

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

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

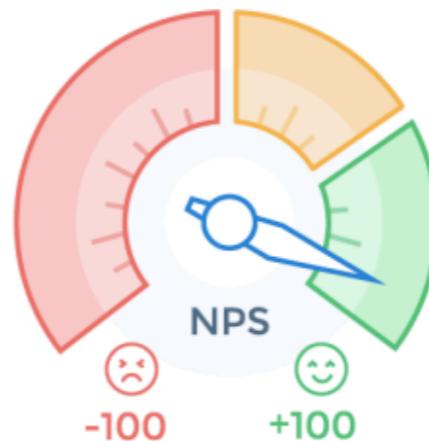
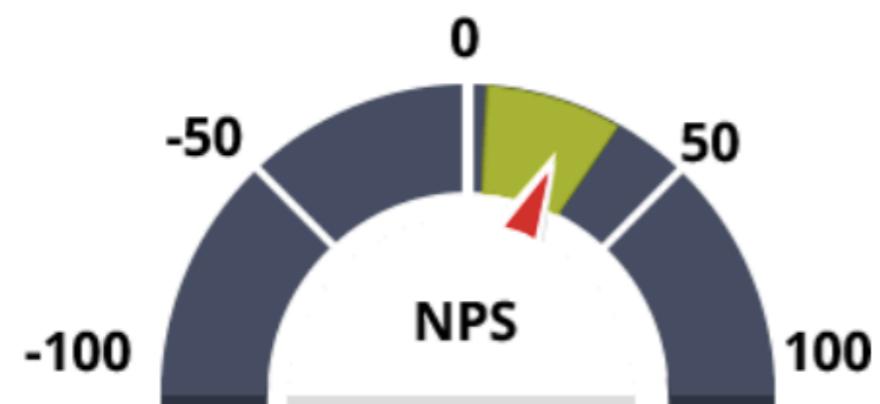
The Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of promoters, yielding a score between -100 to 100. A score of -100 means every respondent is a detractor while a score of 100 means everyone is a promoter. NPS is an indicator of your company's health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

