11	7,1	7,1	7,1
	33	21,4	21,4	28,6
	32	20,8	20,8	49,4
	49	31,8	31,8	81,2
	29	18,8	18,8	100,0
Total	154	100,0	100,0	



-0,98,
-0,96

5.29

	N	Minimum	Maximum	Mean	Std. Deviation
w.av.realibility	154	-1,36	,30	-,2481	,25709
w.av.respons	154	-1,28	,84	-,2001	,30931
w.av.assurance	154	-1,73	,60	-,2255	,28297
w.av.empathy	154	-1,32	,30	-,2017	,29566
w.av.tangibles	154	-,9333	,6667	-,106058	,2251607
s.quality ()	154	-4,13	1,83	-,9814	,96076
Valid N (listwise)	154				



t (t-test)
5.30 5.31,
(p=0.41) (r=0.213).

5.30 t

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 w.av.realibility	-,2481	154	,25709	,02072
w.av.assurance	-,2255	154	,28297	,02280

Paired Samples Test

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	w.av.realibility - w.av.assurance	-,02256	,33929	,02734	-,07658	,03145	-,825	153	,410

5.31 -

	N	Correlation	Sig.
Pair 1 w.av.realibility & w.av.assurance	154	,213	,008

(0.585)

0.01.

5.32

Correlations

		s.quality	w.av.tangib	w.av.empathy	w.av.assurance	w.av.respons	w.av.realibility
s.quality	Pearson Correlation	1	,578**	,751**	,755**	,799**	,574**
	Sig. (2-tailed)	.	,000	,000	,000	,000	,000
	N	154	154	154	154	154	154
w.av.tangib	Pearson Correlation	,578**	1	,348**	,274**	,308**	,210**
	Sig. (2-tailed)	,000	.	,000	,001	,000	,009
	N	154	154	154	154	154	154
w.av.empathy	Pearson Correlation	,751**	,348**	1	,491**	,453**	,267**
	Sig. (2-tailed)	,000	,000	.	,000	,000	,001
	N	154	154	154	154	154	154
w.av.assurance	Pearson Correlation	,755**	,274**	,491**	1	,585**	,213**
	Sig. (2-tailed)	,000	,001	,000	.	,000	,008
	N	154	154	154	154	154	154
w.av.respons	Pearson Correlation	,799**	,308**	,453**	,585**	1	,349**
	Sig. (2-tailed)	,000	,000	,000	,000	.	,000
	N	154	154	154	154	154	154
w.av.realibility	Pearson Correlation	,574**	,210**	,267**	,213**	,349**	1
	Sig. (2-tailed)	,000	,009	,001	,008	,000	.
	N	154	154	154	154	154	154

** . Correlation is significant at the 0.01 level (2-tailed).

5.9

88

66

t-test

5.34,

0.82

Levene

t

0.05

Statistics

	N	Mean	Std. Deviation	Std. Error Mean
s.quality	88	-,8632	,95587	,10190
	66	-1,1390	,95165	,11714

5.34 t

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
s.quality	Equal variances assumed	,052	,820	1,776	152	,078	,27584	,15536	-,03109	,58278
	Equal variances not assumed			1,777	140,487	,078	,27584	,15526	-,03110	,58278

5.36,

0.139 (>0.05)

Anova.

5.35

36-55

55

5.35

Descriptives

s.quality		N	Mean	Std.	Std. Error	95% Confidence Interval Mean		Minimum	Maximum
						Lower	Upper		
20	2	2	-1,0134	,74480	,2665	-7,7051	5,6784	-1,54	-,49
21-35	85	85	-,9550	1,00005	,10847	-1,1707	-,7393	-4,13	1,83
36-55	42	42	-1,1306	1,04959	,16195	-1,4577	-,8036	-3,74	,74
55	24	24	-,8161	,65379	,13345	-1,0922	-,5400	-2,15	,70
Total	153	153	-,9822	,96387	,07792	-1,1361	-,8282	-4,13	1,83

5.36

s.quality

Levene Statistic	df1	df2	Sig.
1,885	3	149	,135

0.05

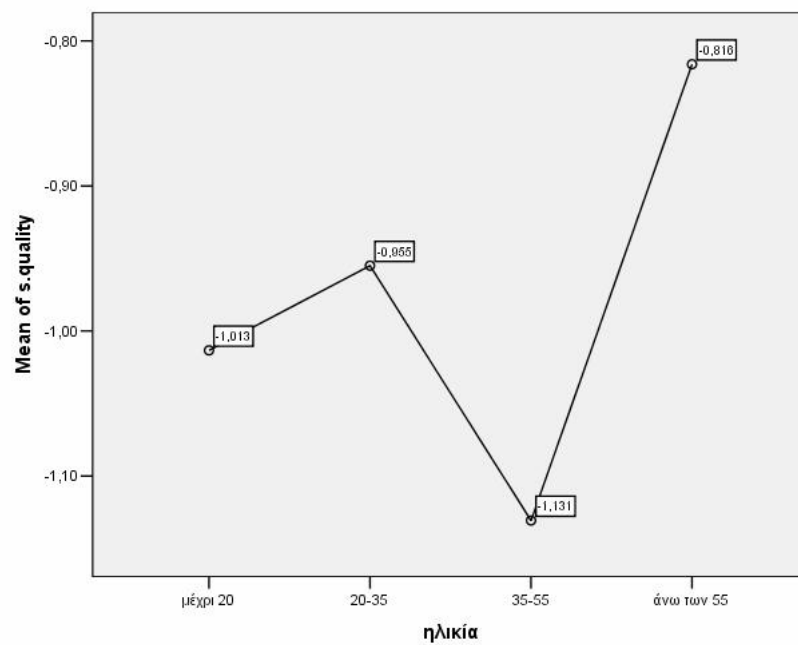
5.37

ANOVA

s.quality					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1,652	3	,551	,588	,624
Within Groups	139,561	149	,937		
Total	141,214	152			

