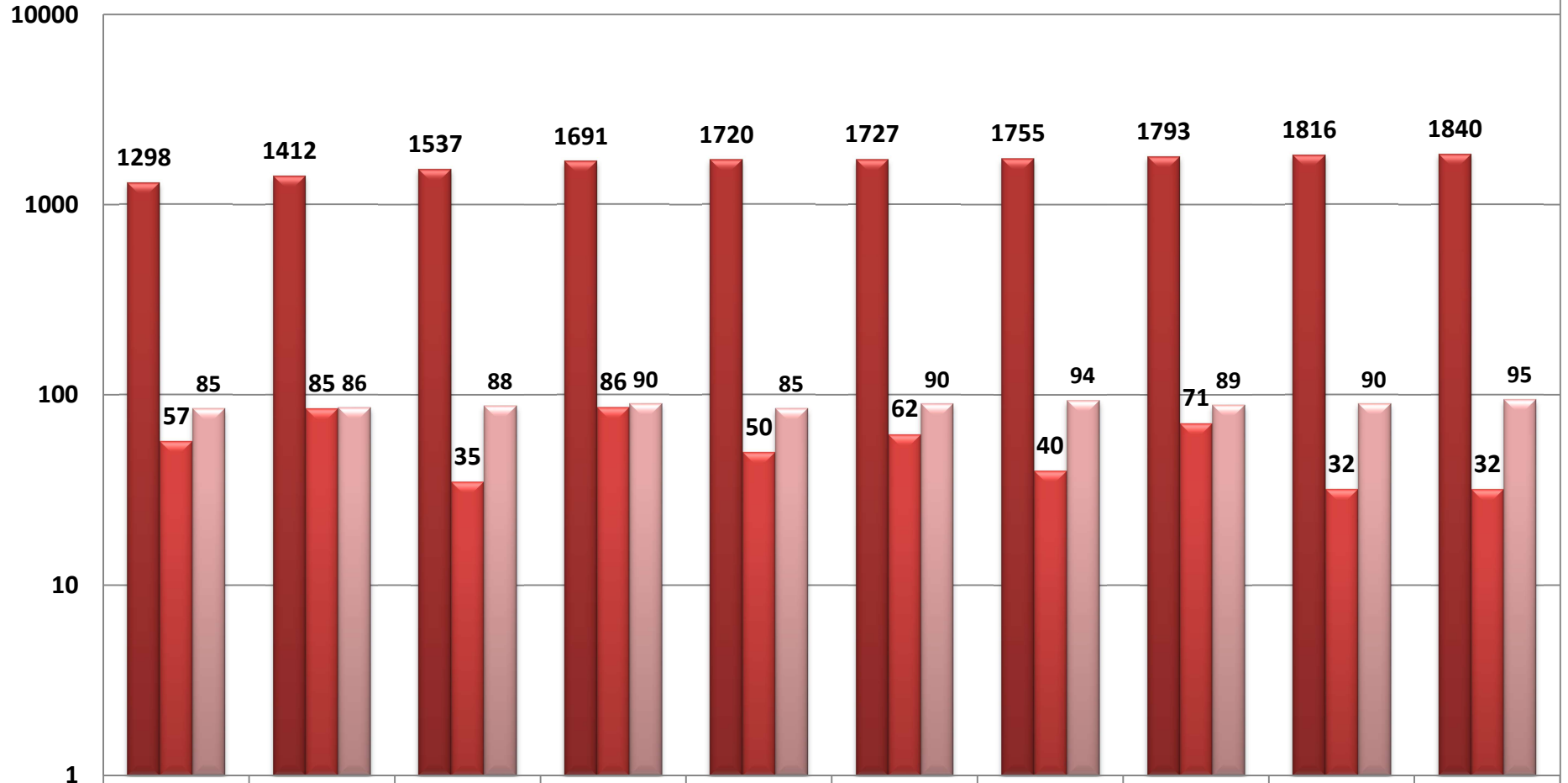


## YILLAR İTİBARI İLE ÜYE MEMNUNİYET ORANLARI TAKİP ÇİZELGESİ



■ ÜYE SAYISI

■ ANKET SAYISI

■ MEMNUNİYET ORANI(%)

2014

2015

2016

2017

2018(1)

2018(2)

2018(3)

2019(1)

2019(2)

2019(3)

1298

1412

1537

1691

1720

1727

1755

1793

1816

1840

57

85

35

86

50

62

40

71

32

32

85

86

88

90

85

90

94

89

90

95