EVALUATION TURKEY



Q2 NPS TR

EVALUATION TURKEY

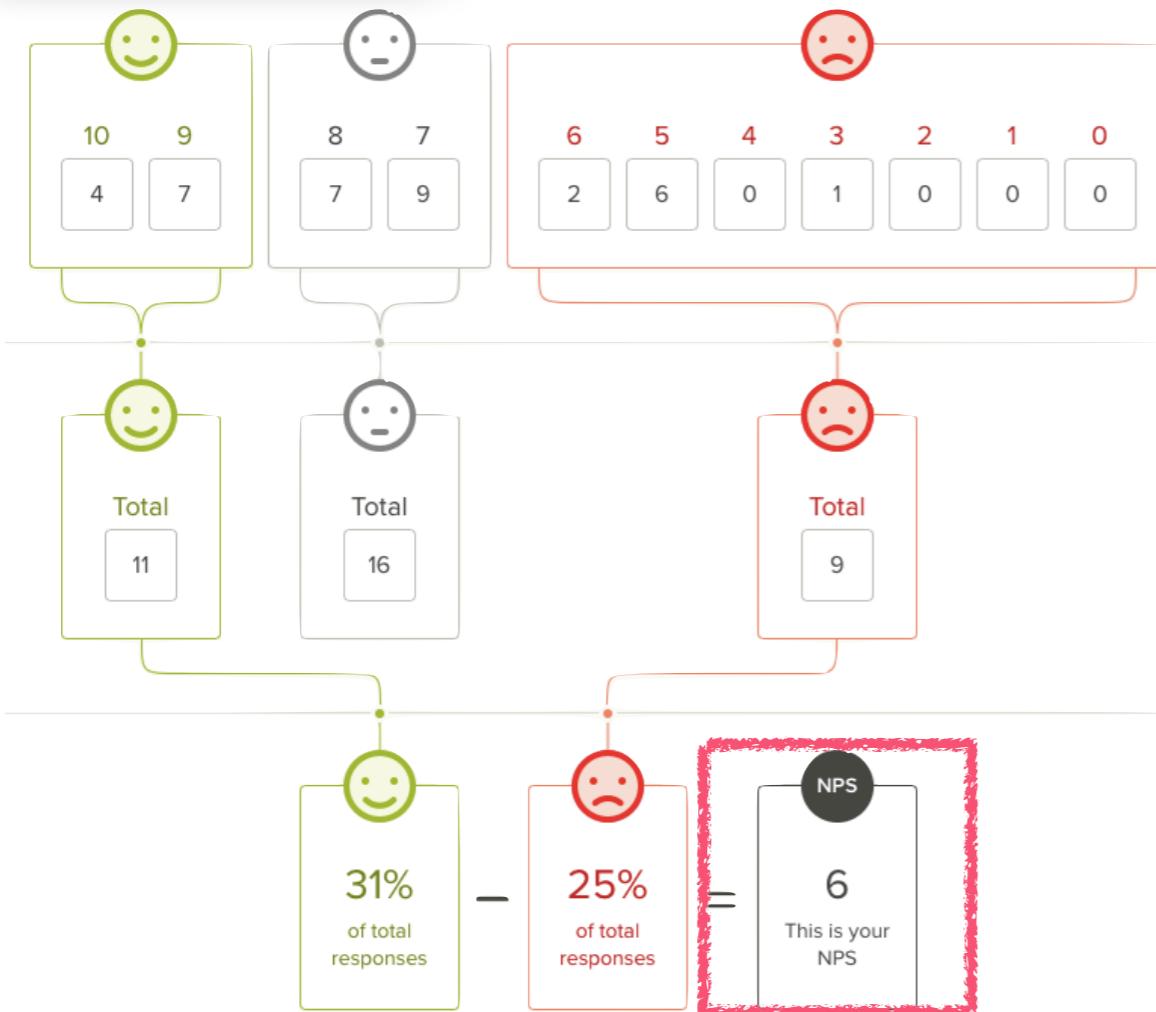


- PROMOTERS
- PASSIVES
- DETRACTORS

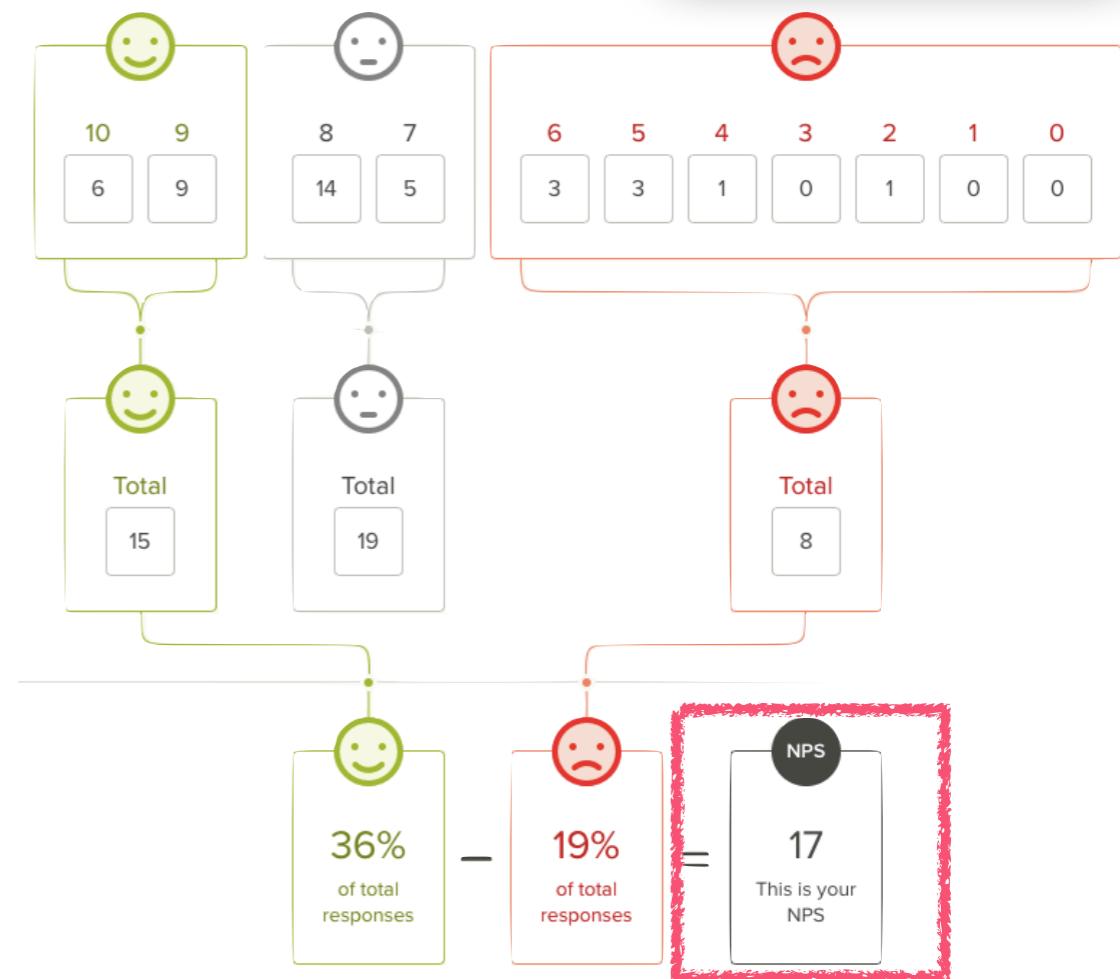
10 = PASSIVES

EVALUATION FUNCTIONALS

BD



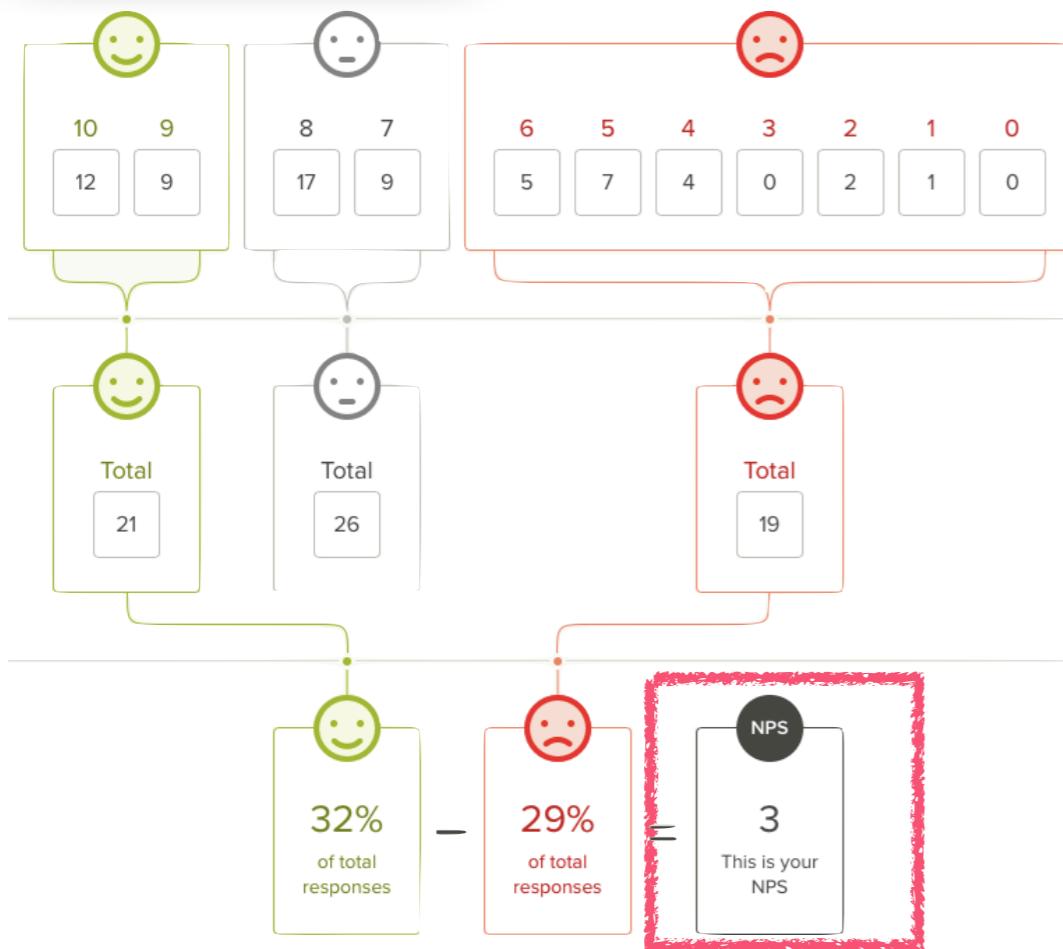
MKT



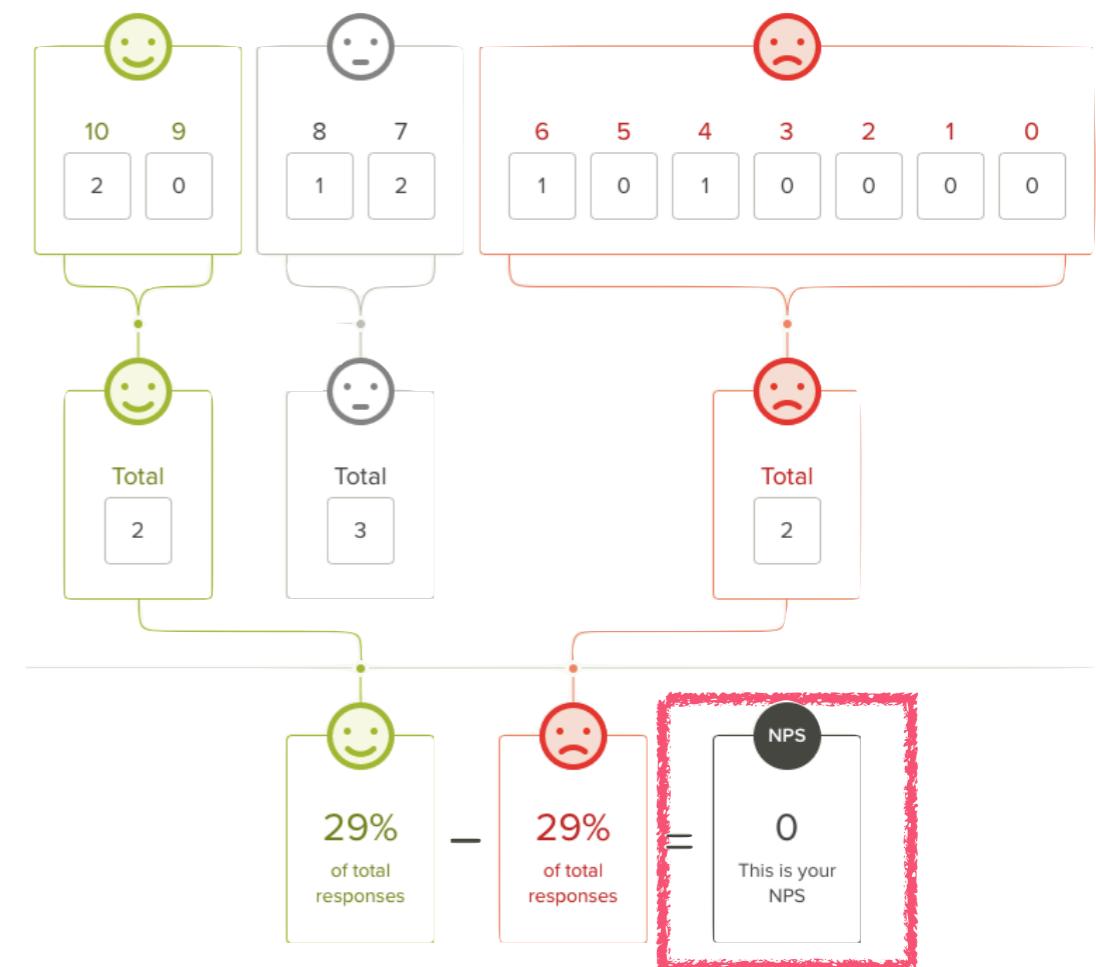
Q2 NPS TR

EVALUATION FUNCTIONALS