5.26

5.26



(5.39)

0.05,

Descriptives

s.quality

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
	13	-1,1092	,86961	,24119	-1,6347	-,5837	-3,63	-,45
	35	-1,0165	,88421	,14946	-1,3202	-,7127	-2,53	,70
/	57	-1,0941	1,08207	,14332	-1,3812	-,8070	-4,13	,97
	47	-,8358	,86793	,12660	-1,0906	-,5810	-2,87	1,83
Total	152	-,9977	,95533	,07749	-1,1508	-,8446	-4,13	1,83

5.39

Test of Homogeneity of Variances

s.quality

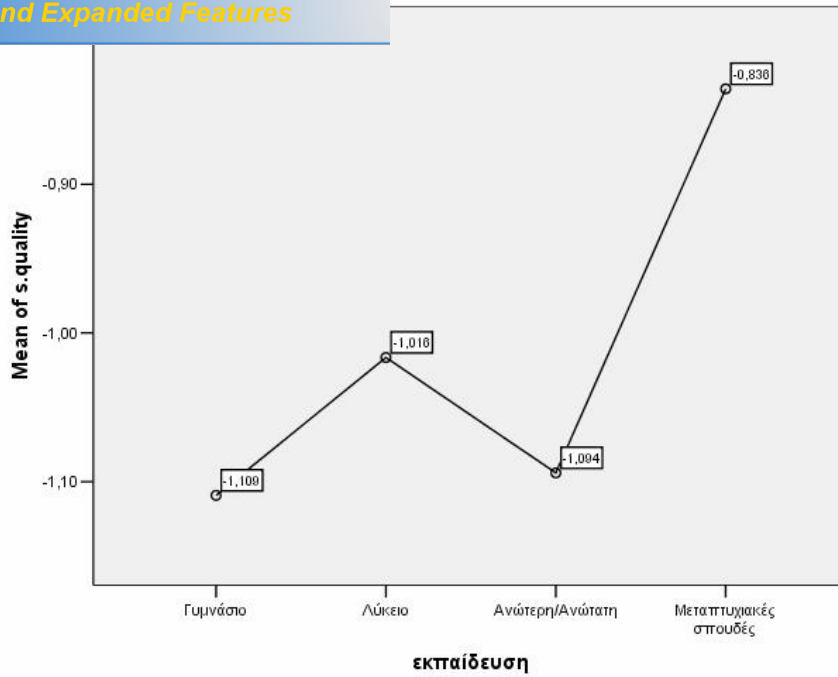
Levene Statistic	df1	df2	Sig.
1,911	3	148	,130

5.40

ANOVA

s.quality

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1,935	3	,645	,703	,552
Within Groups	135,877	148	,918		
Total	137,812	151			



5.42, 0.05

5.41

Descriptives

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum	
					Lower Bound	Upper Bound			
1-2	53	-1,0157	,90939	,12491	-1,2663	-,7650	-3,74	,56	
3-5	43	-,8814	,90593	,13815	-1,1602	-,6026	-2,81	,66	
5-10	35	-,8639	1,06943	,18077	-1,2313	-,4965	-4,13	1,83	
Total	10	23	-1,2683	1,00001	,20852	-1,7007	-,8358	-3,63	,70
Total	154	-,9814	,96076	,07742	-1,1344	-,8285	-4,13	1,83	

ANOVA

s.quality

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2,868	3	,956	1,036	,378
Within Groups	138,359	150	,922		
Total	141,227	153			

5.10

Principle Component Analysis

Varimax Rotation (),

.1
(0,827)

(0,825),

(0,489).

(.2).

69,345%

0,5

17,261%

30,621%

Servqual.

.4

.6

()

46,22%

73,336% (.5).

45,842%

Servqual.

71,555%

.9

.7

(0,815)

(0,812),
(0,578).

(.8)

19,973%

34,452%

Servqual.

Servqual .

