

AIESEC in Turkey Q2

NPS REPORT

What is NPS?

- 📌 The Net Promoter Score then is the percentage of members who are promoters less the percentage of detractors. This formula accounts for the central tendency bias and focuses action on the two priorities: reduce issues and raise excellence.

EXPLANATION

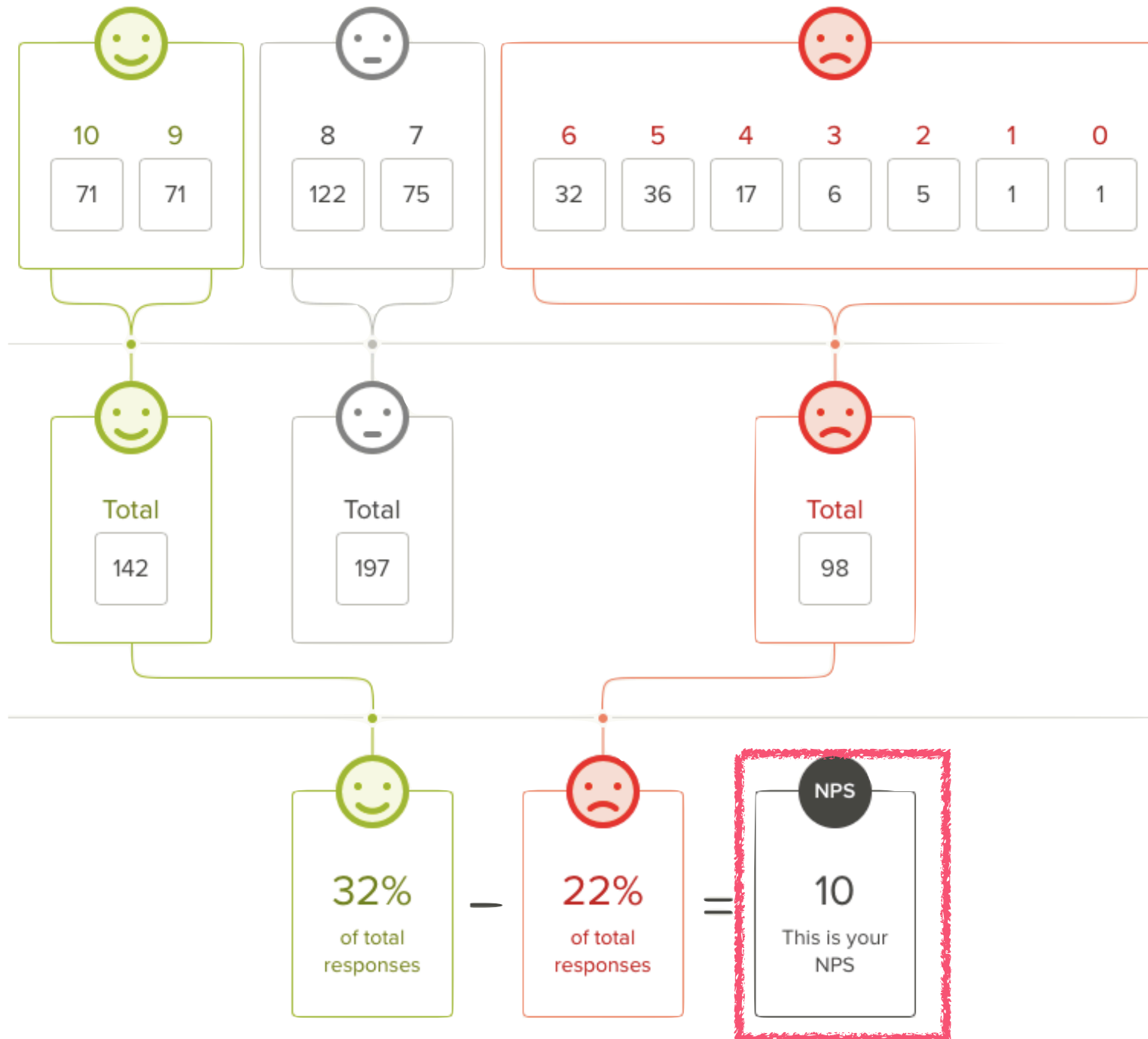


CALCULATION

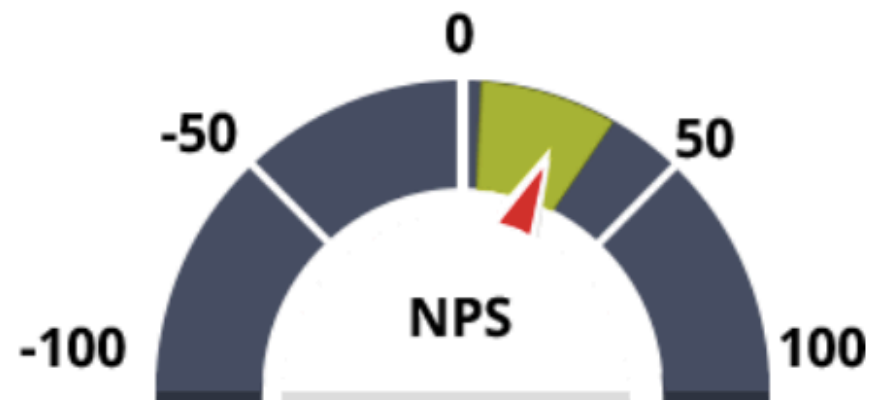
$$\text{NPS} = \frac{\text{Promoters} \times 100}{\text{Total Respondents}} - \frac{\text{Detractors} \times 100}{\text{Total Respondents}}$$

The Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of promoters, yielding a score between -100 to 100. A score of -100 means every respondent is a detractor while a score of 100 means everyone is a promoter. NPS is an indicator of your company's health and is the first step to improving your customer's loyalty