iGET



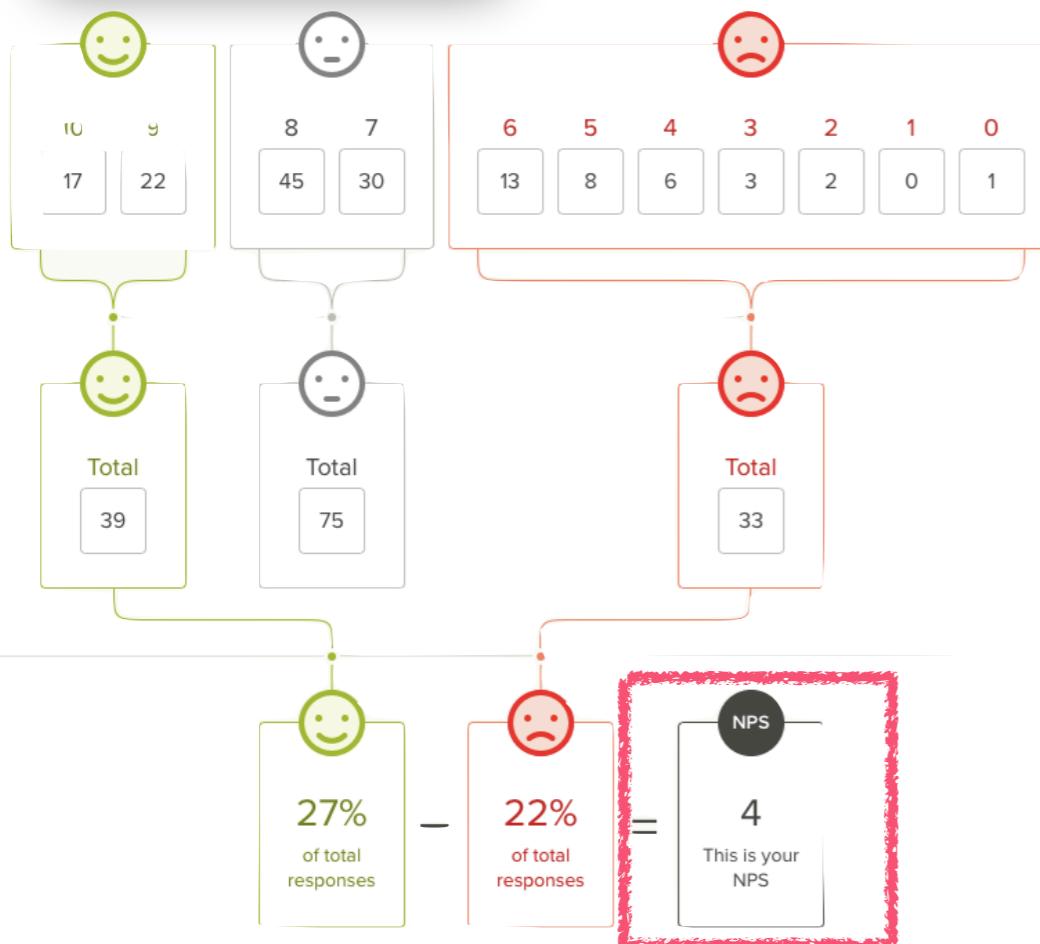
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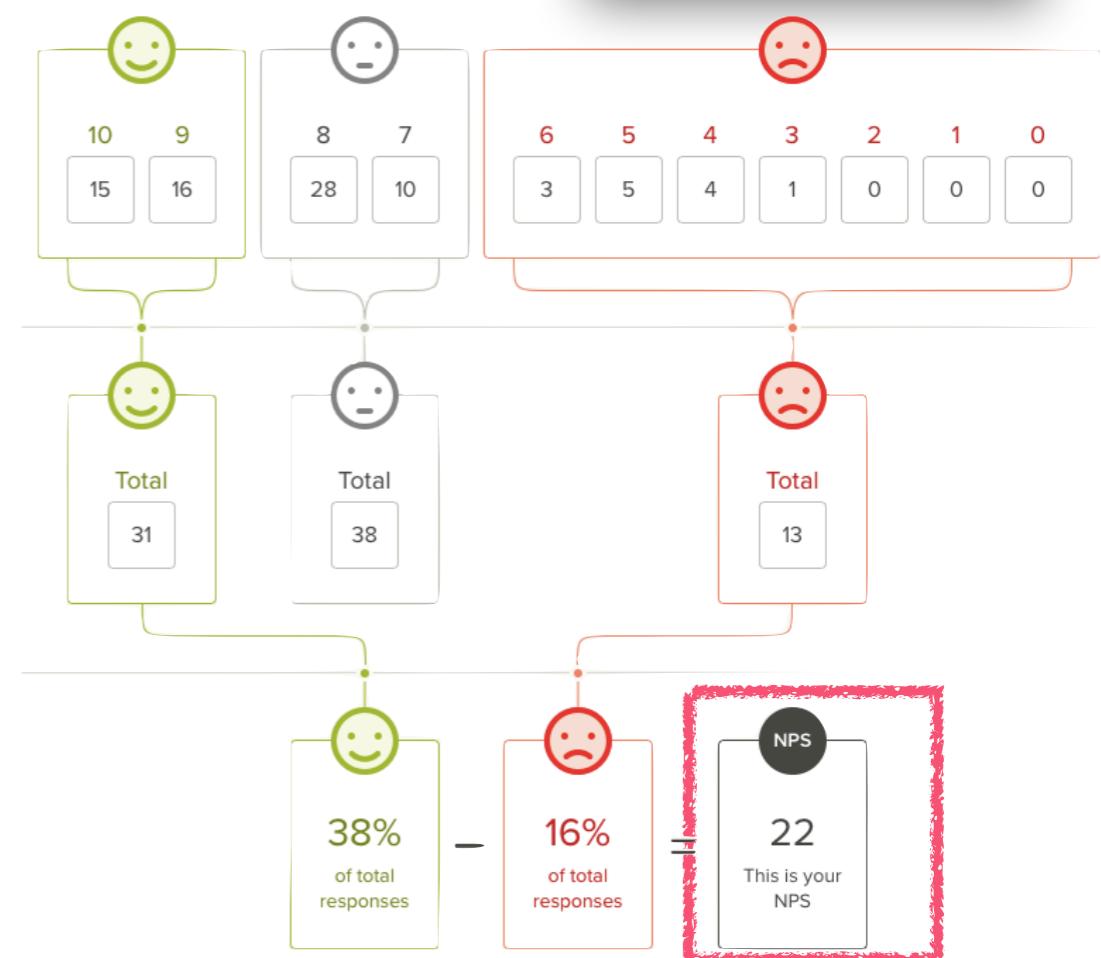
Q2 NPS TR

EVALUATION FUNCTIONALS

iGV



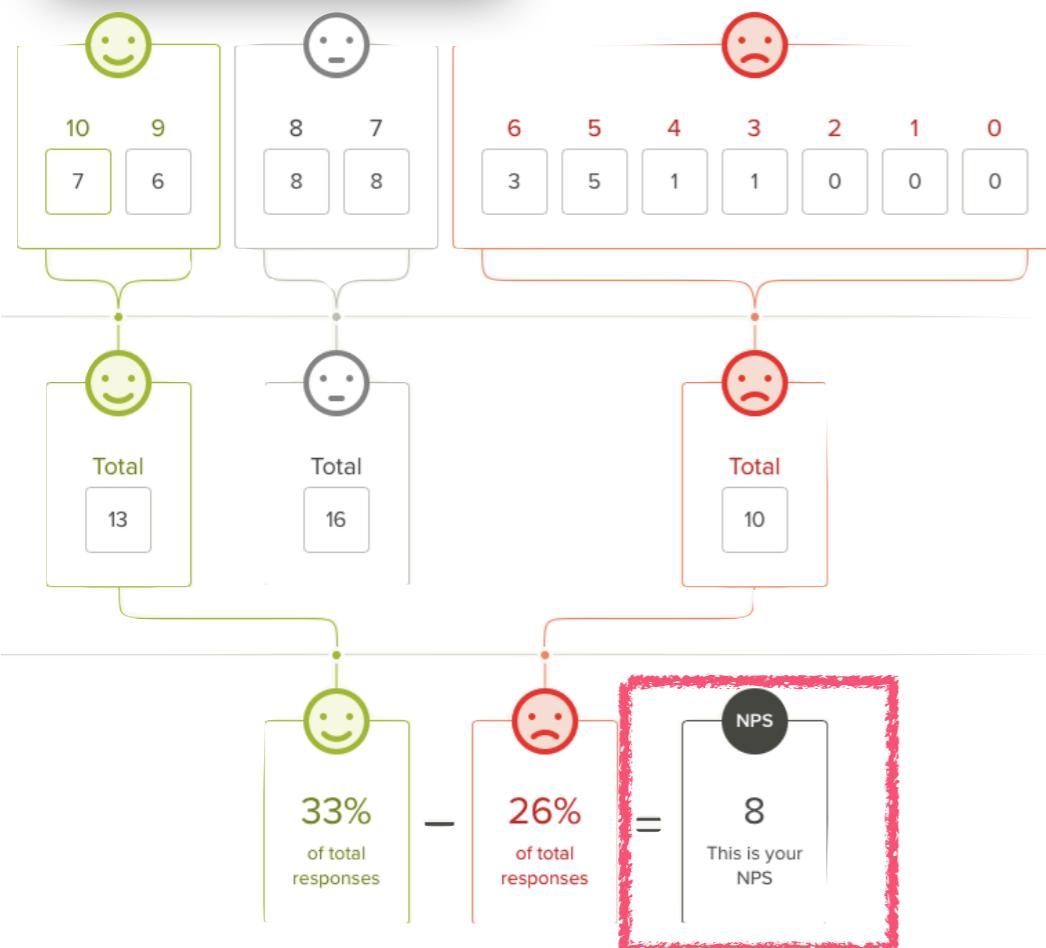
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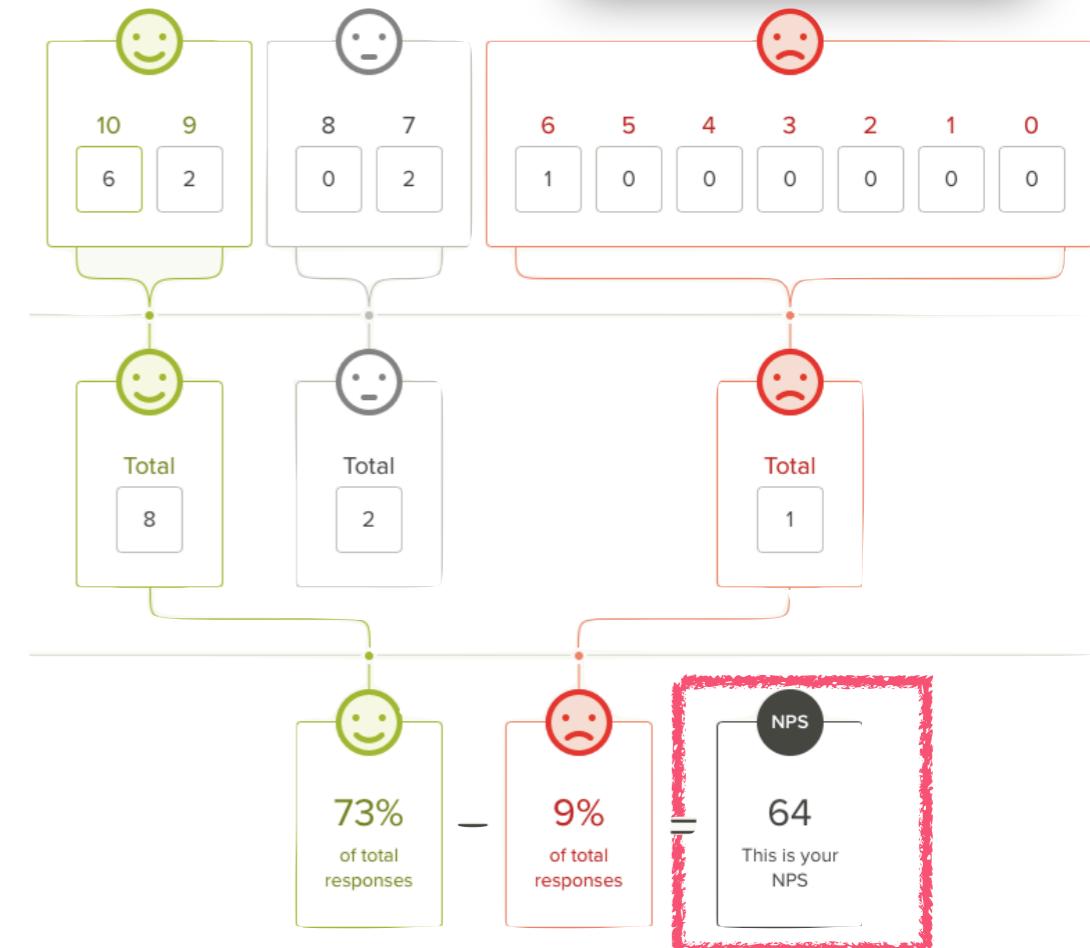
Q2 NPS TR