5.11

Servqual,

86,3%,

82,4%

83,8%

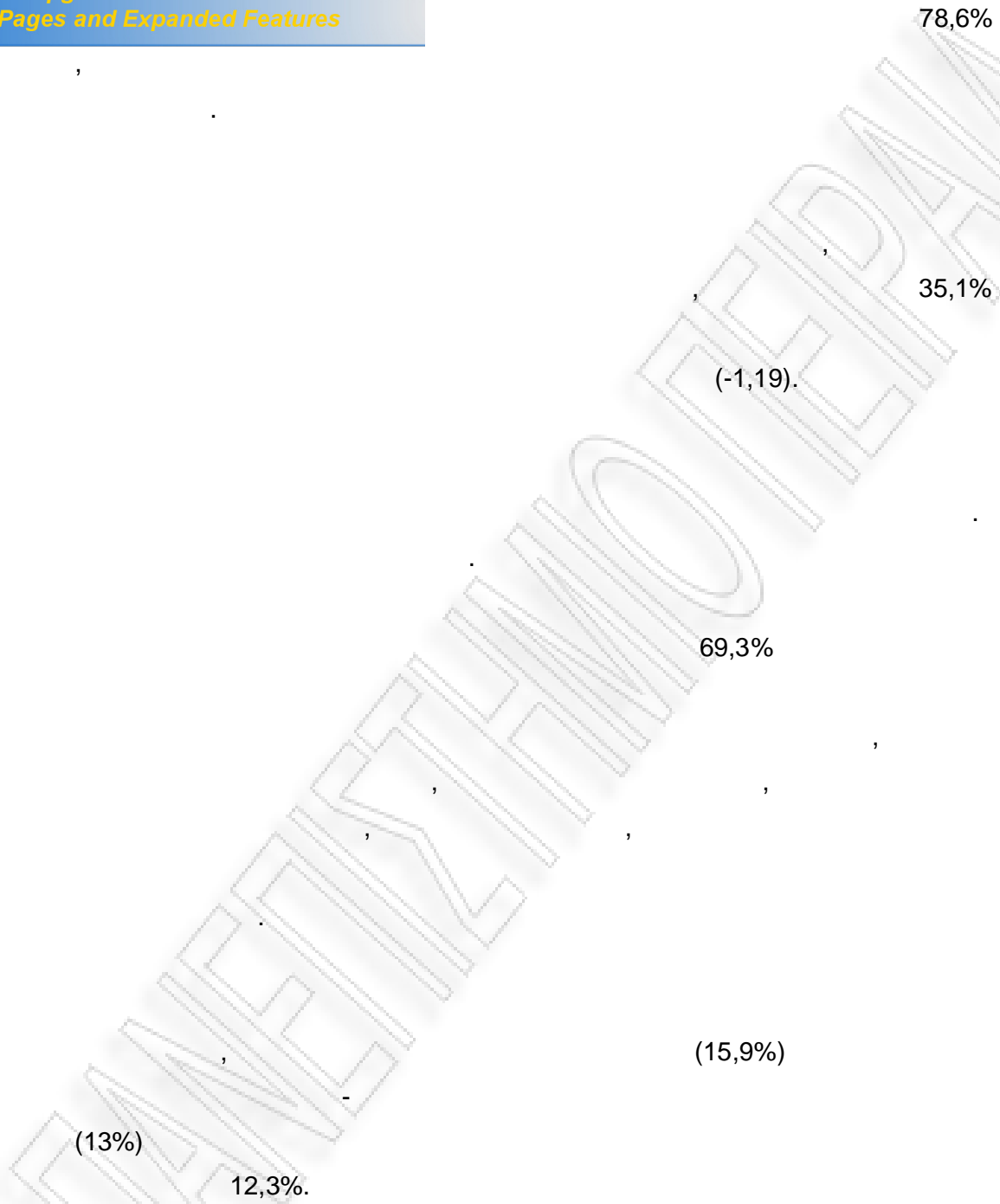
66,2%

47,4%



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Servqual,

2.32

2.14,

2.12,

1,90

1.52.

, 40.9

, 29.9

31.8

-0.98

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Servqual

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»,

WATERFORD COLLEGE

- Aczel Amir D, Sounderpandian Jayavel, Complete business statistics, 2002, McGraw-Hill Irwin
- Murray R.Spiegel, Larry J.Stephens, , 2000,

-
- <http://www.utexas.edu/its/rc/tutorials/stat/spss/spss1/>
 - <http://www.statsoft.com/textbook/stfacan.html>

	Initial	Extraction
	1,000	,707
	1,000	,744
	1,000	,698
	1,000	,738
	1,000	,825
	1,000	,647
	1,000	,775
	1,000	,571
	1,000	,779
	1,000	,621
	1,000	,694
	1,000	,763
	1,000	,645
	1,000	,691
	1,000	,654
	1,000	,489
	1,000	,642
	1,000	,790
	1,000	,827
	1,000	,636
	1,000	,711
	1,000	,607

Extraction Method: Principal Component Analysis.

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Total Variance Explained

Component	Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	8,205	37,297	37,297	8,205	37,297	17,261
2	1,866	8,481	45,778	1,866	8,481	30,621
3	1,637	7,441	53,218	1,637	7,441	40,959
4	1,344	6,108	59,326	1,344	6,108	51,129
5	1,163	5,287	64,613	1,163	5,287	61,275
6	1,042	4,734	69,347	1,042	4,734	69,347
7	,897	4,076	73,423			
8	,775	3,522	76,945			
9	,700	3,182	80,127			
10	,587	2,666	82,792			
11	,544	2,471	85,264			
12	,524	2,384	87,648			
13	,437	1,987	89,635			
14	,381	1,731	91,366			
15	,340	1,544	92,909			
16	,332	1,510	94,419			
17	,296	1,347	95,767			
18	,242	1,098	96,865			
19	,209	,950	97,815			
20	,198	,899	98,714			
21	,160	,728	99,442			
22	,123	,558	100,000			

Extraction Method: Principal Component Analysis.

