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Stratified Random

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Sampling

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(T-Test)

One Way Analysis of Variance

Tukey

(ANOVA)

Statistical Package for Social

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(TQM)

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(Bishop et. Al , 1994)

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(Bergquist, 1995)

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Input Criteria1-4-3

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.(Mayhew LB., 1990)

Output Criteria2-4-3

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.(Saunders, 1992)

Value Added Criteria

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.(Bergquist , 1992)

Process Oriented Criteria

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%		%			
16	31	84	162	192	
49	167	51	178	345	
51	1690	49	1651	3341	

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Stratified Random Sampling

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2003/2002

%		
67	130	
52	180	
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%17	60	574	
%29	100	950	
%22	78	749	
%12	43	406	
%20	69	662	
%100	350	3341	

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2003/2002

%48	130	%39.4	50	%91.4	64	
%52	141	%60.6	77	%8.6	6	
%100	271	%100	127	%100	70	

Likert Scale

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Cronbach)

(www.ats.ucla.edu) (Alph

(Cronbach Alpha)

(0.96)

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(T-Test) •

One Way Analysis of Variance (ANOVA) •

" Tukey" •

Statistical Package for Social

. (www.ats.ucla.edu) Sciences

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1.13	2.8	.	1
1.00	3.1		2
1.03	3		3
1.19	2.7		4
0.65	4		5
0.97	3.8	.	6
1.03	3.1	.	7
0.85	3.7	.	8
1.05	2.8	.	9
1.21	2.6		10
0.99	3.2	.	11
1.15	2.7		12
1.01	2.8		13
1.16	2.8		14
1.21	3		15
1.05	3.5		16
0.99	3.7		17
1.07	3.1	.	18
0.92	3.4	.	19
0.97	3.3	.	20

1.07	3.3		21
1.11	2.9		22
1.13	3		23
1.14	3.3		24
1.17	3.2		25
1.02	2.8		26
1.00	3.3		27
1.12	3.1		28
1.03	3.1		29
1.31	2.9		30
1.08	2.9		31
0.89	1.8		32
0.82	3.6		33
0.89	3.6		34
0.99	3.2		35
0.96	2.6		36
1.14	3.2		37
1.17	2.9		38
0.99	3.3		39
1.17	3		40
1.01	3.1		41
1.16	2.7		42
1.23	2.8		43
0.89	3.1	()	44

0.88	3.8	.	45
1.16	2.9	.	46
1.05	2.4	.	47
1.15	3.4	.	48
1.06	3.5	.	49
1.03	2.6	.	50
1.04	3.1	.	51
0.71	3.2	.	52
1.17	2.5	.	53
1.10	3	.	54

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1.14	3.1	.	-1
1.12	2.7	.	-2
1.08	2.9	.	-3
1.25	2.4	.	-4
1.21	2.9	.	-5
1.09	3.3	.	-6
1.12	2.9	.	-7
1.14	3.1	.	-8
1.17	2.9	.	-9
1.78	2.6	.	-10
1.26	3	.	-11
1.13	3.4	.	-12
1.17	3.3	.	-13
1.07	3.7	.	-14

1.20	2.9	.	-15
1.17	3.1	.	-16
1.18	2.7	.	-17
1.19	3.2	.	-18
2.65	2.8	.	-19
1.05	3.4	.	-20
1.22	2	.	-21
0.75	4.1	.	-22
1.16	3.4	.	-23
1.16	3.1	.	-24
1.15	2.8	.	-25
1.00	2.1	.	-26
1.15	3.2	.	-27
0.95	1.9	.	-28
1.02	2.9	.	-29
1.08	3.1	.	-30
1.20	2.4	.	-31
1.28	2.7	.	-32
1.10	2.4	.	-33
1.02	3.4	.	-34
1.28	3.3	.	-35
1.10	2	.	-36
1.26	2.4	.	-37
1.32	2.8	.	-38
1.19	2.8	.	-39

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1.21	3.1		-1
1.18	2.7		-2
1.22	2.5		-3
1.14	2.9	()	-4
1.02	3		-5
1.00	3.5		-6
0.80	4		-7
0.99	3.2		-8
1.05	3		-9
0.87	3.8		-10
2.24	3		-11
1.02	3.1		-12
1.13	2.9		-13
1.04	2.8		-14
0.95	3.1		-15
1.07	3.1		-16
1.17	2.8		-17
1.04	2.2		-18

1.10	2.9		-19
0.89	3.2		-20
0.93	3		-21
1.08	2.9		-22
1.04	2.3		-23
1.09	3.2		-24
1.06	2.4		-25
1.16	2.8		-26
1.07	2.8		-27
1.12	3.3		-28
1.07	2.4		-29
1.06	3	()	-30
1.06	3.3		-31
0.83	1.5	()	-32
1.03	1.9		-33
1.06	2.9		-34
1.02	3.3		-35
1.08	2.3		-36
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1.28	3.2		-39
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0.82	3.6	.	-43
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1.01	2.2	.	-45
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1.22	3	.	-47
1.12	2.4	.	-48
1.15	2.7	.	-49
0.72	3.1	.	-50