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

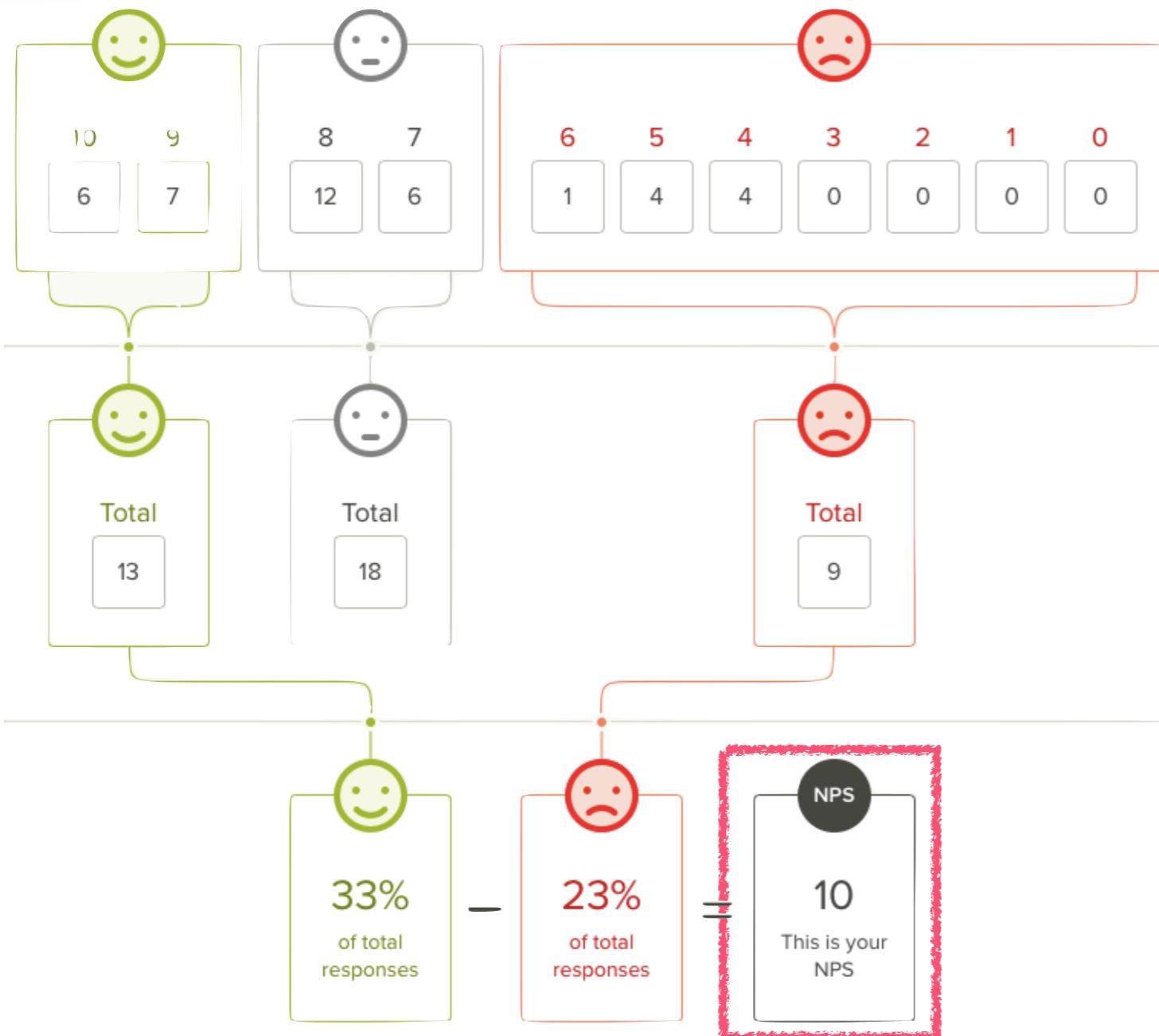
KOCAELİ
26

TRABZON
35

SAKARYA
0

YALOVA
18

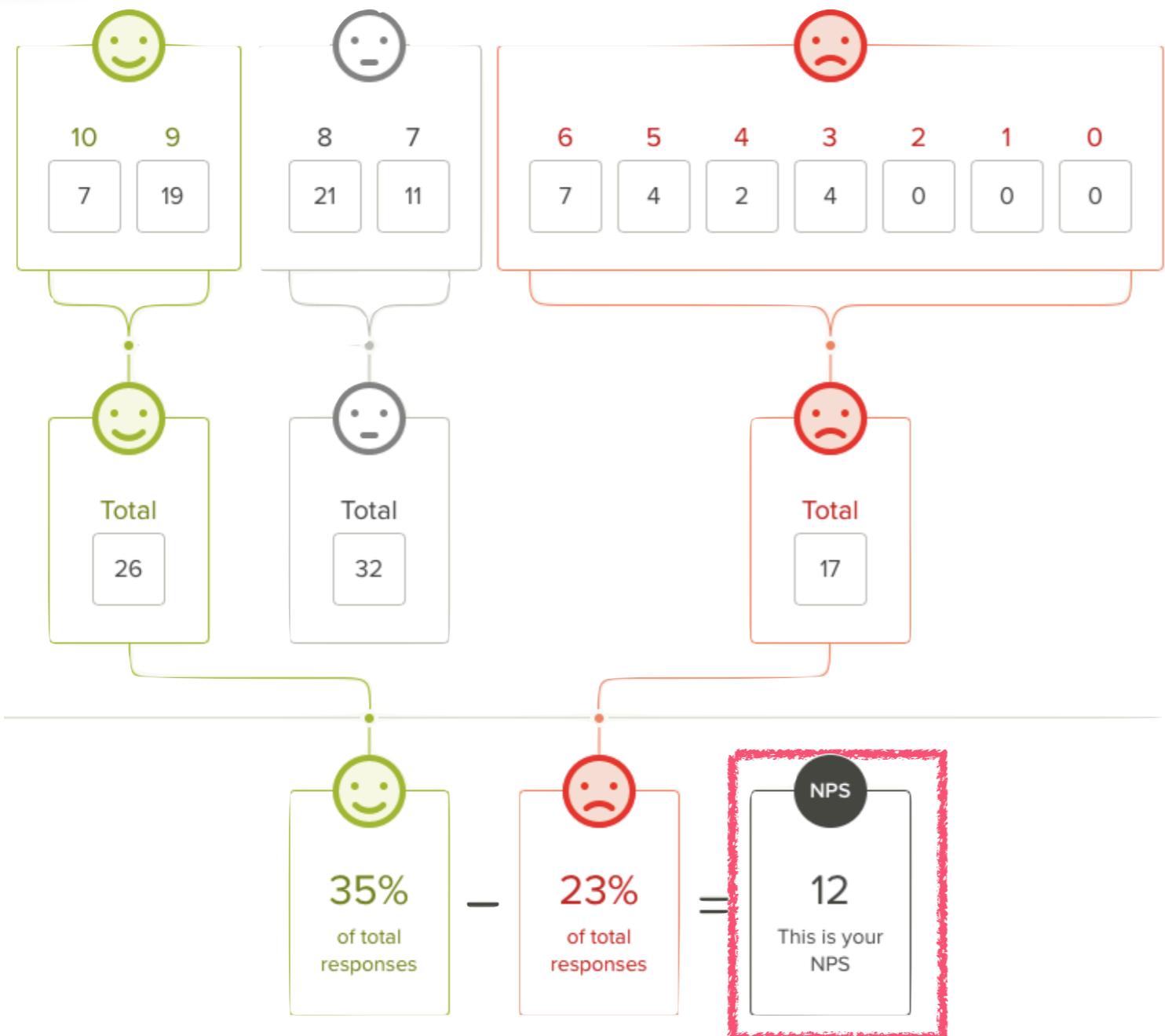
EVALUATION ADANA



10 = PASSIVES

Q2 NPS TR

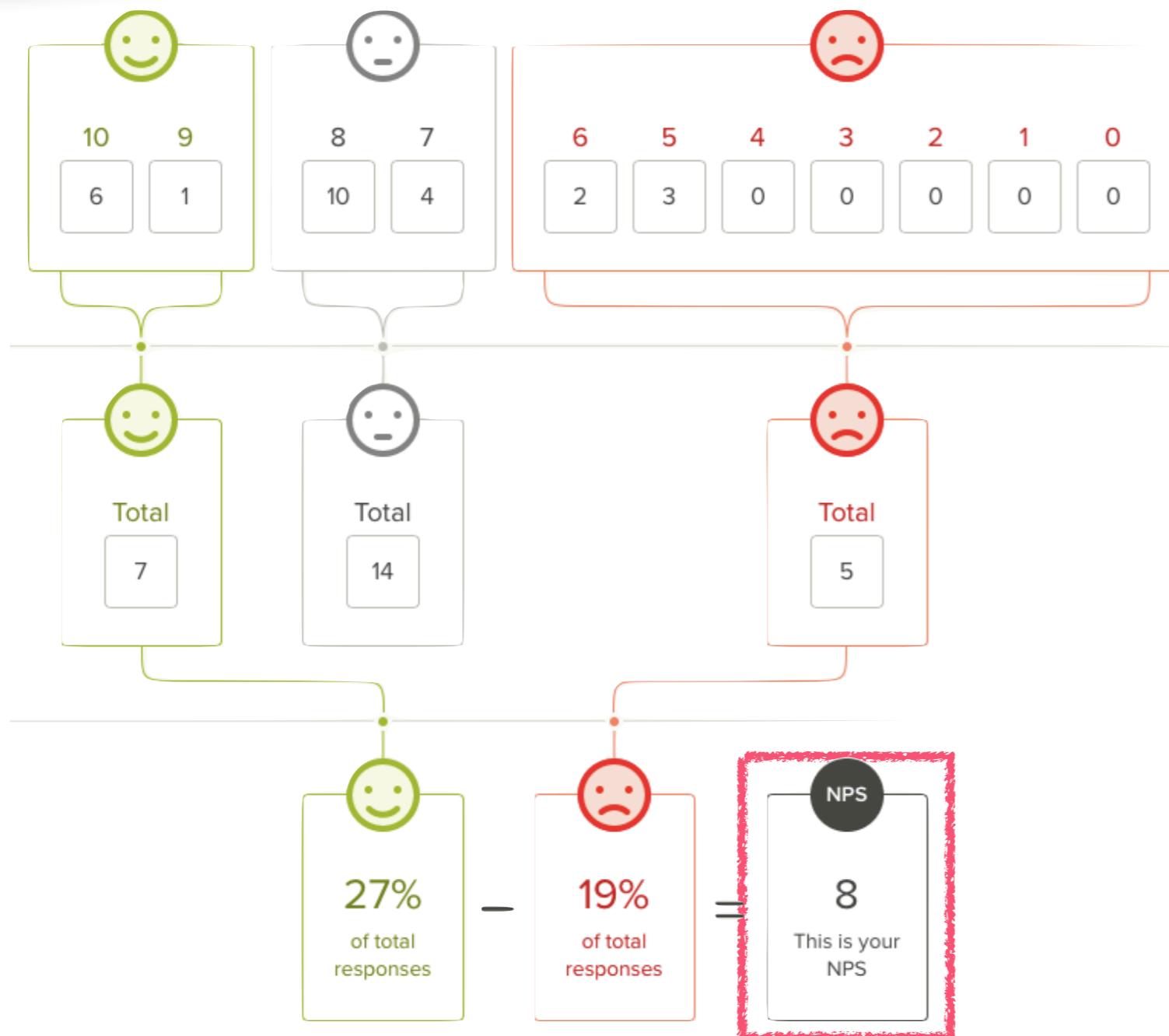