.3

Rotated Component Matrix^a

	Component					
	1	2	3	4	5	6
				,805		
				,803		
				,764		
			,818			
			,868			
			,694			
						,843
	,539					
	,754					
	,704					
	,672					
	,784					
		,671				
	,548					
					,814	
					,843	
		,662				
		,751				
		,638				

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 8 iterations.

È

	Initial	Extraction
	1,000	,652
	1,000	,786
	1,000	,686
	1,000	,779
	1,000	,714
	1,000	,793
	1,000	,686
	1,000	,763
	1,000	,807
	1,000	,814
	1,000	,812
	1,000	,764
	1,000	,742
	1,000	,646
	1,000	,782
	1,000	,748
	1,000	,723
	1,000	,663
	1,000	,762
	1,000	,691
	1,000	,762
	1,000	,562

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	10,168	46,220	46,220	10,168	46,220	46,220	6,533	29,695	29,695
2	2,064	9,380	55,600	2,064	9,380	55,600	3,552	16,147	45,842
3	1,686	7,662	63,262	1,686	7,662	63,262	2,288	10,400	56,242
4	1,186	5,389	68,651	1,186	5,389	68,651	1,973	8,968	65,210
5	1,031	4,685	73,336	1,031	4,685	73,336	1,788	8,126	73,336
6	,791	3,598	76,934						
7	,653	2,970	79,904						
8	,512	2,326	82,231						
9	,480	2,183	84,413						
10	,441	2,006	86,419						
11	,372	1,691	88,110						
12	,360	1,634	89,745						
13	,352	1,600	91,344						
14	,302	1,374	92,718						
15	,279	1,269	93,987						
16	,277	1,258	95,245						
17	,259	1,179	96,424						
18	,197	,893	97,317						
19	,188	,855	98,171						
20	,168	,763	98,934						
21	,133	,606	99,540						
22	,101	,460	100,000						

Extraction Method: Principal Component Analysis.

.6

Rotated Component Matrix^a

	Component				
	1	2	3	4	5
				,600	
				,839	
				,796	
		,768			
		,763			
		,857			
		,668			
		,707			
					,797
					,746
	,803				
	,723				
	,766				
	,739				
	,805				
	,839				
	,770				
			,766		
			,819		
	,731				
	,654		,531		
	,612				

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 7 iterations.

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DIFA	1,000	,716
DIFB	1,000	,744
DIFC	1,000	,649
DIFD	1,000	,689
DIFE	1,000	,733
DIFF	1,000	,754
DIFG	1,000	,629
DIFH	1,000	,609
DIFI	1,000	,697
DIFJ	1,000	,791
DIFK	1,000	,812
DIFL	1,000	,793
DIFM	1,000	,692
DIFN	1,000	,613
DIFO	1,000	,773
DIFP	1,000	,697
DIFQ	1,000	,679
DIFR	1,000	,785
DIFS	1,000	,739
DIFT	1,000	,578
DIFU	1,000	,815
DIFV	1,000	,754

Extraction Method: Principal Component Analysis.

.8

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	8,421	38,279	38,279	8,421	38,279	38,279	4,394	19,973	19,973
2	2,243	10,195	48,474	2,243	10,195	48,474	3,185	14,479	34,452
3	1,654	7,516	55,990	1,654	7,516	55,990	2,668	12,128	46,580
4	1,353	6,150	62,140	1,353	6,150	62,140	1,985	9,023	55,603
5	1,059	4,811	66,952	1,059	4,811	66,952	1,907	8,667	64,270
6	1,013	4,604	71,555	1,013	4,604	71,555	1,603	7,286	71,555
7	,761	3,458	75,013						
8	,730	3,320	78,333						
9	,649	2,952	81,285						
10	,597	2,716	84,001						
11	,478	2,173	86,174						
12	,451	2,052	88,226						
13	,397	1,805	90,030						
14	,364	1,655	91,685						
15	,329	1,494	93,180						
16	,295	1,340	94,519						
17	,269	1,222	95,741						
18	,239	1,088	96,829						
19	,223	1,016	97,845						
20	,180	,816	98,661						
21	,176	,802	99,463						
22	,118	,537	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component					
	1	2	3	4	5	6
DIFA				,710		
DIFB				,788		
DIFC				,640		
DIFD		,791				
DIFE		,823				
DIFF		,847				
DIFG		,560				
DIFH		,592				
DIFI			,766			
DIFJ			,788			
DIFK	,631		,589			
DIFL			,710			
DIFM	,682					
DIFN	,671					
DIFO	,804					
DIFP	,742					
DIFQ	,719					
DIFR						,850
DIFS						,718
DIFT	,509					
DIFU					,695	
DIFV					,760	

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 13 iterations.

Γενικές οδηγίες: Στις παρακάτω ερωτήσεις σημειώστε με X την απάντησή σας όπου δίνεται κενό τετραγωνάκι, κυκλώστε την κατάλληλη βαθμολογία όταν η απάντηση δίνεται υπό τη μορφή κλίμακας ή απαντήστε συνοπτικά όπου σας ζητείται.

