

11.8.2024

Author

ERES, Figen

Title

Service quality of state university in Turkey : the case of Ankara

Publication year

2011

Source/Footnote

In: European journal of higher education. - 1 (2011) 2-3, S. 249 - 260

Inventory number

31563

Keywords

Ausland : Türkei : einzelne Hochschulen ; Ausland : Türkei : Studenten, Studium, Lehre

Abstract

The aim of this study is determine the service quality perceptions of students being educated at state universities in Ankara. The sample of the study is composed of final grade students of faculties of Economics and Administrative Sciences. The sample of the study is composed of a total of randomly selected students. There were 416 returned questionnaires. In the study, the service quality scale which was developed by Holdford and Reinders and which was adapted to Turkish by Sakarya has been used. The sub-dimensions of the scale are in correlation with each other. It has been determined through the data that the students of Middle East Technical University are satisfied with service quality whereas the students of other universities are partially satisfied. Students' views on sub-dimensions display a difference among universities. Implications for further research and practice are also discussed.(HRK / Abstract übernommen)