EVALUATION ANKARA



12 = PASSIVES

Q2 NPS TR

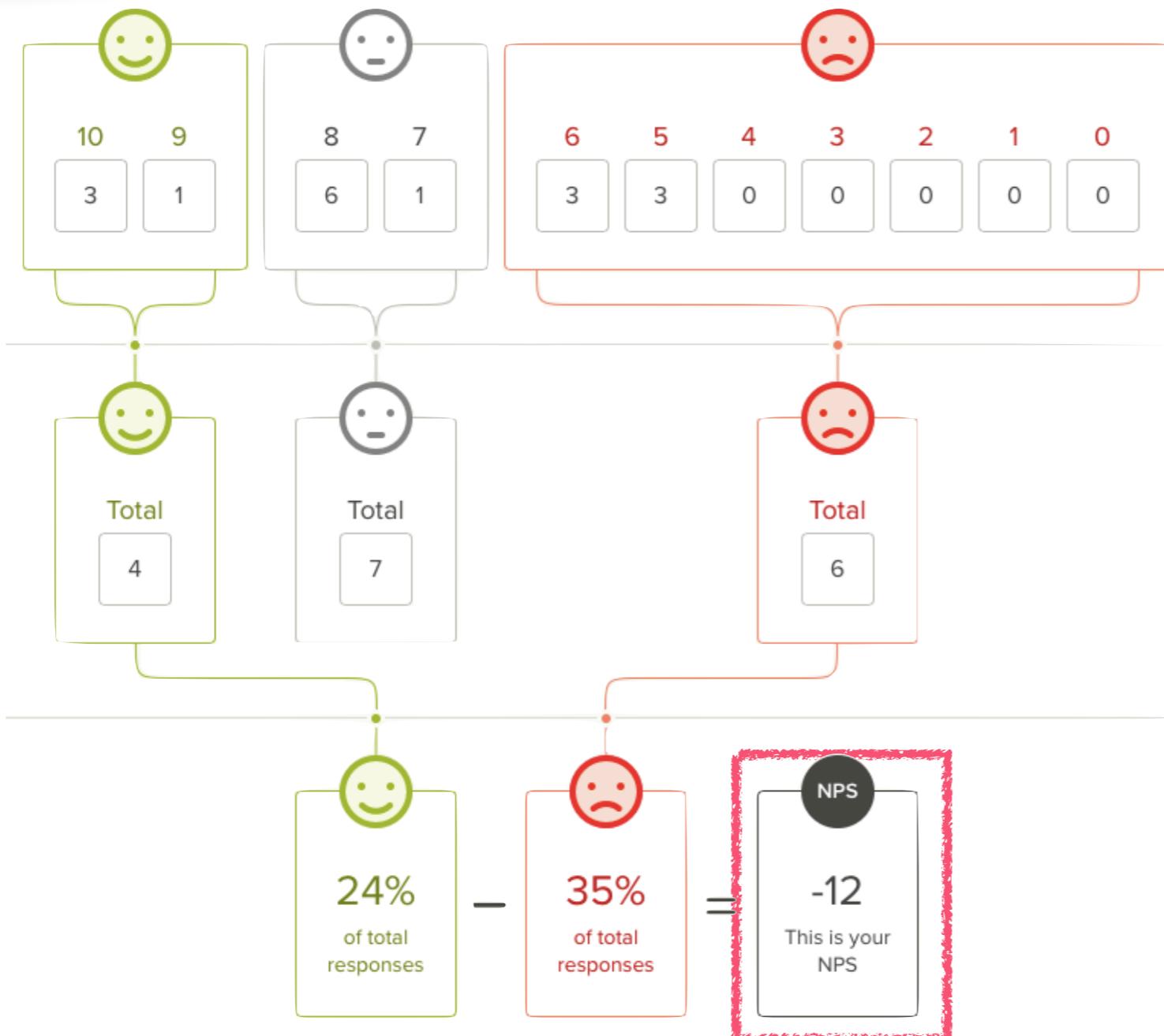
EVALUATION ANTALYA



8 = PASSIVES

Q2 NPS TR

EVALUATION BURSA



-12 = DETRACTORS

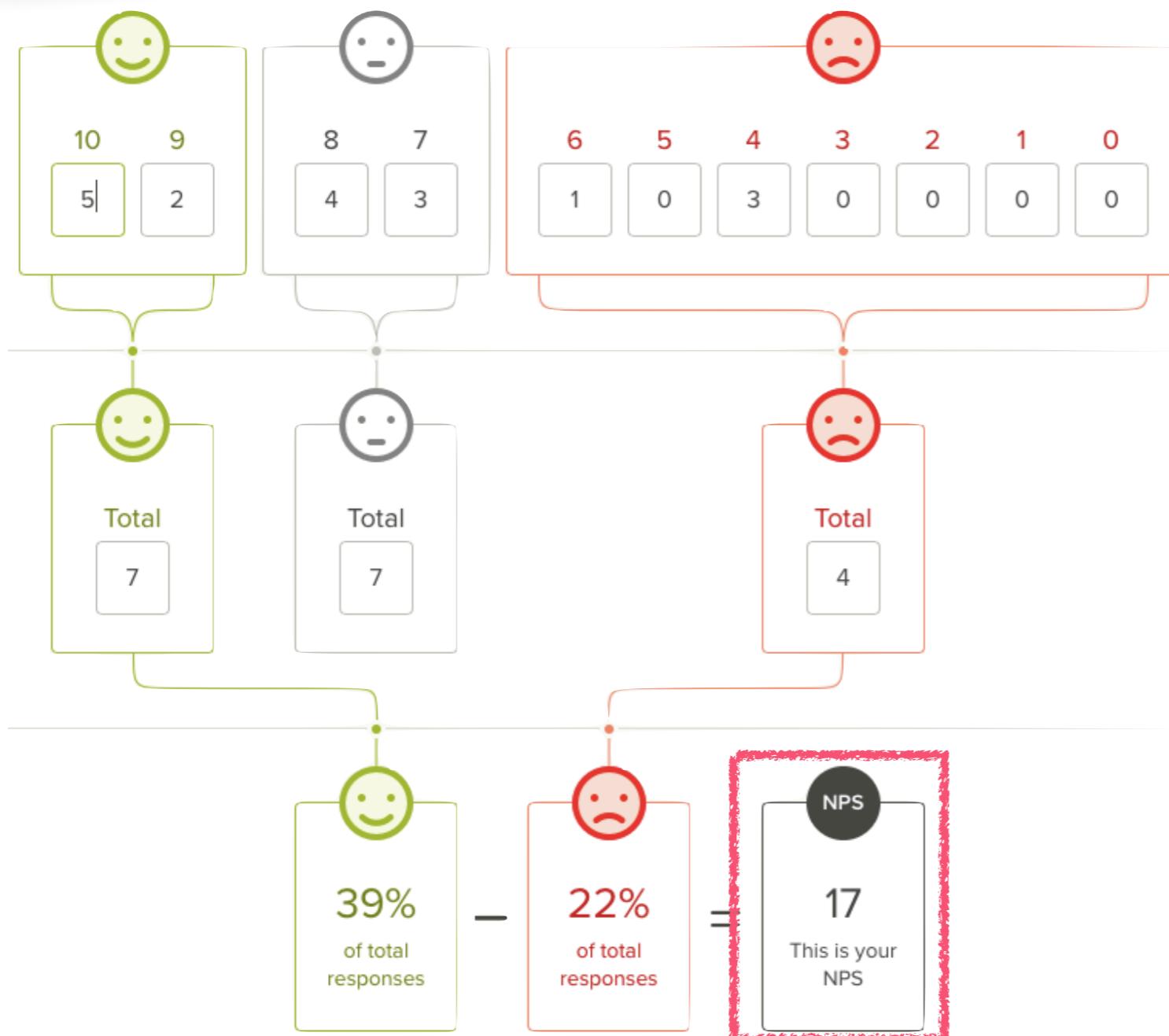
Q2 NPS TR

EVALUATION ÇANAKKALE

NUMBER OF ANSWERS : 0
NPS : N/A

Q2 NPS TR