1. ΠΟΣΕΣ ΦΟΡΕΣ ΕΧΕΤΕ ΕΠΙΣΚΕΦΘΕΙ ΤΑ ΚΕΠ;

1-2 ΦΟΡΕΣ

3-5

5-10

ΠΕΡΙΣΣΟΤΕΡΕΣ ΑΠΟ 10

2. ΠΟΙΑ ΚΕΠ ΕΧΕΤΕ ΕΠΙΣΚΕΦΤΕΙ;

3. ΠΟΙΑ ΕΙΝΑΙ Η ΓΕΝΙΚΗ ΕΝΤΥΠΩΣΗ ΣΑΣ ΑΠΟ ΤΑ ΚΕΠ;

Αρνητική
1

Ουδέτερη
2

Λίγο θετική
3

Θετική
4

Πολύ θετική
5

4. 'ΟΤΑΝ ΜΙΑ ΥΠΟΘΕΣΗ ΔΙΕΚΠΕΡΑΙΩΝΕΤΑΙ ΚΑΙ ΑΠΟ ΤΑ ΚΕΠ, ΠΡΟΤΙΜΑΤΕ ΝΑ ΠΗΓΑΙΝΕΤΕ ΣΕ ΑΥΤΑ;

Ναι, πάντα πηγαίνω στα ΚΕΠ

Τις περισσότερες φορές προτιμώ τα ΚΕΠ

Δεν έχω κάποια προτίμηση

Σπάνια πηγαίνω στα ΚΕΠ

Όχι, πηγαίνω κατευθείαν στην αρμόδια υπηρεσία

5. ΣΕ ΠΟΙΟ ΒΑΘΜΟ ΠΙΣΤΕΥΕΤΕ ΟΤΙ ΤΑ ΚΕΠ ΕΠΙΤΥΓΧΑΝΟΥΝ ΤΗ ΜΕΙΩΣΗ ΤΗΣ ΓΡΑΦΕΙΟΚΡΑΤΙΑΣ ΚΑΙ ΤΗΣ ΤΑΛΑΙΠΩΡΙΑΣ ΤΟΥ ΠΟΛΙΤΗ;

Καθόλου
1

Ελάχιστα
2

Λίγο
3

Ουδέτερα
4

Αρκετά
5

Πολύ
6

Πάρα πολύ
7

6. ΜΕ ΠΟΙΟ ΤΡΟΠΟ ΘΕΩΡΕΙΤΕ ΟΤΙ ΤΑ ΚΕΠ ΣΥΜΒΑΛΟΥΝ ΣΤΗΝ ΓΕΝΙΚΗ ΕΙΚΟΝΑ ΤΗΣ ΔΗΜΟΣΙΑΣ ΔΙΟΙΚΗΣΗΣ;

Αρνητικά
1

Ουδέτερα
2

Λίγο
θετικά
3

Θετικά
4

Πολύ
θετικά
5

**ΕΣΤΙΝ ΤΟ ΣΥΝΟΛΟ ΤΩΝ ΥΠΗΡΕΣΙΩΝ ΠΟΥ
Π;**

Όχι, τις αγνω	Είμαι ελαχιστα ενημερωμένος	Είμαι μέτρια ενημερωμένος	Είμαι αρκετά ενημερωμένος	Ναι, είμαι απόλυτα ενημερωμένος
1	2	3	4	5

**8. ΒΡΙΣΚΕΤΕ ΙΚΑΝΟΠΟΙΗΤΙΚΟ ΤΩΝ ΑΡΙΘΜΟ ΤΩΝ ΥΠΗΡΕΣΙΩΝ ΠΟΥ
ΠΡΟΣΦΕΡΟΥΝ ΤΑ ΚΕΠ;**

Καθόλου ικανοποιητικό	Ελάχιστο ικανοποιητικό	Μέτρια ικανοποιητικό	Ικανοποιητικό	Πολύ ικανοποιητικό
1	2	3	4	5

**9. ΑΝ ΔΕΝ ΕΙΣΤΕ ΙΚΑΝΟΠΟΙΗΜΕΝΟΙ ΜΕ ΤΟΝ ΑΡΙΘΜΟ ΤΩΝ
ΥΠΗΡΕΣΙΩΝ, ΠΡΟΤΕΙΝΕΤΕ ΚΑΠΟΙΕΣ**

**10. ΣΗΜΕΙΩΣΤΕ ΜΕ Χ ΣΤΟΝ ΚΕΝΟ ΧΩΡΟ ΤΙΣ ΥΠΟΘΕΣΕΙΣ, ΑΝ
ΥΠΑΡΧΟΥΝ, ΠΟΥ ΕΝΔΕΧΟΜΕΝΩΣ ΣΥΝΑΝΤΗΣΑΤΕ ΠΡΟΒΛΗΜΑ ΚΑΤΑ
ΤΗΝ ΔΙΕΚΠΕΡΑΙΩΣΗ ΤΟΥΣ ΚΑΙ ΠΙΣΤΕΥΕΤΕ ΟΤΙ ΘΑ ΠΡΕΠΕΙ ΝΑ
ΒΕΛΤΙΩΘΟΥΝ**