EVALUATION TURKEY



EVALUATION TURKEY

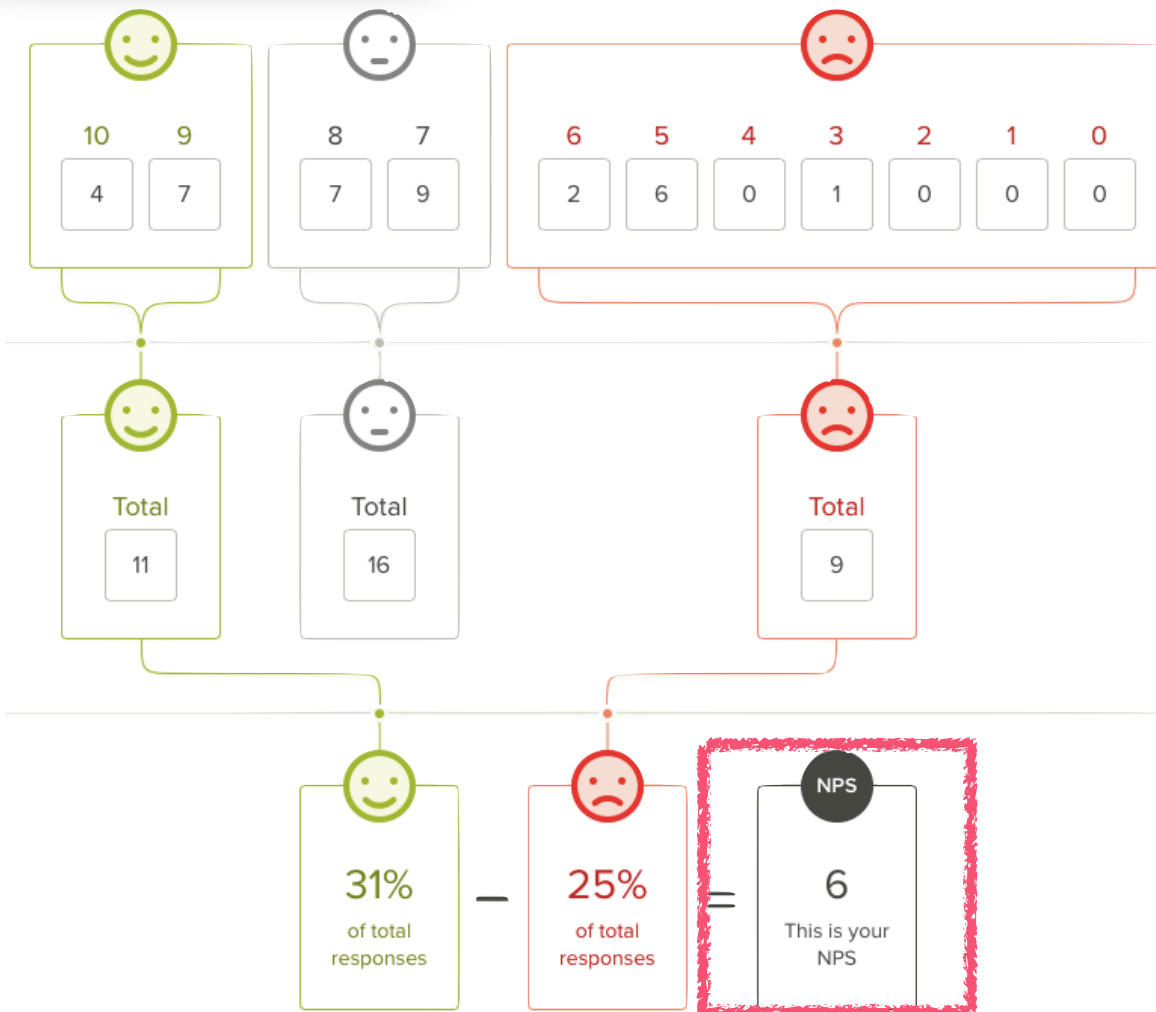


- PROMOTERS
- PASSIVES
- DETRACTORS

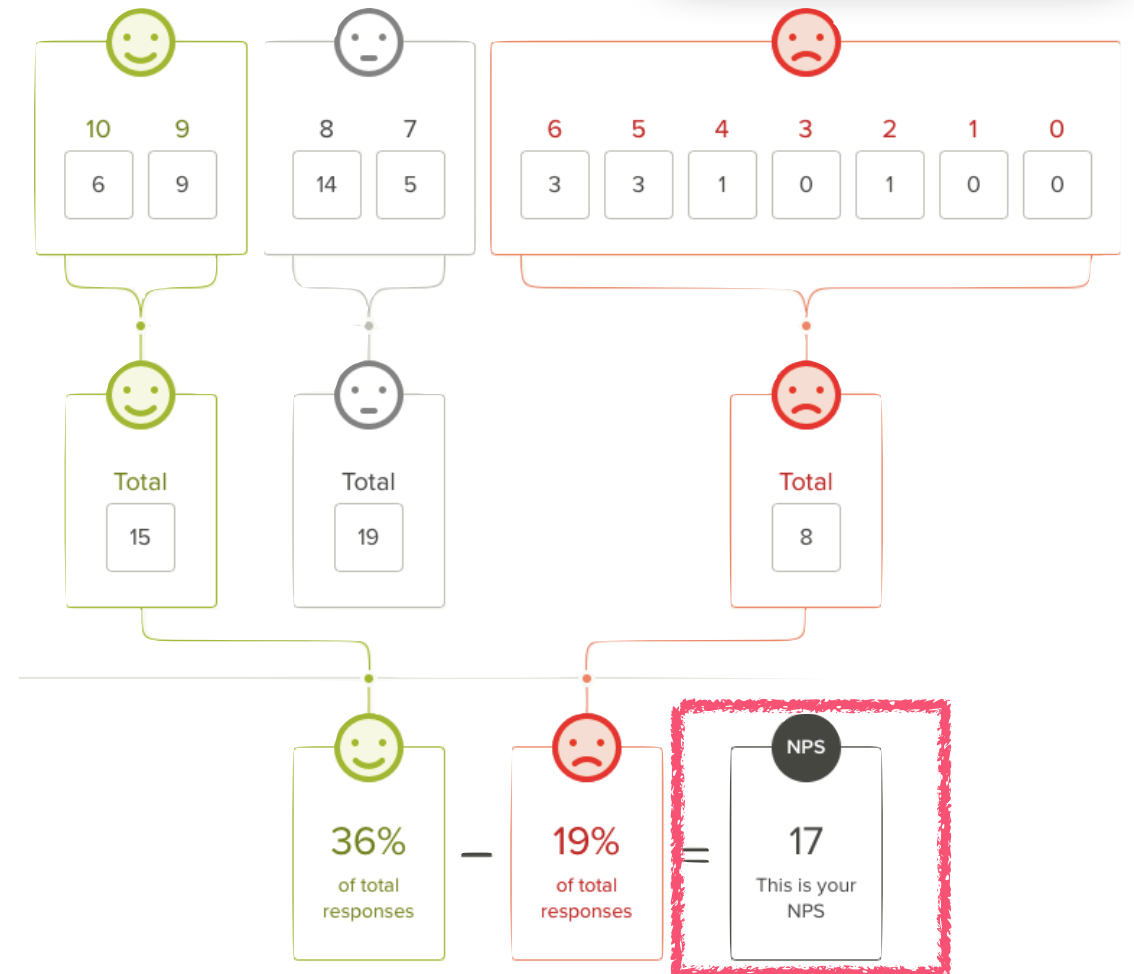
10 = PASSIVES

EVALUATION FUNCTIONALS

BD



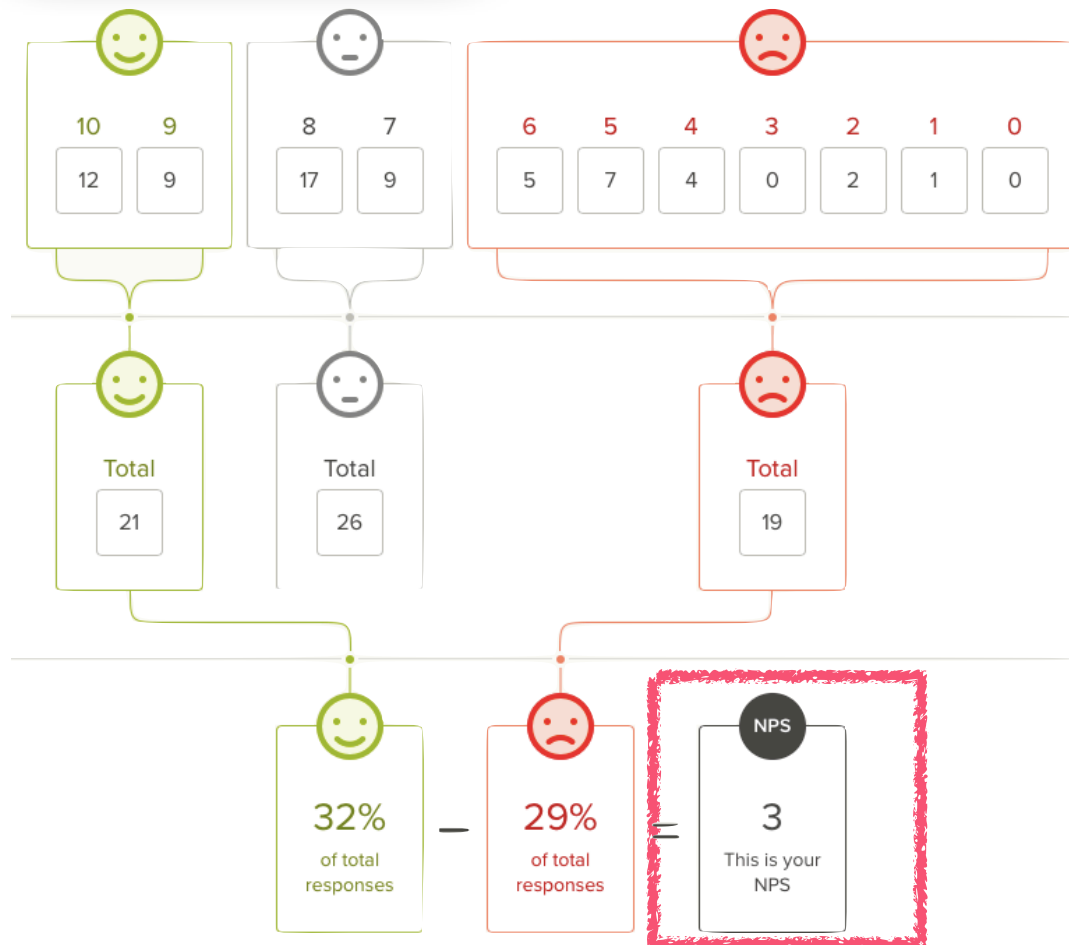
MKT



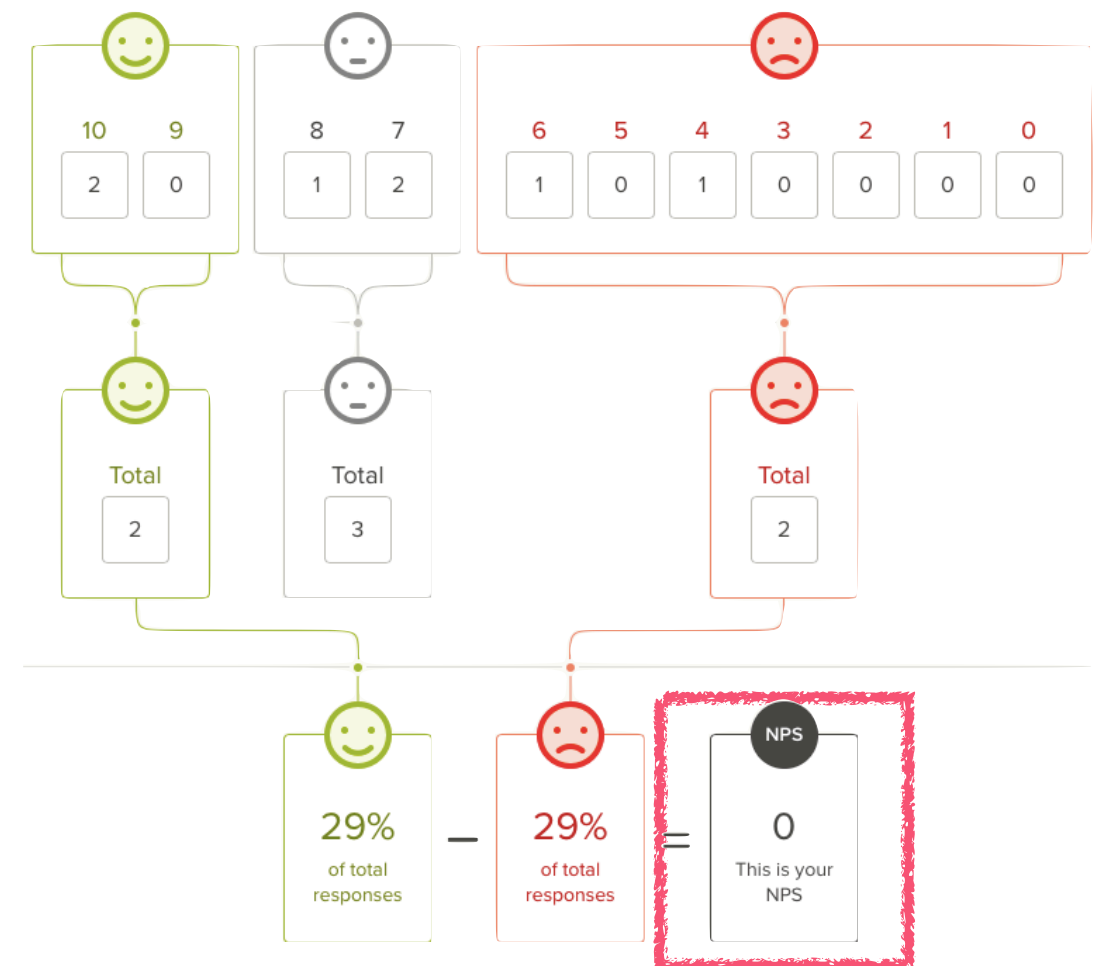
Q2 NPS TR

EVALUATION FUNCTIONALS

iGET



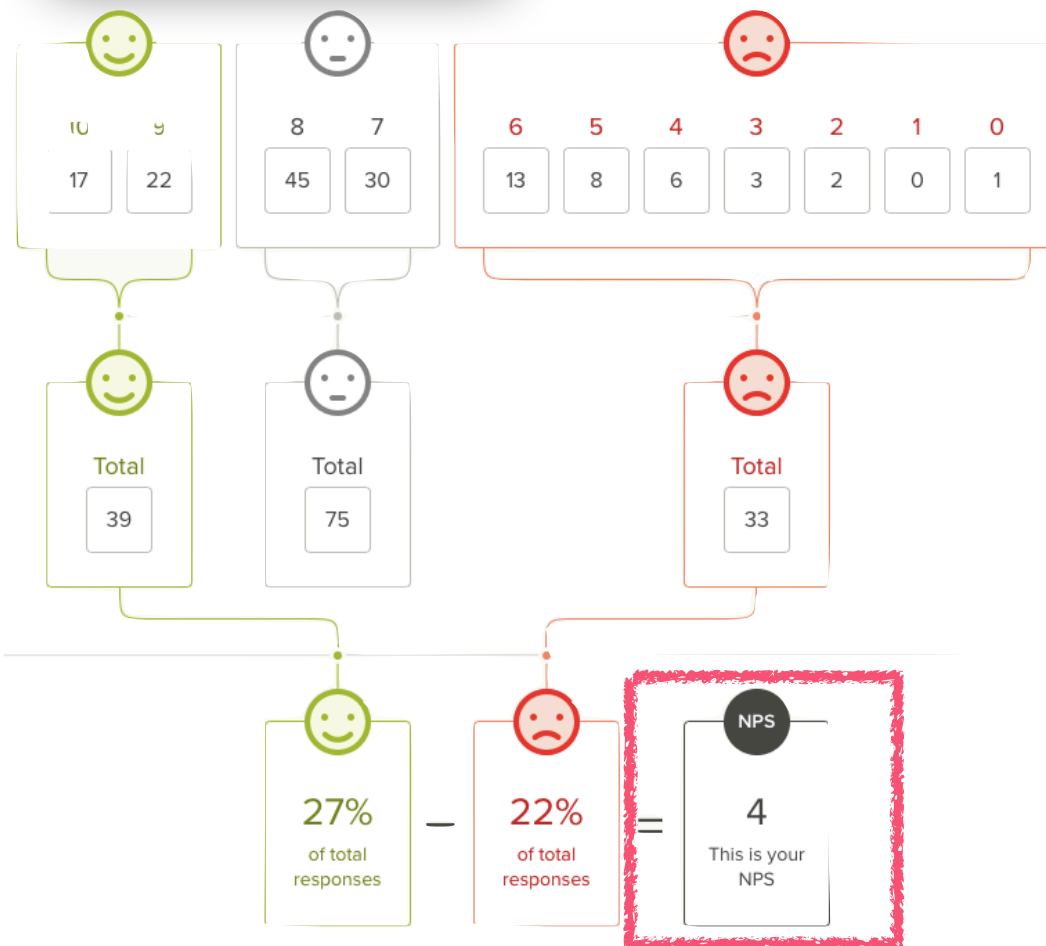