EVALUATION DENİZLİ



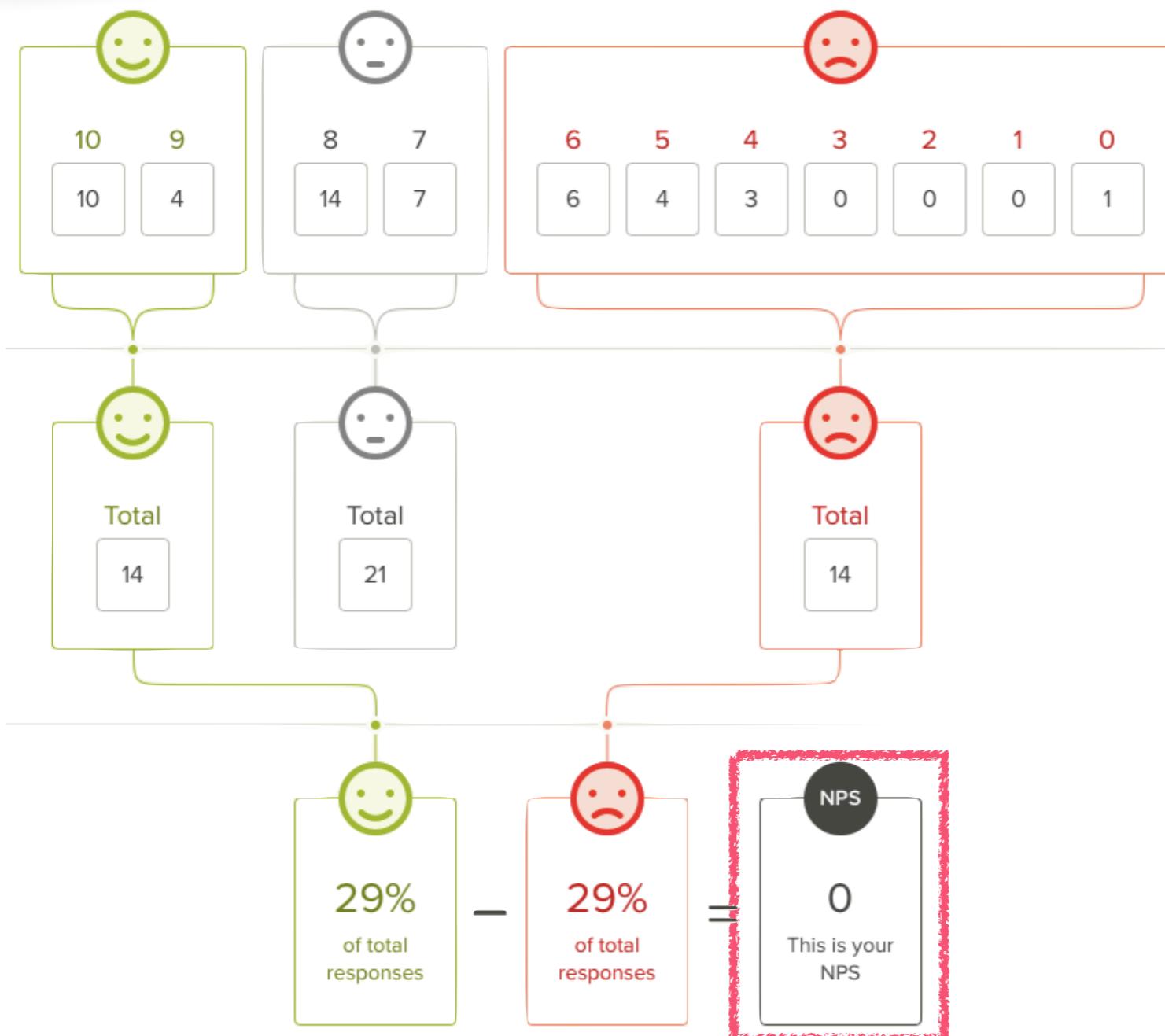
Q2 NPS TR

EVALUATION EAST MED

NUMBER OF ANSWERS : 0
NPS : N/A

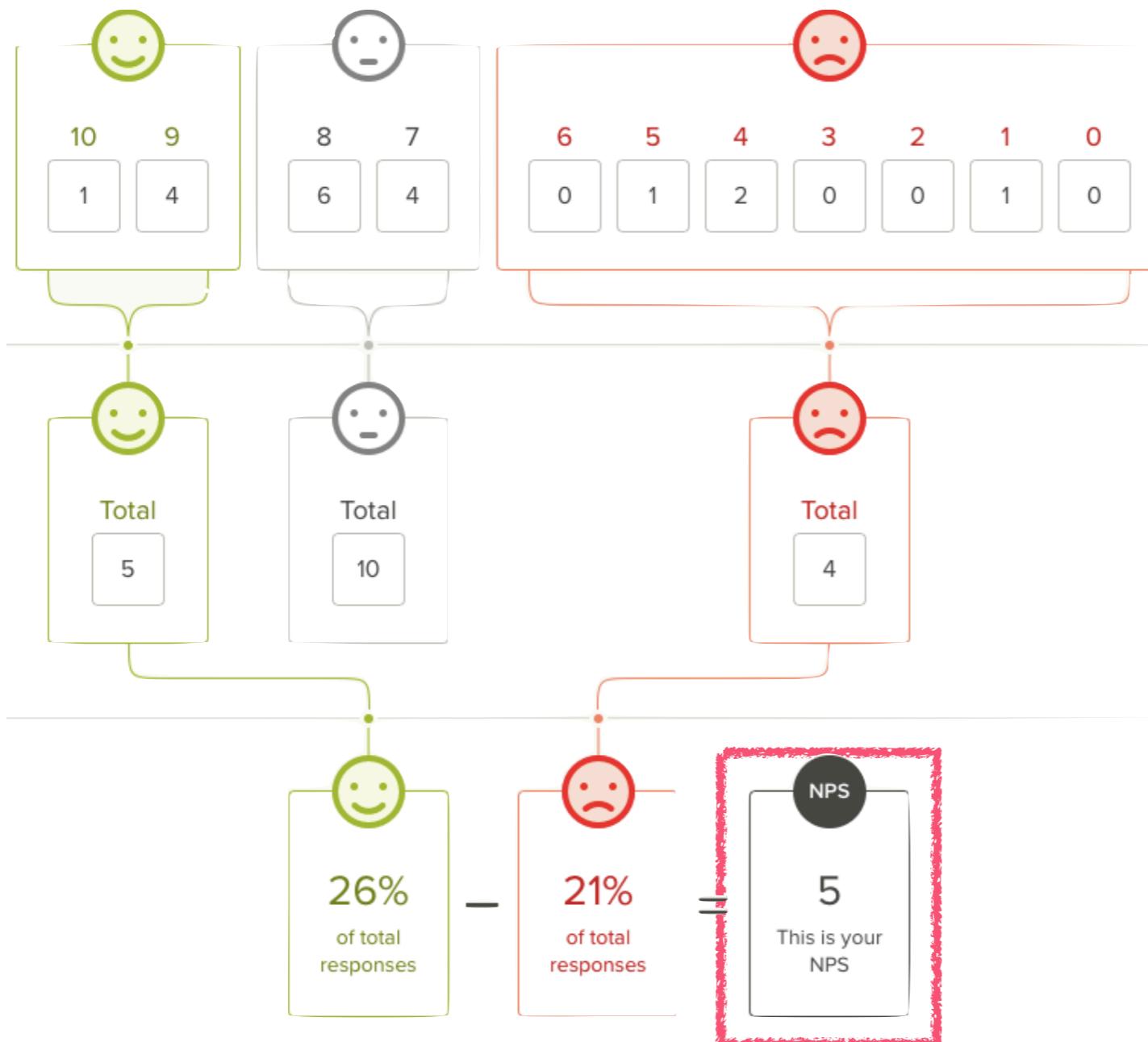
Q2 NPS TR

EVALUATION ESKİŞEHİR



Q2 NPS TR

EVALUATION GAZIANTEP



5 = PASSIVES

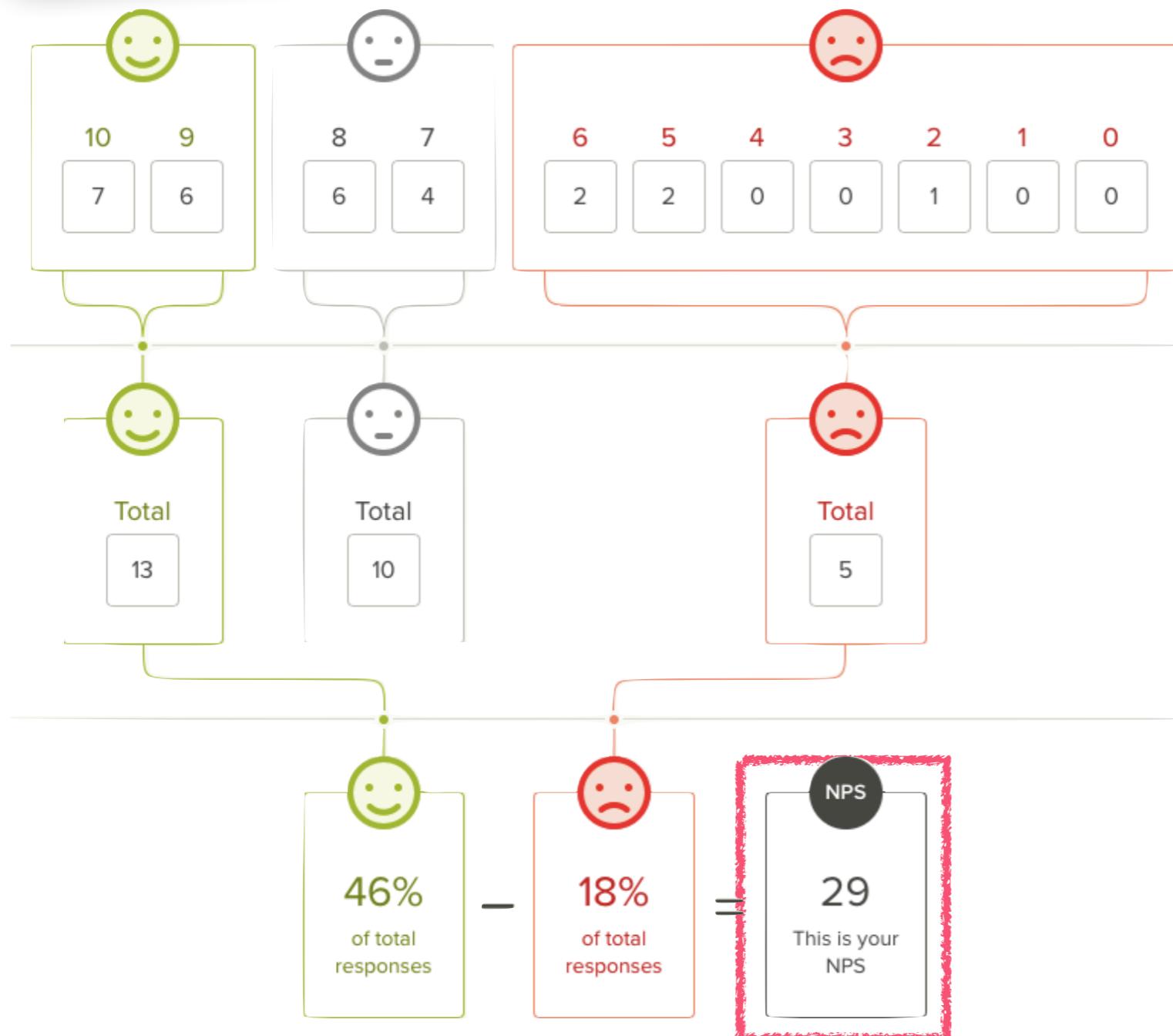