1. Γενική διοικητική πληροφόρηση.....
2. Δήμοι (Πιστοποιητικά, άδειες κ.τ.λ).....
3. Υπουργείο Μεταφορών.....
4. Υπουργείο Δικαιοσύνης.....
5. Υπουργείο Ανάπτυξης (άδειες, εκμισθώσεις,
βεβαιώσεις κ.τ.λ).....
6. Υπουργείο εργασίας κ κοινωνικών ασφαλίσεων.....
7. Διάφορα ασφαλιστικά ταμεία.....
8. Υπουργείο οικονομικών, θέματα εφορίας.....
9. Υπουργείο Εθνικής Άμυνας-Στρατιωτική θητεία.....
10. ΥΠΕΧΩΔΕ-Πολοδομία.....
11. Εκπαίδευση (εκπαιδευτικά ιδρύματα, Δικαστά,
Υπουργείο Παιδείας).....
12. Υπουργείο Υγείας.....
13. Υπουργείο Γεωργίας.....
14. Δασαρχεία.....
15. Υπουργείο Πολιτισμού.....
16. Αστυνομικά τμήματα-Δημόσια Τάξη.....
17. Αλλοδαποί-Ομογενείς.....
18. Υπουργείο Εσωτερικών.....
19. Κοινωνική πρόνοια, ΑΜΕΑ.....
20. Ευρωπαϊκή Ένωση.....
21. Νομαρχίες(Διαβατήρια κ.τ.λ).....
22. Επικύρωση εγγράφων-γνήσιο υπογραφής.....
23. Άλλες (διευκρινίστε).....

**11. ΑΝ ΣΗΜΕΙΩΣΑΤΕ ΚΑΠΟΙΕΣ, ΠΕΡΙΓΡΑΨΤΕ ΤΙ ΕΙΔΟΥΣ ΠΡΟΒΛΗΜΑ
ΣΥΝΑΝΤΗΣΑΤΕ**

Π ΕΞΥΠΗΡΕΤΟΥΝ ΜΕ ΤΟΝ ΙΔΙΟ ΤΡΟΠΟ ΟΛΟΥΣ
ΑΡΤΗΤΩΣ ΗΛΙΚΙΑΣ, ΕΘΝΙΚΟΤΗΤΑΣ, ΦΥΛΟΥ,

Ναι Μερικές φορές Όχι

**13. ΠΡΟΤΙΘΕΣΤΕ ΝΑ ΚΑΤΑΒΑΛΕΤΕ ΚΑΠΟΙΟ ΠΟΣΟ Π.Χ ΕΞΟΔΑ
ΤΑΧΥΜΕΤΑΦΟΡΕΑ ΓΙΑ ΤΗΝ ΕΠΙΤΑΧΥΝΣΗ ΤΩΝ ΔΙΑΔΙΚΑΣΙΩΝ;**

Ναι Αναλόγως την περίπτωση Όχι

**Οι ερωτήσεις 14,15,16,17 αποτελούν ομάδα και το βασικό κορμό της
έρευνας. Παρακαλώ να συμπληρωθούν και οι τέσσερις**

**14. ΜΟΙΡΑΣΤΕ 10 ΒΑΘΜΟΥΣ ΣΤΑ ΠΑΡΑΚΑΤΩ ΧΑΡΑΚΤΗΡΙΣΤΙΚΑ ΤΩΝ
ΚΕΠ ΜΕ ΚΡΙΤΗΡΙΟ ΤΟ ΠΟΣΟ ΣΗΜΑΝΤΙΚΑ ΕΙΝΑΙ ΓΙΑ ΣΑΣ. ΠΡΟΣΟΧΗ!
ΤΟ ΑΘΡΟΙΣΜΑ ΚΑΙ ΤΩΝ 5 ΒΑΘΜΩΝ ΘΑ ΠΡΕΠΕΙ ΝΑ ΙΣΟΥΤΑΙ ΜΕ 10**

	ΒΑΘΜΟΣ
No1. ΕΥΧΑΡΙΣΤΟΣ ΧΩΡΟΣ/ΕΠΑΡΚΗΣ ΤΕΧΝΟΛΟΓΙΚΟΣ ΕΞΟΠΛΙΣΜΟΣ ΚΑΙ ΕΝΤΥΠΟ ΥΛΙΚΟ
No2. ΠΑΡΟΧΗ ΣΩΣΤΗΣ ΚΑΙ ΑΞΙΟΠΙΣΤΗΣ ΥΠΗΡΕΣΙΑΣ ΣΤΟΝ ΚΑΤΑΛΛΗΛΟ ΧΡΟΝΟ
No3. ΠΡΟΘΥΜΙΑ ΤΩΝ ΥΠΑΛΛΗΛΩΝ ΓΙΑ ΑΜΕΣΗ ΕΠΙΛΥΣΗ ΠΡΟΒΛΗΜΑΤΩΝ/ ΜΙΚΡΕΣ ΟΥΡΕΣ/ΤΑΧΥΤΗΤΑ ΕΞΥΠΗΡΕΤΗΣΗΣ ΥΠΑΛΛΗΛΩΝ
No4. ΙΚΑΝΟΤΗΤΑ/ΓΝΩΣΕΙΣ/ΕΥΓΕΝΕΙΑ ΥΠΑΛΛΗΛΩΝ
No5. ΕΞΑΤΟΜΙΚΕΥΜΕΝΗ ΑΝΤΙΜΕΤΩΠΙΣΗ ΤΟΥ ΠΟΛΙΤΗ /ΒΟΛΙΚΟ ΩΡΑΡΙΟ ΛΕΙΤΟΥΡΓΙΑΣ /ΕΥΚΟΛΗ ΠΡΟΣΒΑΣΗ
ΣΥΝΟΛΟ ΒΑΘΜΟΛΟΓΙΑΣ	10