FIN



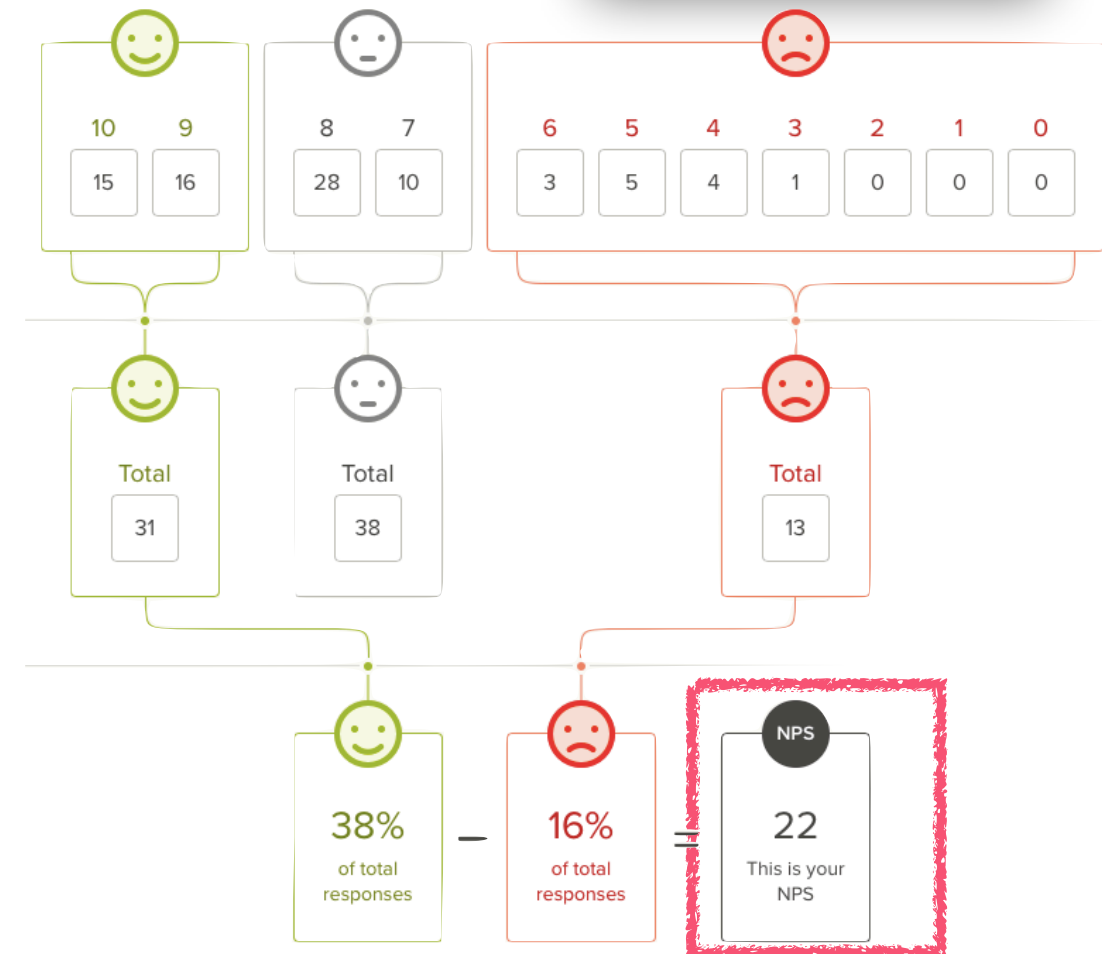
Q2 NPS TR

EVALUATION FUNCTIONALS

iGV



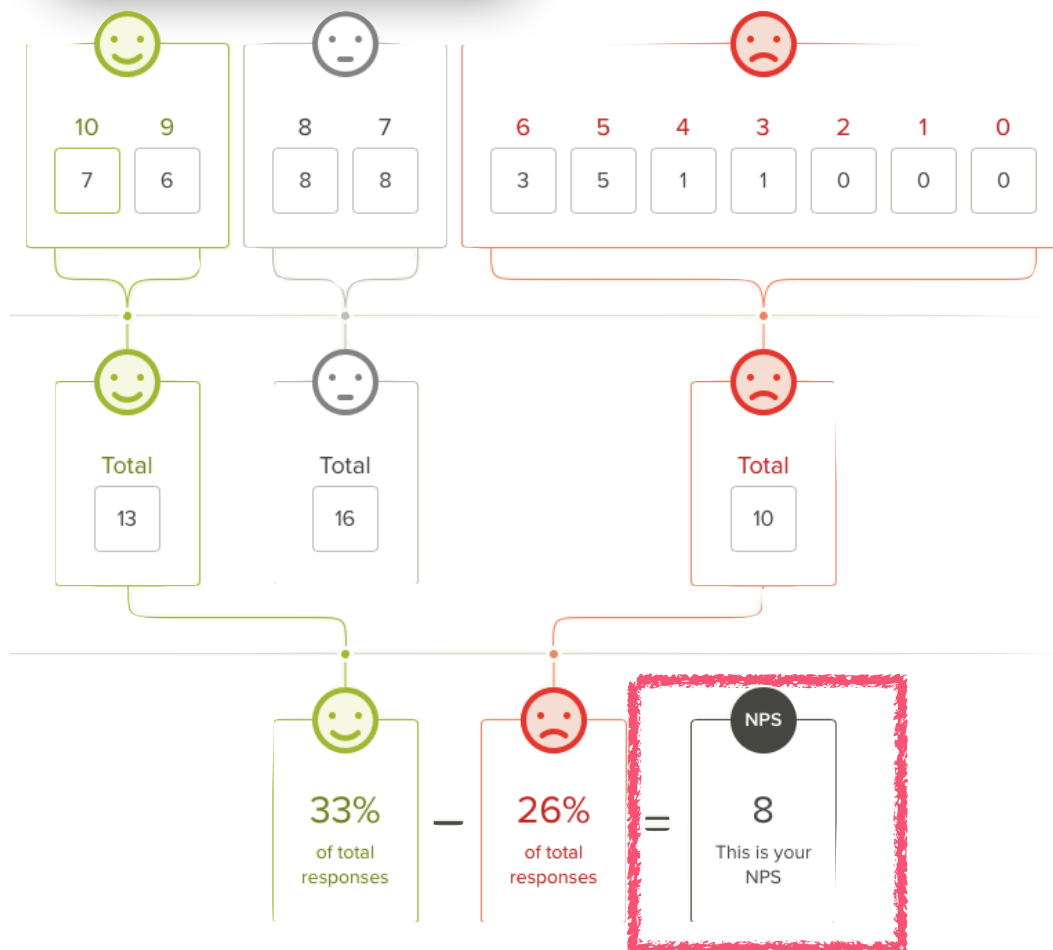
oGV



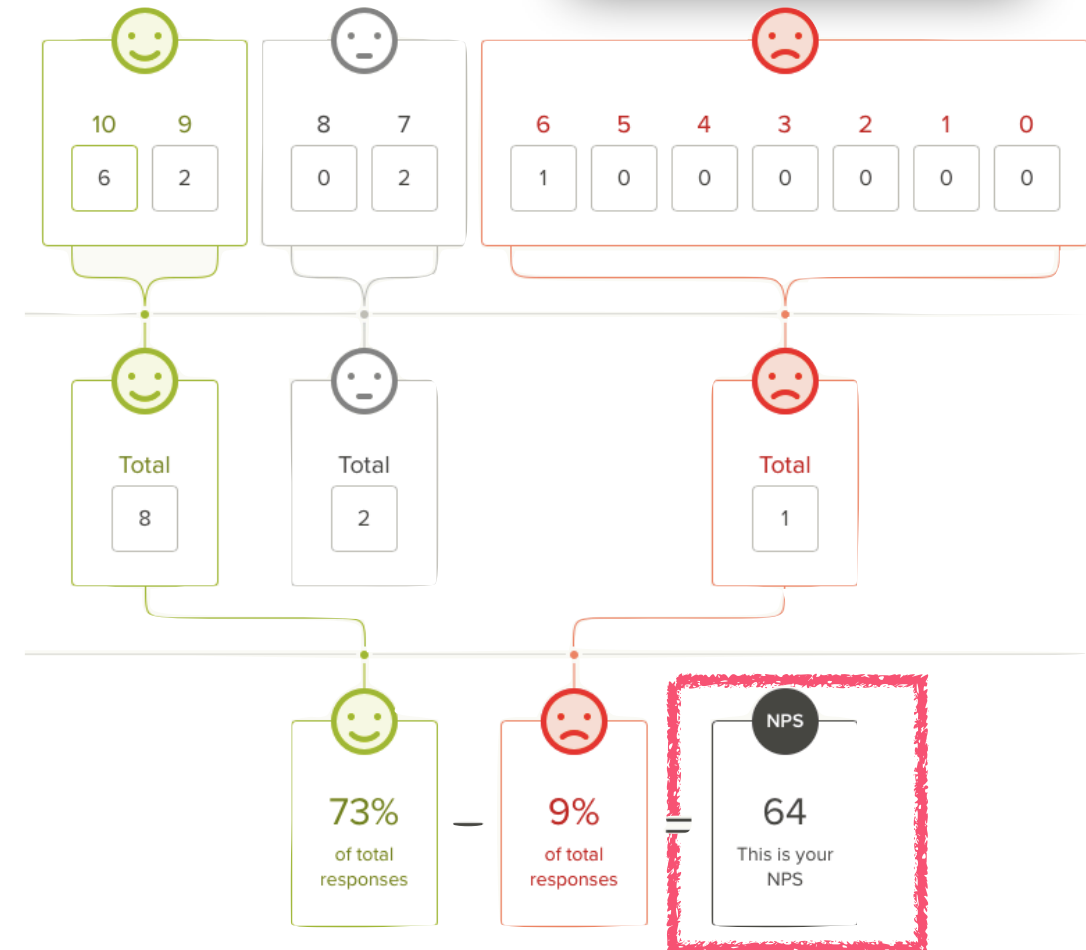
Q2 NPS TR

EVALUATION FUNCTIONALS

oGET



TM



Q2 NPS TR

NUMBER OF ANSWERS

ADANA
40

ANKARA
75

ANTALYA
27

BURSA
17

ÇANAKKALE
0

DENİZLİ
18

EAST MED
0

ESKİŞEHİR
49

GAZİANTEP
19

MANİSA
0

İSTANBUL