Q2 NPS TR

EVALUATION MANİSA

NUMBER OF ANSWERS : 0
NPS : N/A

Q2 NPS TR

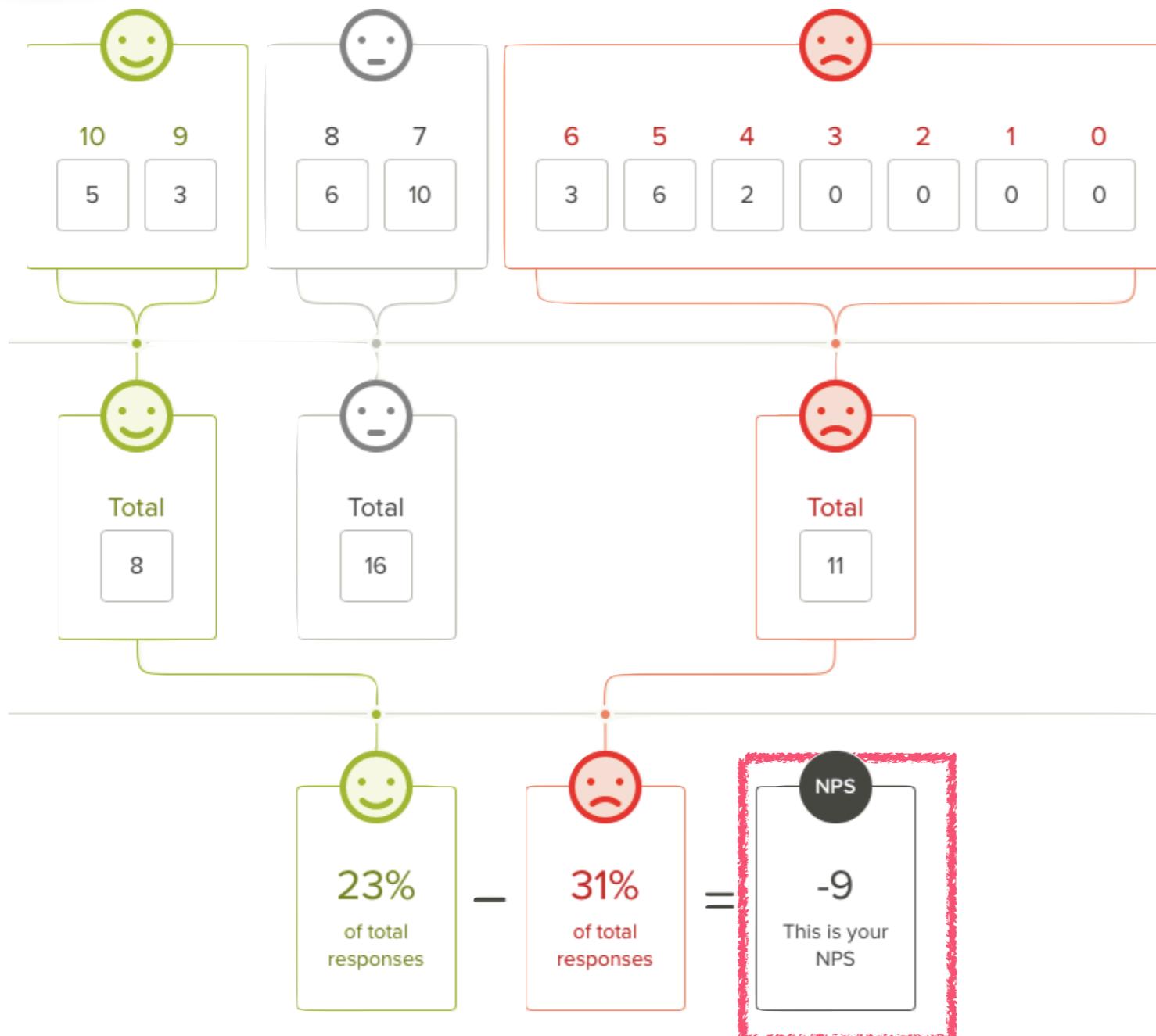
EVALUATION İSTANBUL



29 = PASSIVES

Q2 NPS TR

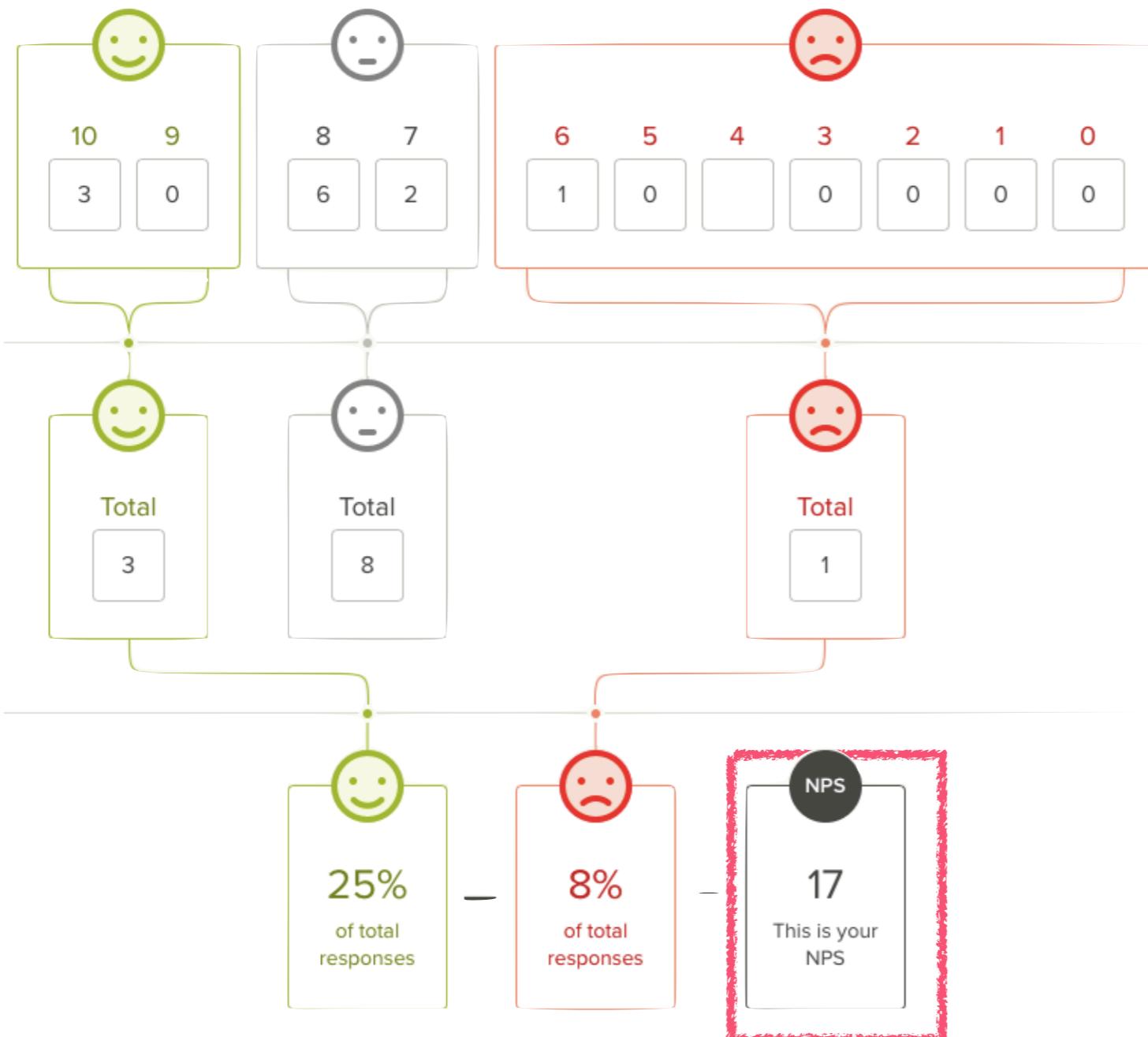
EVALUATION İSTANBUL ASIA



-9 = DETRACTORS

Q2 NPS TR