**15. ΚΑΤΑΤΑΞΤΕ ΤΑ ΠΑΡΑΠΑΝΩ 5 ΧΑΡΑΚΤΗΡΙΣΤΙΚΑ ΜΕ ΒΑΣΗ ΤΙΣ
ΕΠΟΜΕΝΕΣ ΕΡΩΤΗΣΕΙΣ**

ΠΟΙΟ ΑΠΟ ΤΑ ΠΑΡΑΠΑΝΩ ΘΕΩΡΕΙΤΕ ΩΣ ΤΟ ΠΙΟ ΣΗΜΑΝΤΙΚΟ ΓΙΑ ΣΑΣ;
No.....

ΠΟΙΟ ΑΠΟ ΤΑ ΠΑΡΑΠΑΝΩ ΘΕΩΡΕΙΤΕ ΩΣ ΤΟ ΔΕΥΤΕΡΟ ΣΗΜΑΝΤΙΚΟΤΕΡΟ ΓΙΑ ΣΑΣ;
No.....

ΠΟΙΟ ΑΠΟ ΤΑ ΠΑΡΑΠΑΝΩ ΘΕΩΡΕΙΤΕ ΩΣ ΤΟ ΤΡΙΤΟ ΣΗΜΑΝΤΙΚΟΤΕΡΟ ΓΙΑ ΣΑΣ;
No.....

ακολουθεί περιγράφονται 22 χαρακτηριστικά των
η αναφέρεται στα χαρακτηριστικά που θα
ΕΞΑΙΡΕΤΙΚΟ ΚΕΠ το οποίο θα εξυπηρετούσε
πληρως τις αναγκες σας. Το εξαιρετικό αυτό ΚΕΠ δεν είναι
απαραίτητα υπαρκτό, αλλά θα έχει τα χαρακτηριστικά που εσείς θα
θέλατε. Θα πρέπει να βαθμολογήσετε από το 1 έως το 7 σύμφωνα
με το πόσο σημαντικό είναι για σας το κάθε χαρακτηριστικό. Αν
πιστεύετε ότι ένα χαρακτηριστικό δεν είναι καθόλου σημαντικό
βαθμολογείτε με 1. Αν πιστεύετε ότι είναι απολύτως απαραίτητο για
ένα εξαιρετικό ΚΕΠ βαθμολογείτε με 7. Στην Τρίτη στήλη θα πρέπει
να βαθμολογήσετε το πραγματικό επίπεδο υπηρεσιών που
συναντήσατε στα ΚΕΠ που επισκεφτήκατε.

ΧΑΡΑΚΤΗΡΙΣΤΙΚΑ	ΠΟΣΟ ΣΗΜΑΝΤΙΚΟ ΕΙΝΑΙ ΓΙΑ ΣΑΣ ΝΑ ΥΠΑΡΧΕΙ ΤΟ ΧΑΡΑΚΤΗΡΙΣΤΙΚΟ ΑΥΤΟ ΣΕ ΕΝΑ ΕΞΑΙΡΕΤΙΚΟ ΚΕΠ	ΤΟ ΠΡΑΓΜΑΤΙΚΟ ΕΠΙΠΕΔΟ ΥΠΗΡΕΣΙΑΣ ΠΟΥ ΑΝΤΙΛΗΦΘΗΚΑΤΕ ΣΤΑ ΚΕΠ ΠΟΥ ΕΠΙΣΚΕΦΤΗΚΑΤΕ
1.ΕΥΧΑΡΙΣΤΟΣ ΧΩΡΟΣ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
2.ΣΥΓΧΡΟΝΟΣ ΤΕΧΝΟΛΟΓΙΚΟΣ ΕΞΟΠΛΙΣΜΟΣ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
3.ΕΠΑΡΚΕΣ ΕΝΤΥΠΟ ΥΛΙΚΟ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
4.ΟΛΟΚΛΗΡΩΣΗ ΜΙΑΣ ΔΙΑΔΙΚΑΣΙΑΣ ΣΩΣΤΑ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
5.ΟΛΟΚΛΗΡΩΣΗ ΜΙΑΣ ΔΙΑΔΙΚΑΣΙΑΣ ΣΤΟΝ ΚΑΤΑΛΛΗΛΟ ΧΡΟΝΟ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
6.ΙΚΑΝΟΠΟΙΗΣΗ ΑΙΤΗΜΑΤΟΣ ΑΠΟ ΤΗΝ ΠΡΩΤΗ ΦΟΡΑ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
7.ΣΩΣΤΗ ΤΗΡΗΣΗ ΑΡΧΕΙΩΝ /ΕΓΓΡΑΦΩΝ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
8.ΟΙ ΥΠΑΛΛΗΛΟΙ ΚΑΝΟΥΝ ΑΥΤΑ ΠΟΥ ΥΠΟΣΧΟΝΤΑΙ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
9.ΜΙΚΡΟΣ ΧΡΟΝΟΣ ΑΝΑΜΟΝΗΣ ΣΕ ΟΥΡΑ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
10.ΤΑΧΥΤΗΤΑ ΕΞΥΠΗΡΕΤΗΣΗΣ ΑΠΟ ΤΟΝ ΥΠΑΛΛΗΛΟ(ΚΑΤΑ ΤΗΝ ΠΑΡΑΜΟΝΗ ΣΤΟ ΚΕΠ ΚΑΙ ΟΧΙ ΓΙΑ ΤΗΝ ΟΛΟΚΛΗΡΩΣΗ ΤΗΣ ΔΙΑΔΙΚΑΣΙΑΣ)	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7
11.ΟΙ ΥΠΑΛΛΗΛΟΙ ΕΙΝΑΙ ΠΡΟΘΥΜΟΙ ΝΑ ΣΑΣ ΕΞΥΠΗΡΕΤΗΣΟΥΝ ΚΑΙ ΝΑ ΕΠΙΛΥΣΟΥΝ ΑΜΕΣΑ ΟΠΟΙΟΔΗΠΟΤΕ ΠΡΟΒΛΗΜΑ	Ελάχιστο Πάρα πολύ 1 2 3 4 5 6 7	χαμηλό υψηλό 1 2 3 4 5 6 7