28

İSTANBUL ASIA
35

İSTANBUL WEST
12

İZMİR
38

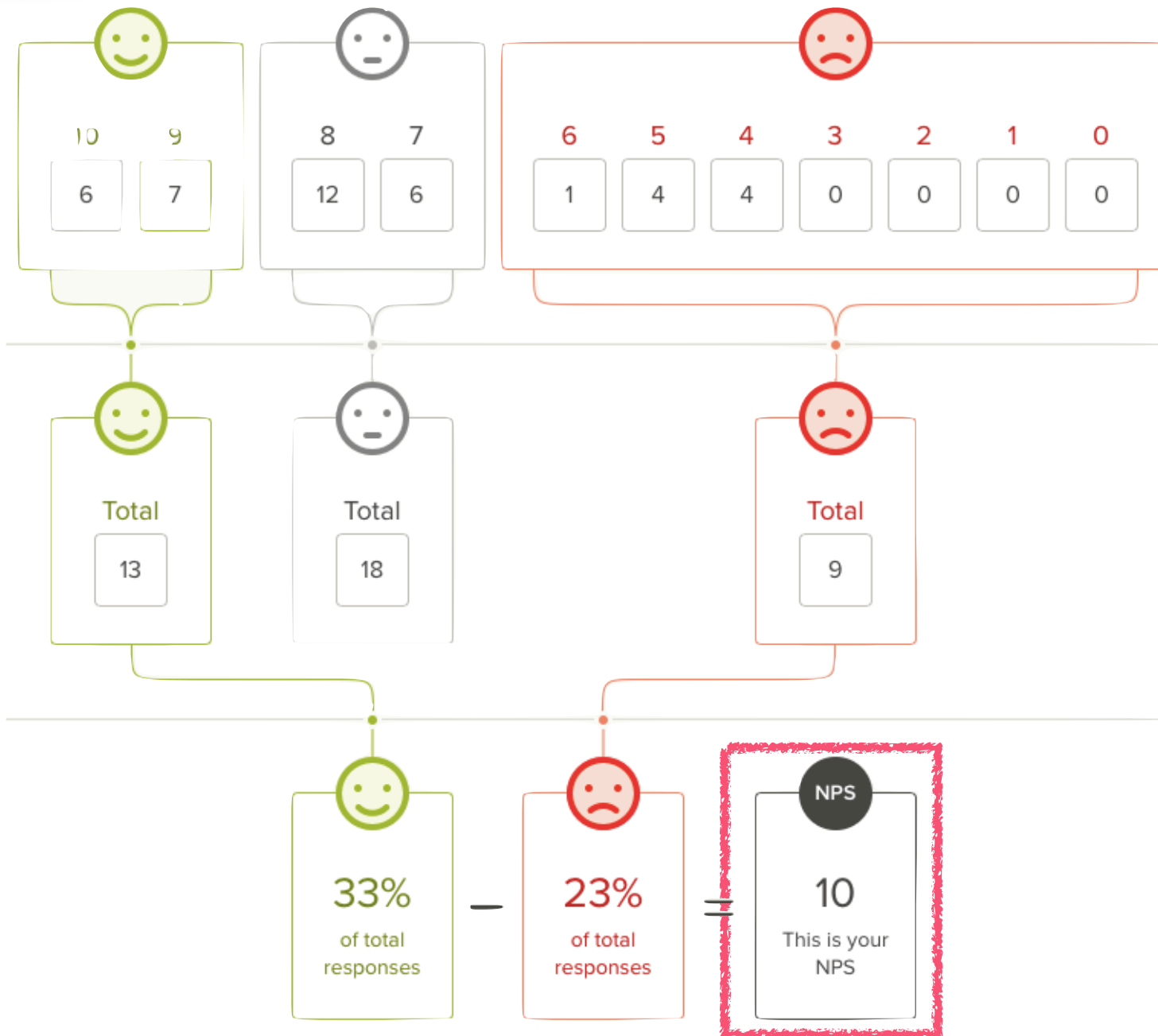
KOCAELİ
26

TRABZON
35

SAKARYA
0

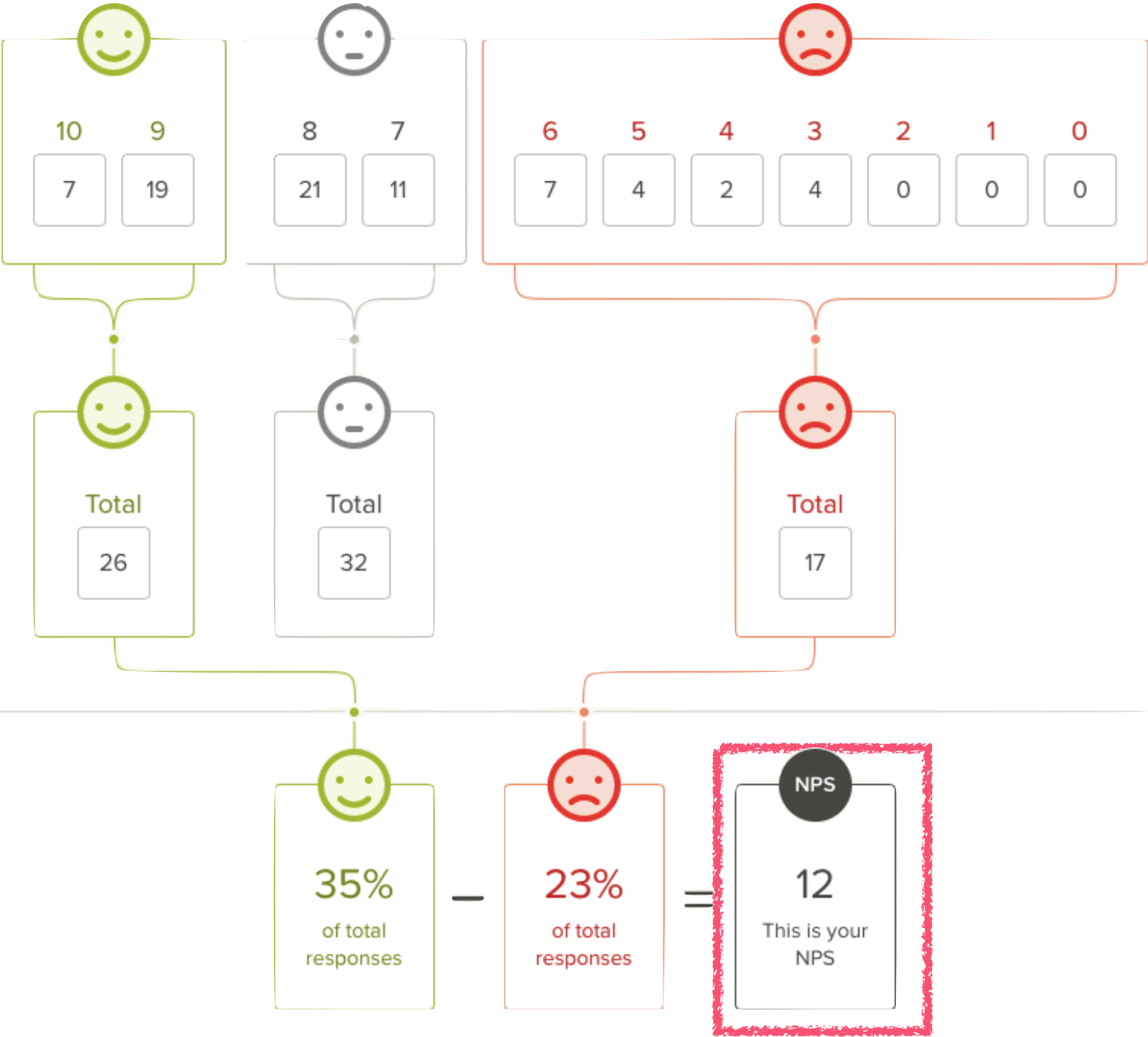
YALOVA
18

EVALUATION ADANA



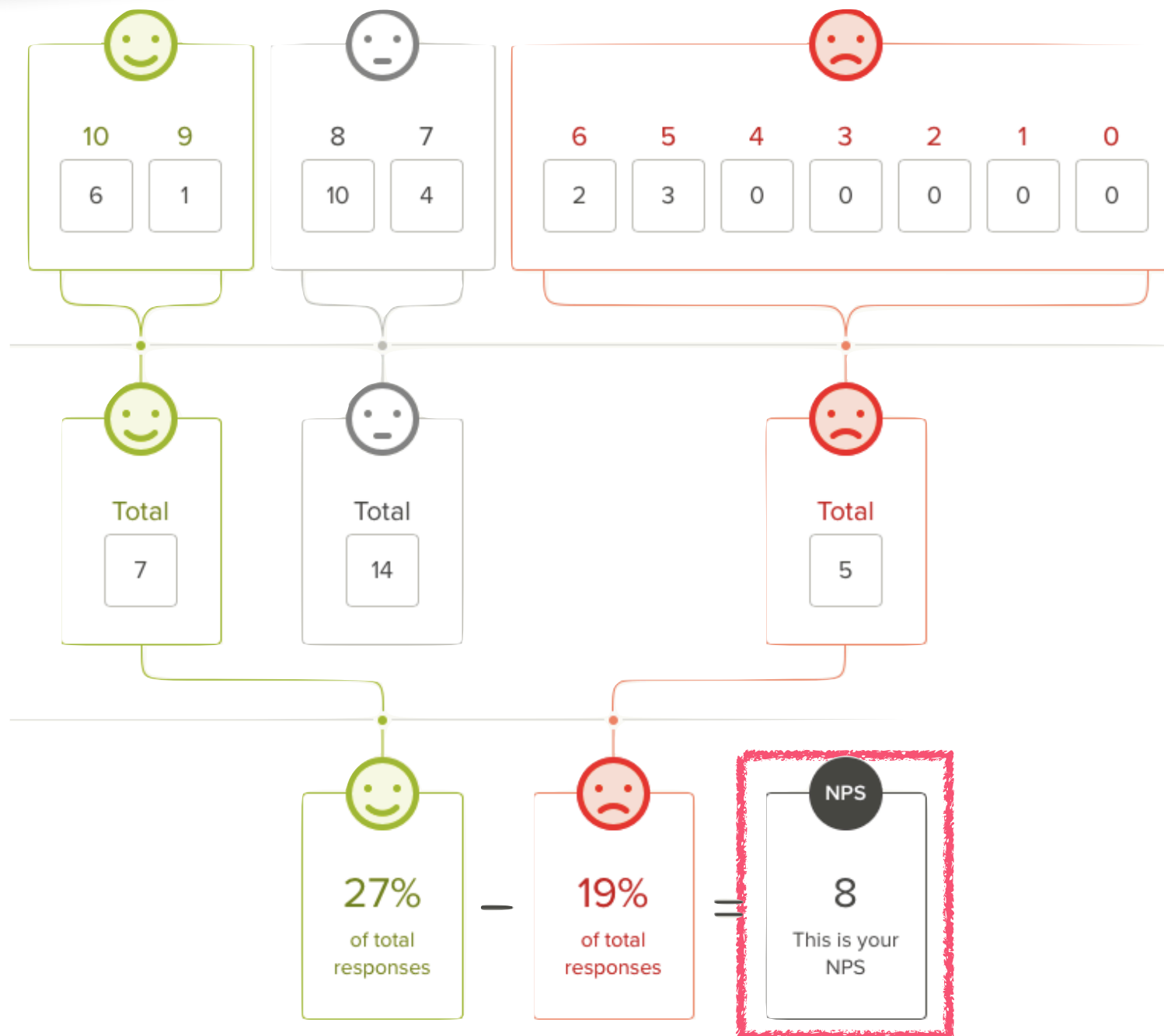
10 = PASSIVES

EVALUATION ANKARA



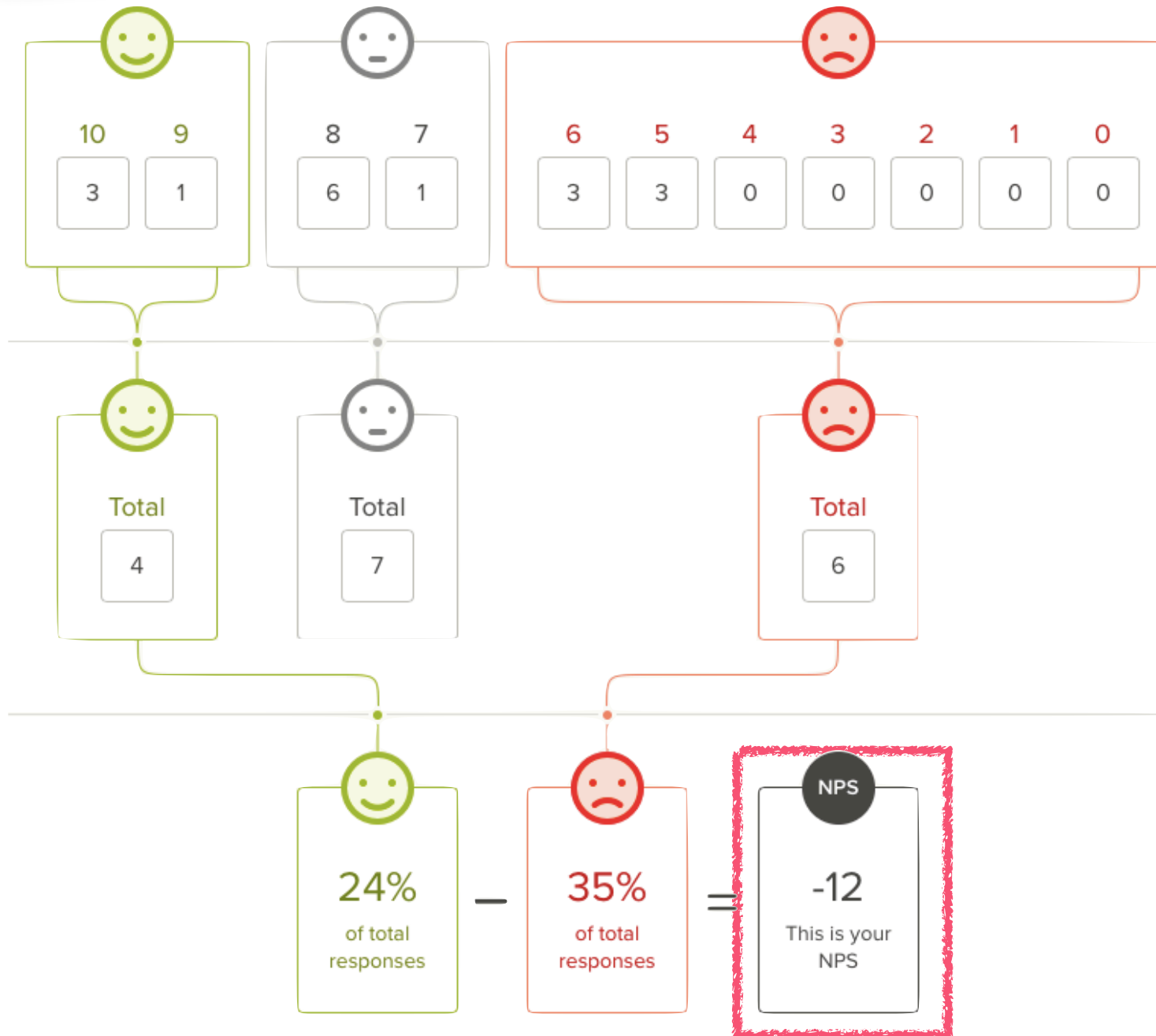
12 = PASSIVES

EVALUATION ANTALYA



8 = PASSIVES

EVALUATION BURSA

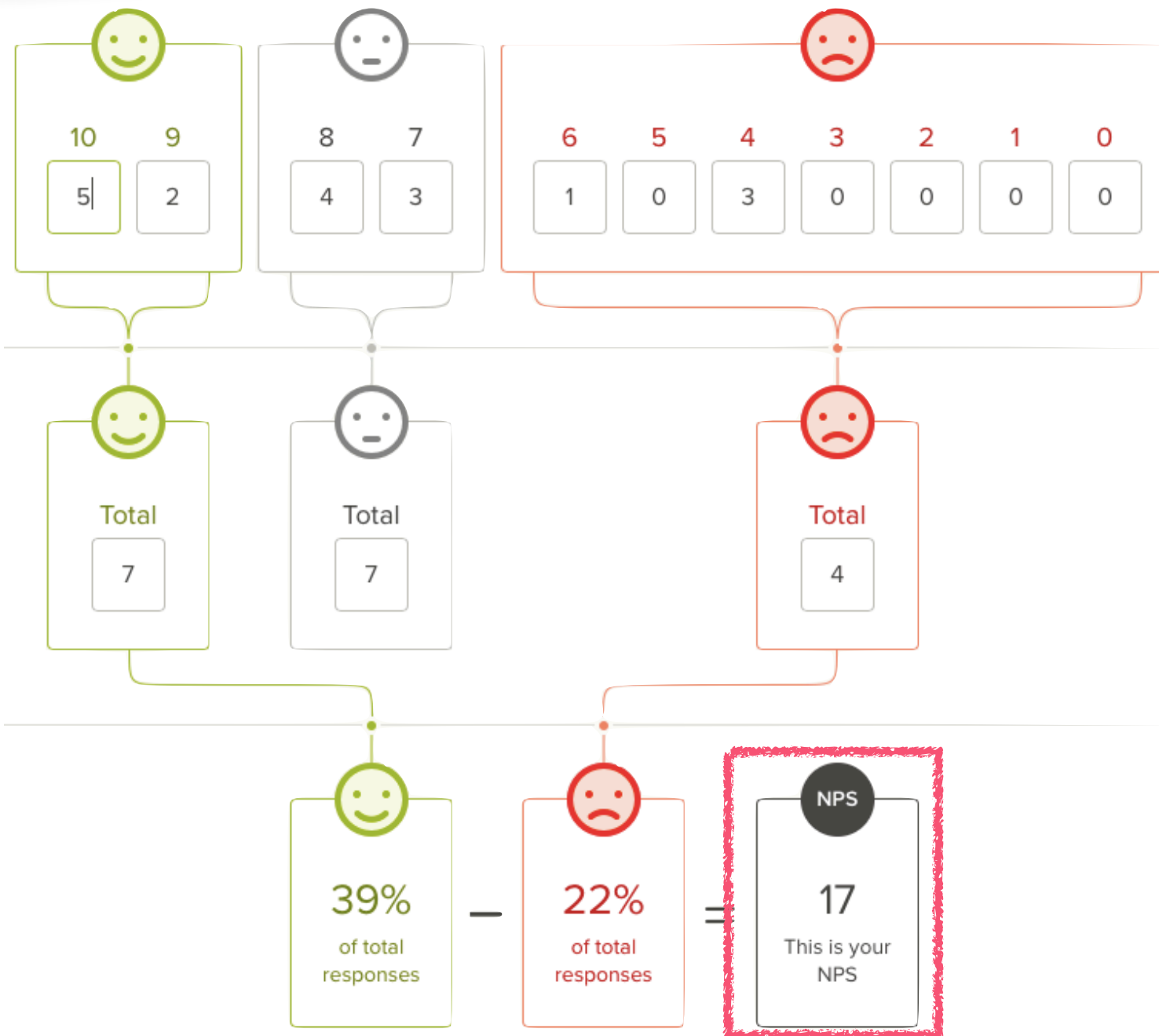


-12 = DETRACTORS

EVALUATION ÇANAKKALE

NUMBER OF ANSWERS : 0
NPS : N/A

EVALUATION DENİZLİ



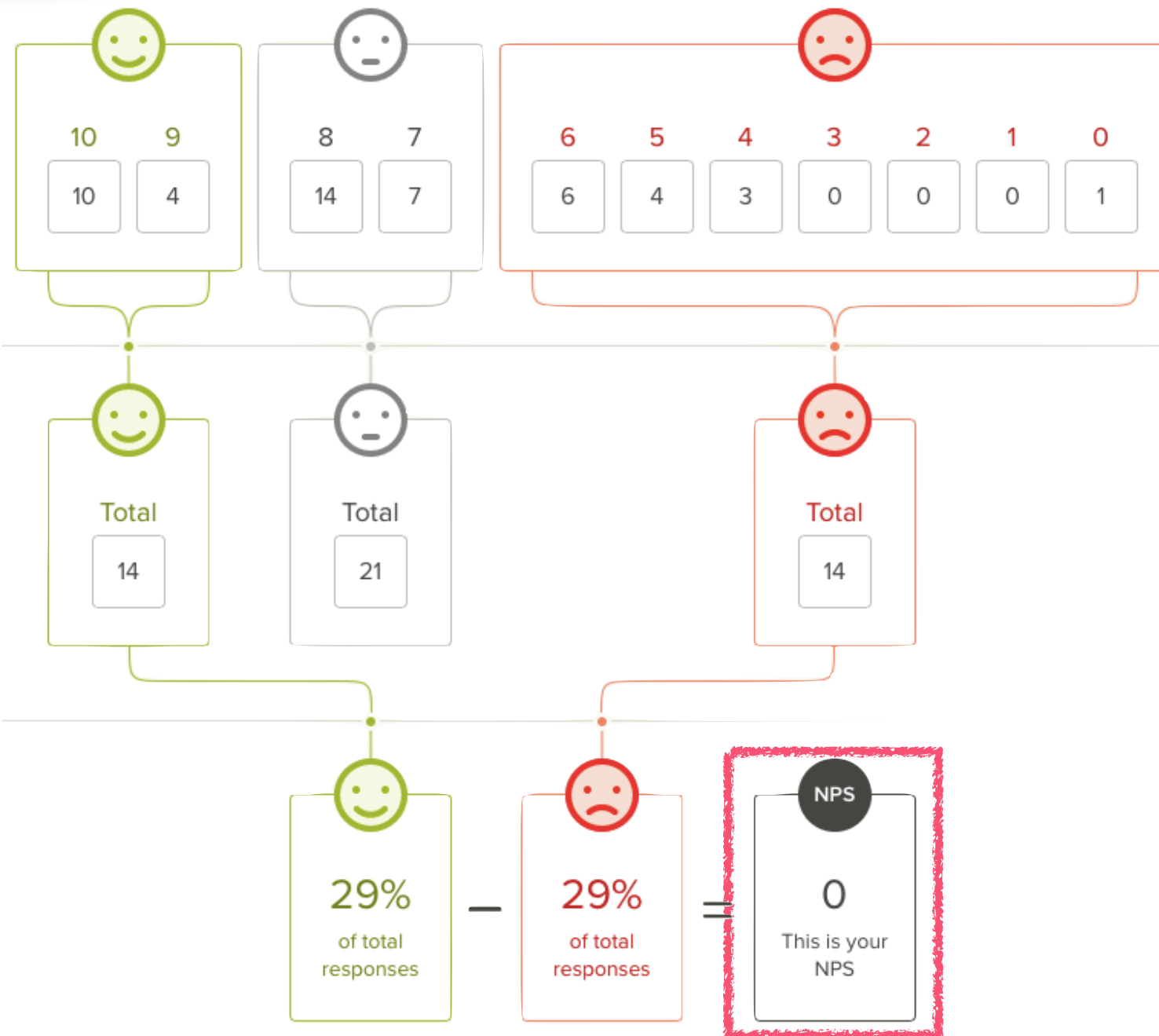
17 = PASSIVES

EVALUATION EAST MED

NUMBER OF ANSWERS : 0

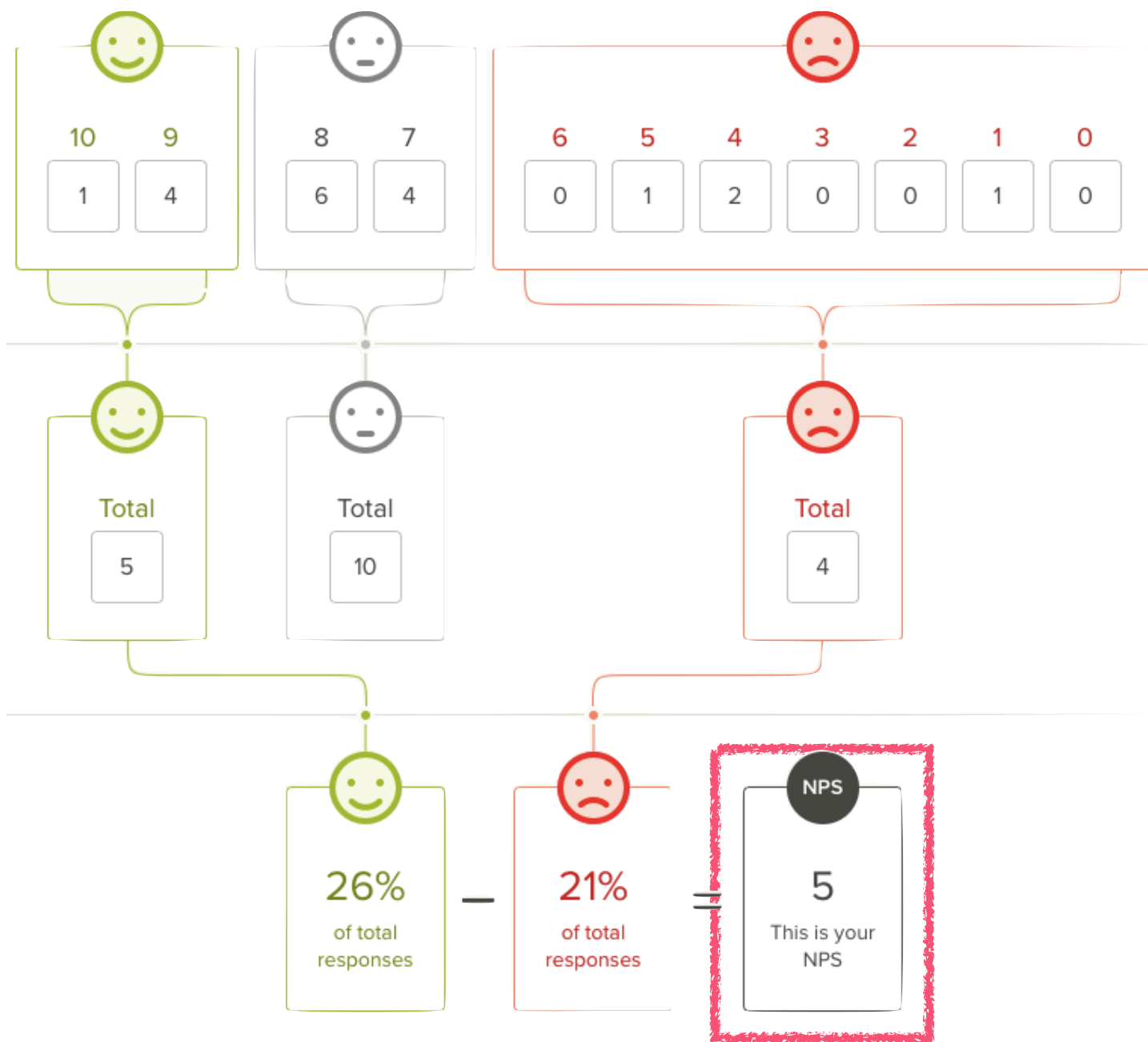
NPS : N/A

EVALUATION ESKİŞEHİR



0 = PASSIVES

EVALUATION GAZİANTEP



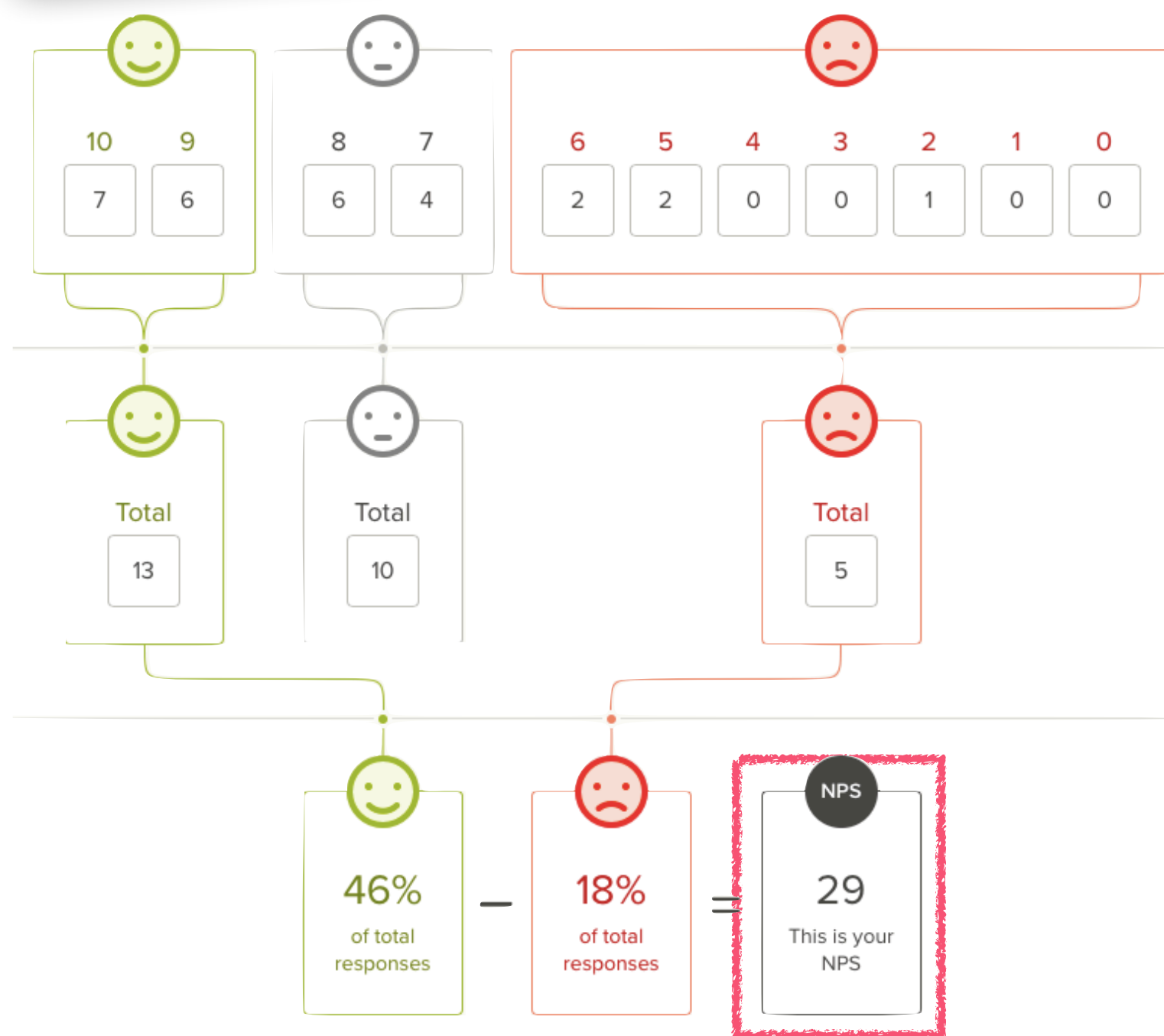