	Ελάχιστο	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό	
13.ΟΙ ΥΠΑΛΛΗΛΟΙ ΣΑΣ ΕΝΗΜΕΡΩΝΟΥΝ ΜΕ ΑΚΡΙΒΕΙΑ ΓΙΑ ΤΟΝ ΧΡΟΝΟ ΔΙΕΚΠΕΡΑΙΩΣΗΣ ΤΗΣ ΥΠΟΘΕΣΗΣ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
14.ΟΙ ΥΠΑΛΛΗΛΟΙ ΕΙΝΑΙ ΕΥΓΕΝΙΚΟΙ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
15.ΟΙ ΥΠΑΛΛΗΛΟΙ ΑΠΑΝΤΟΥΝ ΙΚΑΝΟΠΟΙΗΤΙΚΑ ΣΤΙΣ ΕΡΩΤΗΣΕΙΣ ΣΑΣ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
16.ΕΜΠΙΣΤΟΣΥΝΗ ΣΤΟΥΣ ΥΠΑΛΛΗΛΟΥΣ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
17.ΟΙ ΥΠΑΛΛΗΛΟΙ ΕΧΟΥΝ ΤΙΣ ΑΠΑΡΑΙΤΗΤΕΣ ΓΝΩΣΕΙΣ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
18.ΒΟΛΙΚΟ ΩΡΑΡΙΟ ΛΕΙΤΟΥΡΓΙΑΣ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
19.ΕΥΚΟΛΗ ΠΡΟΣΒΑΣΗ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
20.ΟΙ ΥΠΑΛΛΗΛΟΙ ΑΣΧΟΛΟΥΝΤΑΙ ΜΕ ΤΙΣ ΙΔΙΑΙΤΕΡΕΣ ΑΝΑΓΚΕΣ ΤΟΥ ΚΑΘΕ ΠΕΛΑΤΗ, ΙΔΙΩΣ ΑΝ ΤΟ ΑΙΤΗΜΑ ΣΑΣ ΞΕΦΕΥΓΕΙ ΑΠΟ ΤΑ ΚΑΘΙΕΡΩΜΕΝΑ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
21.ΟΙ ΥΠΑΛΛΗΛΟΙ ΣΑΣ ΕΞΗΓΟΥΝ ΙΚΑΝΟΠΟΙΗΤΙΚΑ ΤΙΣ ΔΙΚΕΣ ΣΑΣ ΥΠΟΧΡΕΩΣΕΙΣ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό
22.ΕΥΚΟΛΗ ΕΠΙΚΟΙΝΩΝΙΑ ΜΕ ΤΟΝ ΠΡΟΙΣΤΑΜΕΝΟ	Ελάχιστο	1	2	3	4	5	6	7	Πάρα πολύ	χαμηλό	1	2	3	4	5	6	7	υψηλό

17.ΠΟΙΑ ΕΙΝΑΙ ,ΑΝ ΥΠΑΡΧΟΥΝ ,ΤΑ ΓΕΝΙΚΑ ΠΑΡΑΠΟΝΑ ΣΑΣ ΑΠΟ ΤΗΝ ΛΕΙΤΟΥΡΓΙΑ ΤΩΝ ΚΕΠ;

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19. ΗΛΙΚΙΑ

Μέχρι 20 21-35 36-55 Άνω των 55

20. ΕΘΝΙΚΟΤΗΤΑ

Ελληνική Άλλη

21. ΕΚΠΑΙΔΕΥΣΗ

Δημοτικό Γυμνάσιο Λύκειο Ανώτερη / Ανώτατη Μεταπτυχιακές σπουδές