5 = PASSIVES

EVALUATION MANISA

NUMBER OF ANSWERS : 0

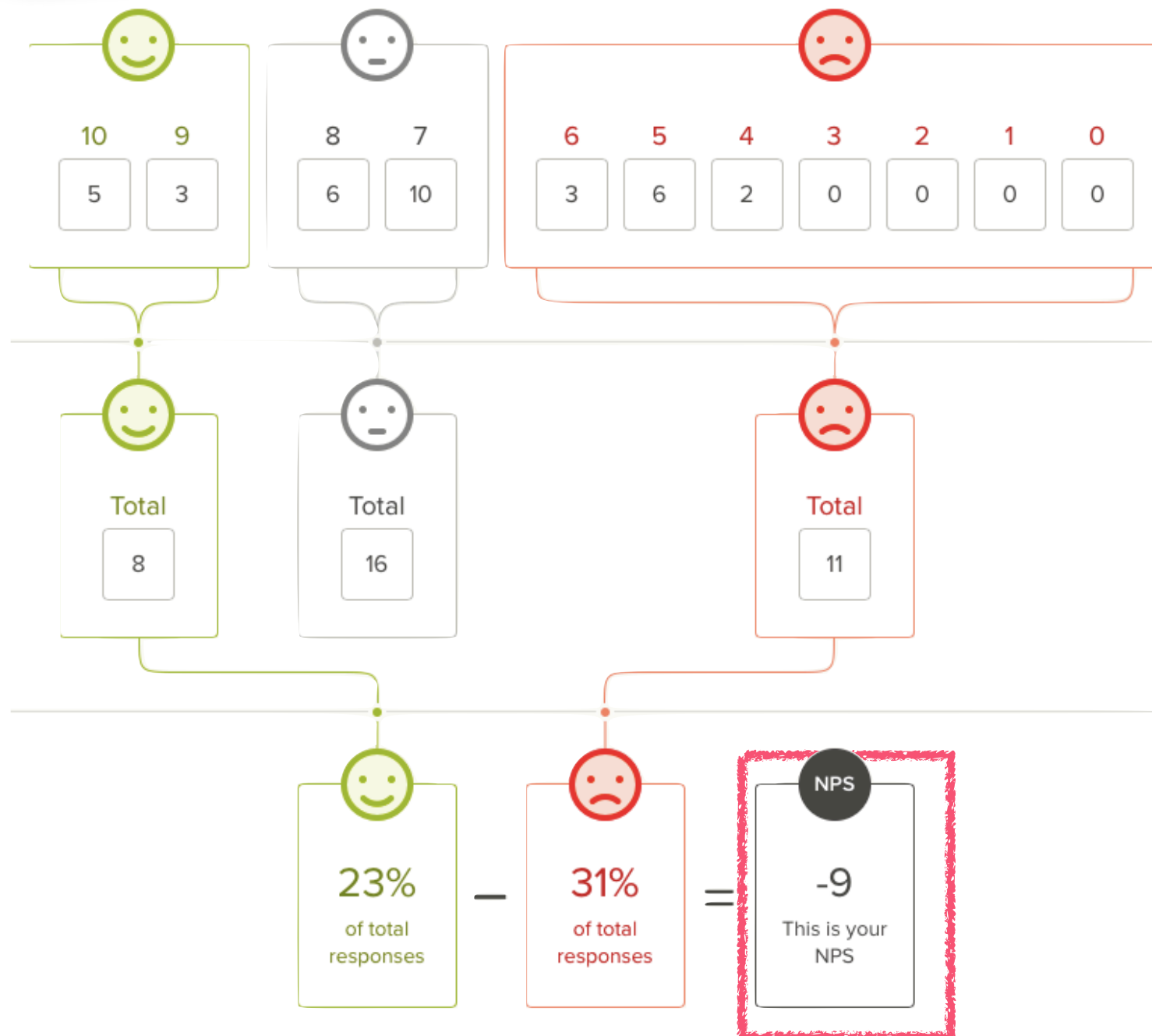
NPS : N/A

EVALUATION İSTANBUL



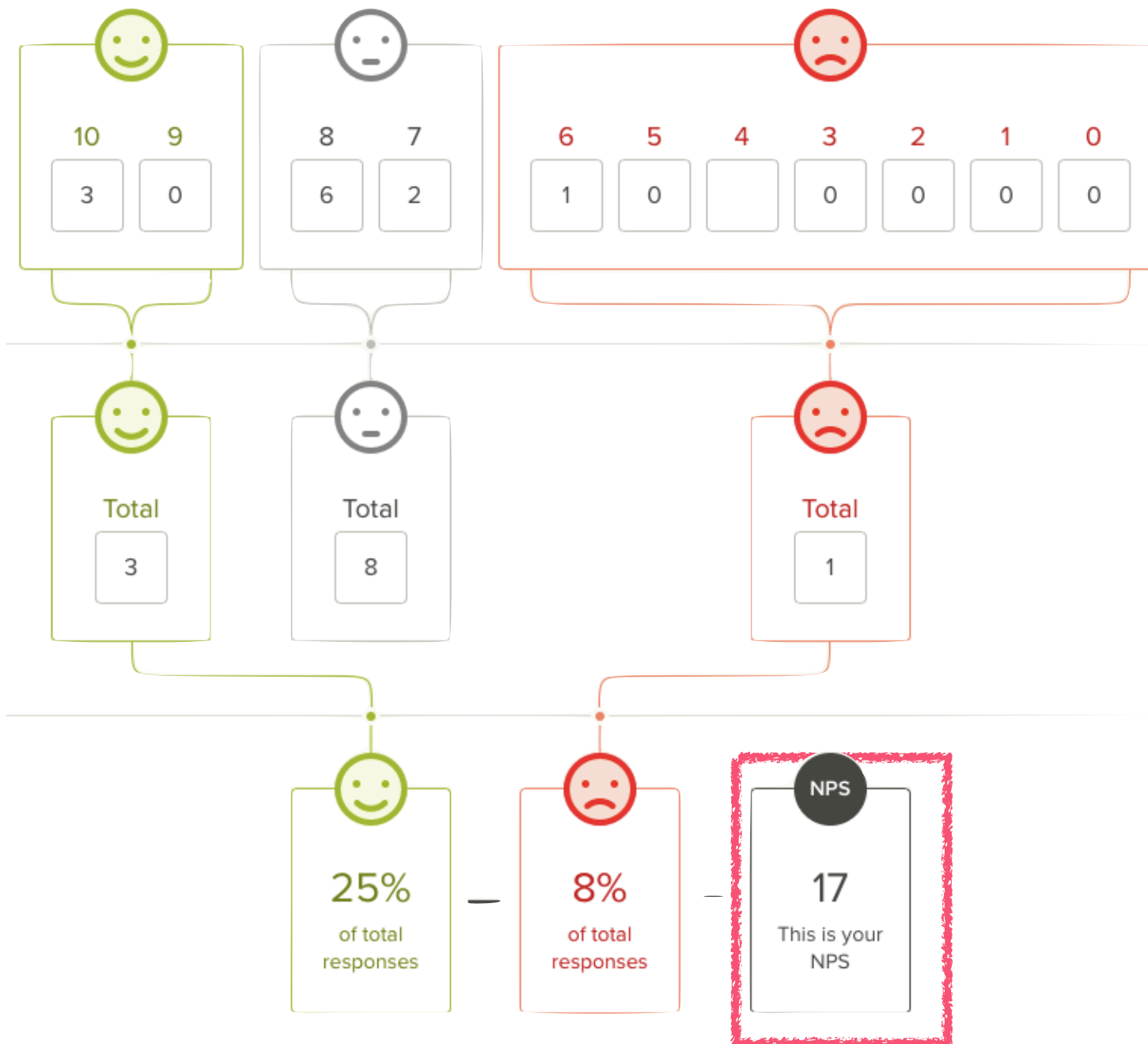
29 = PASSIVES

EVALUATION İSTANBUL ASIA



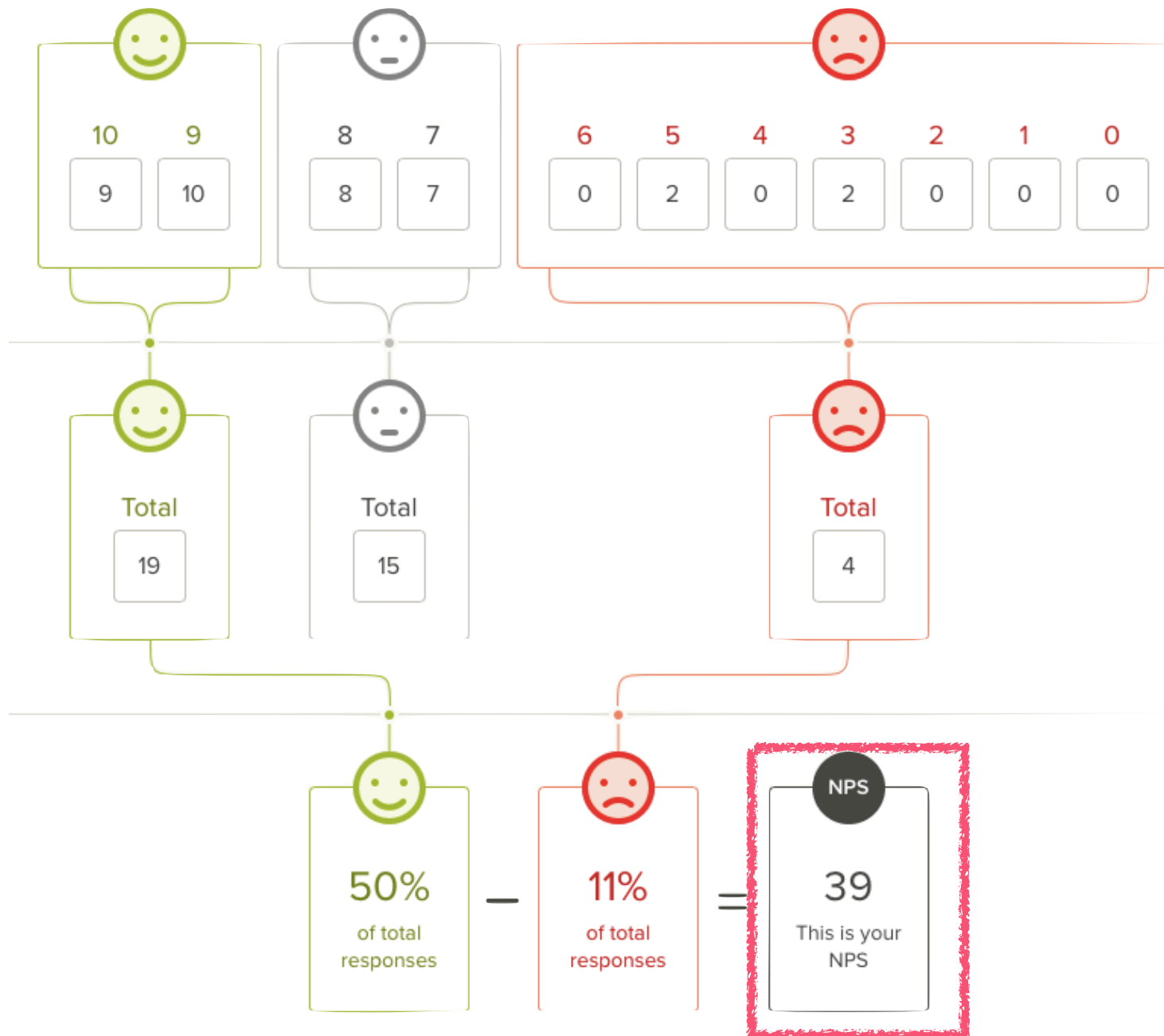
-9 = DETRACTORS

EVALUATION İSTANBUL WEST



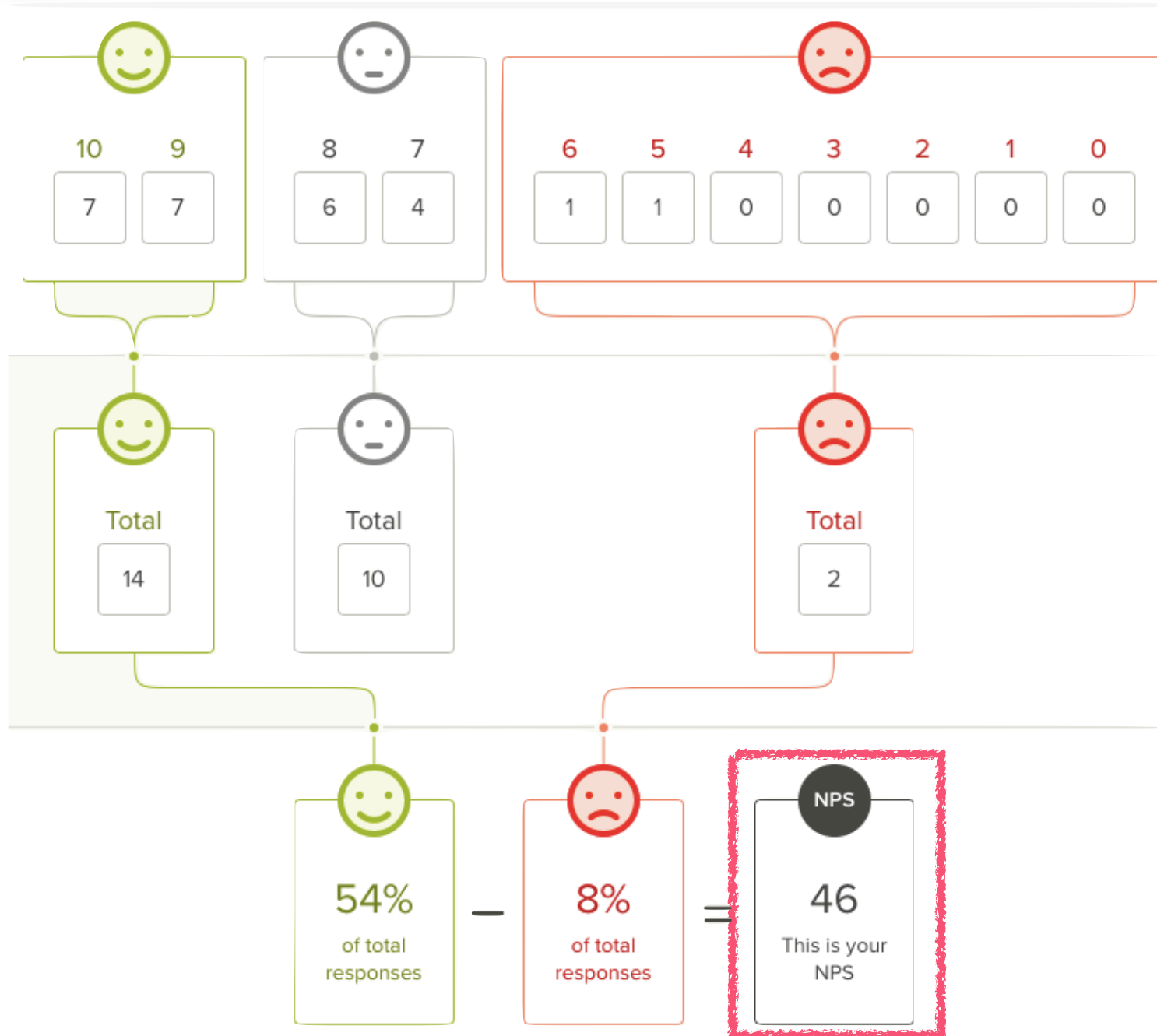
17 = PASSIVES

EVALUATION İZMİR



39 = PASSIVES

EVALUATION KOCAELİ



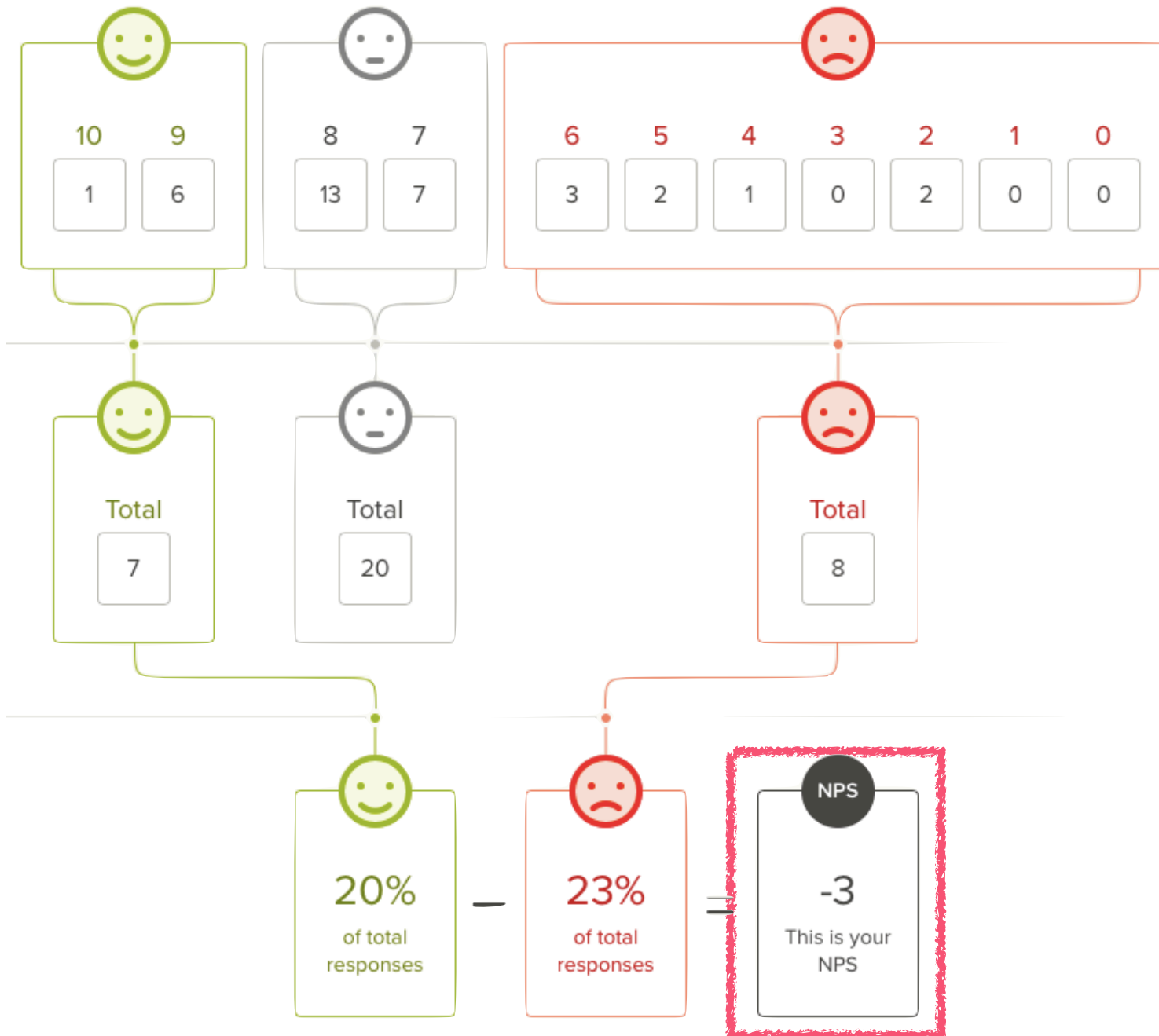
46 =PASSIVES

EVALUATION SAKARYA

NUMBER OF ANSWERS : 0

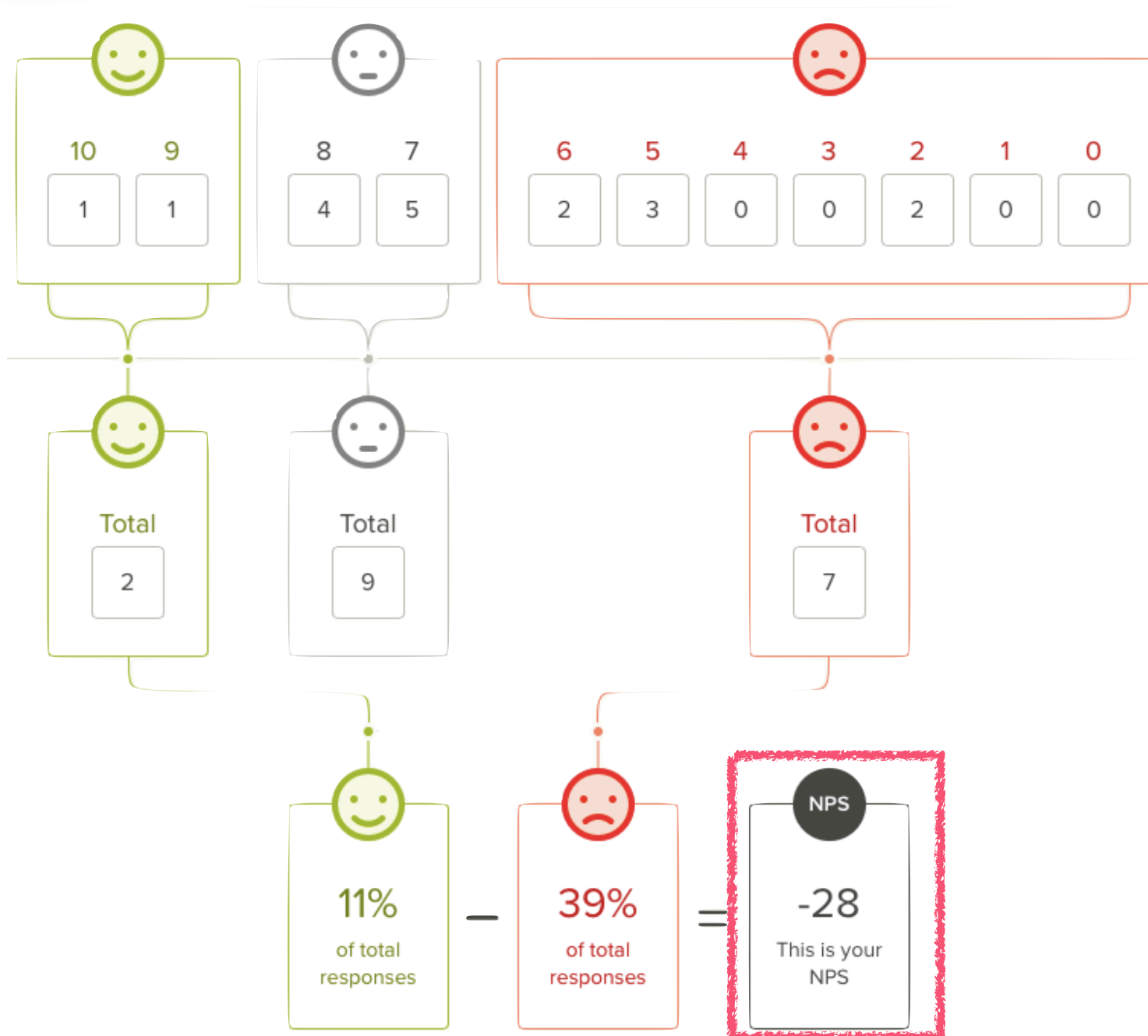
NPS : N/A

EVALUATION TRABZON



-3 = DETRACTORS

EVALUATION YALOVA



-28= DETRACTORS

What should be our focuses
according to answers?

- 📌 More communication with your members
- 📌 Members leadership development
- 📌 Giving accurate and sufficient job descriptions
- 📌 More explanation about our goals and the things that we should do for it
- 📌 Creating EB- TL & EB-TM spaces more

If you have any questions, you can approach me !

My TMs, I will send you an email about what you need to do for your departments

MCVP TM - Beyza Aygün
beyzzaygun@gmail.com

THANK YOU ❤️