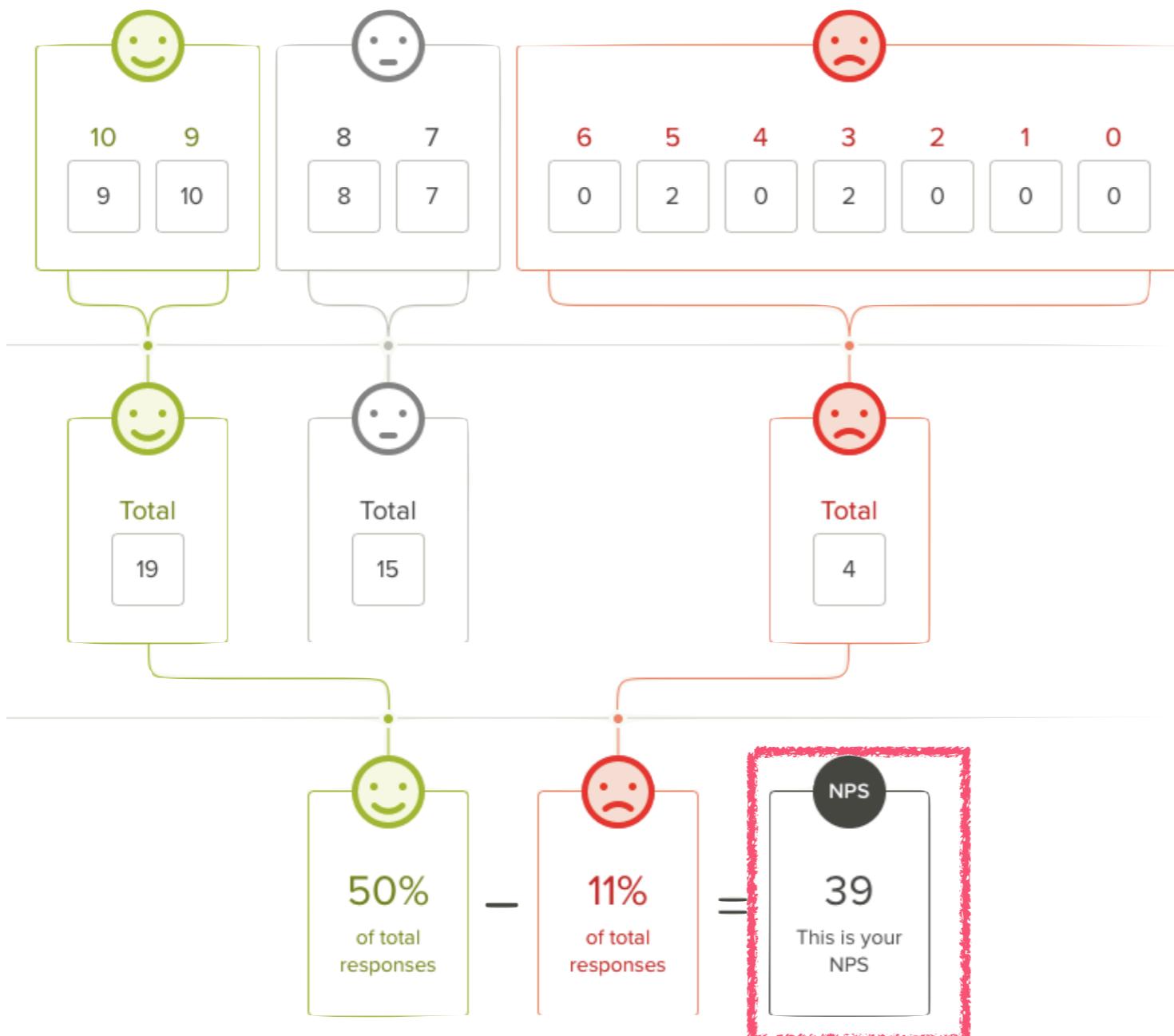
EVALUATION İSTANBUL WEST



17 = PASSIVES

Q2 NPS TR

EVALUATION İZMİR



Q2 NPS TR

EVALUATION KOCAELİ



46 =PASSIVES

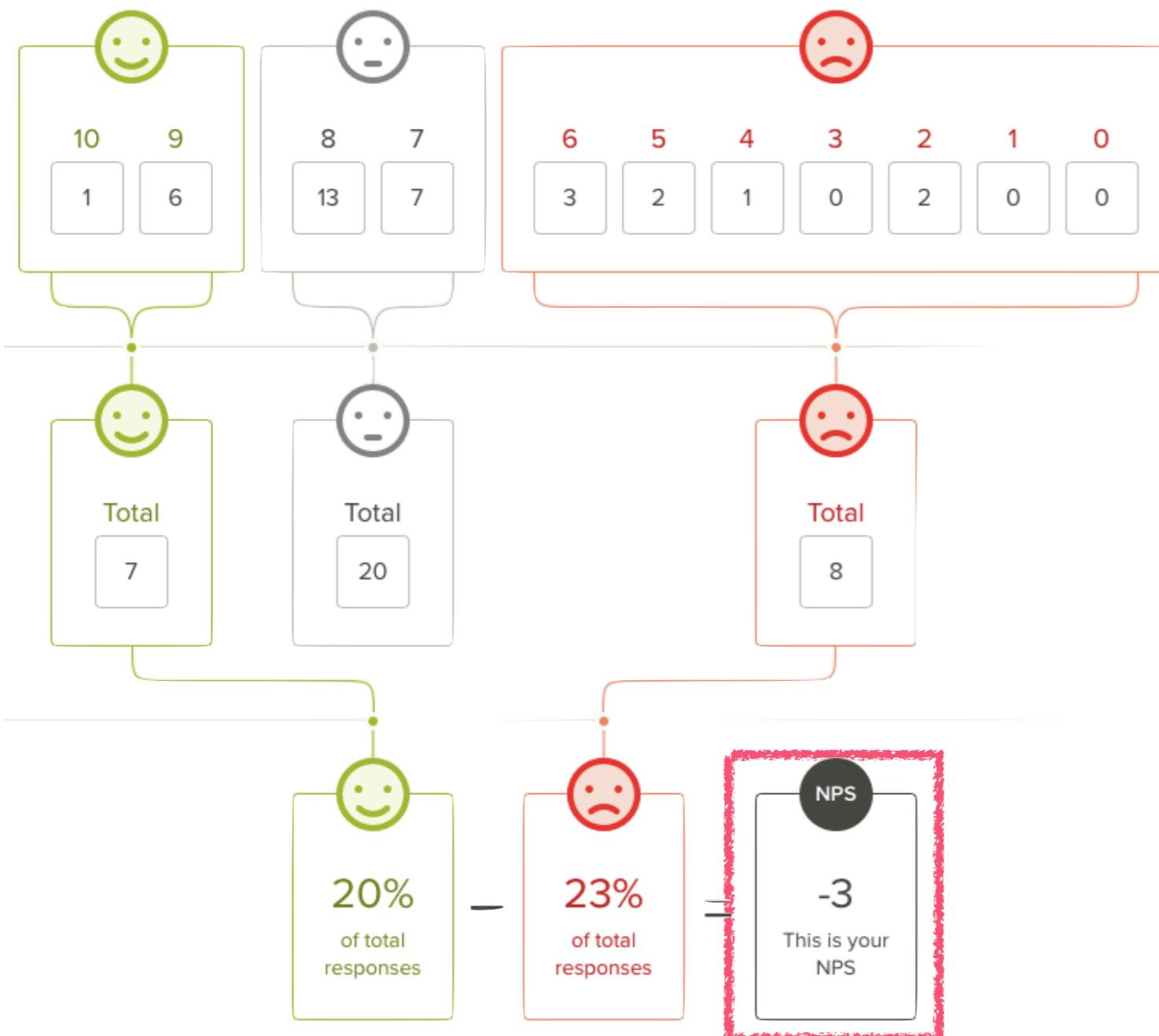
Q2 NPS TR

EVALUATION SAKARYA

NUMBER OF ANSWERS : 0
NPS : N/A

Q2 NPS TR

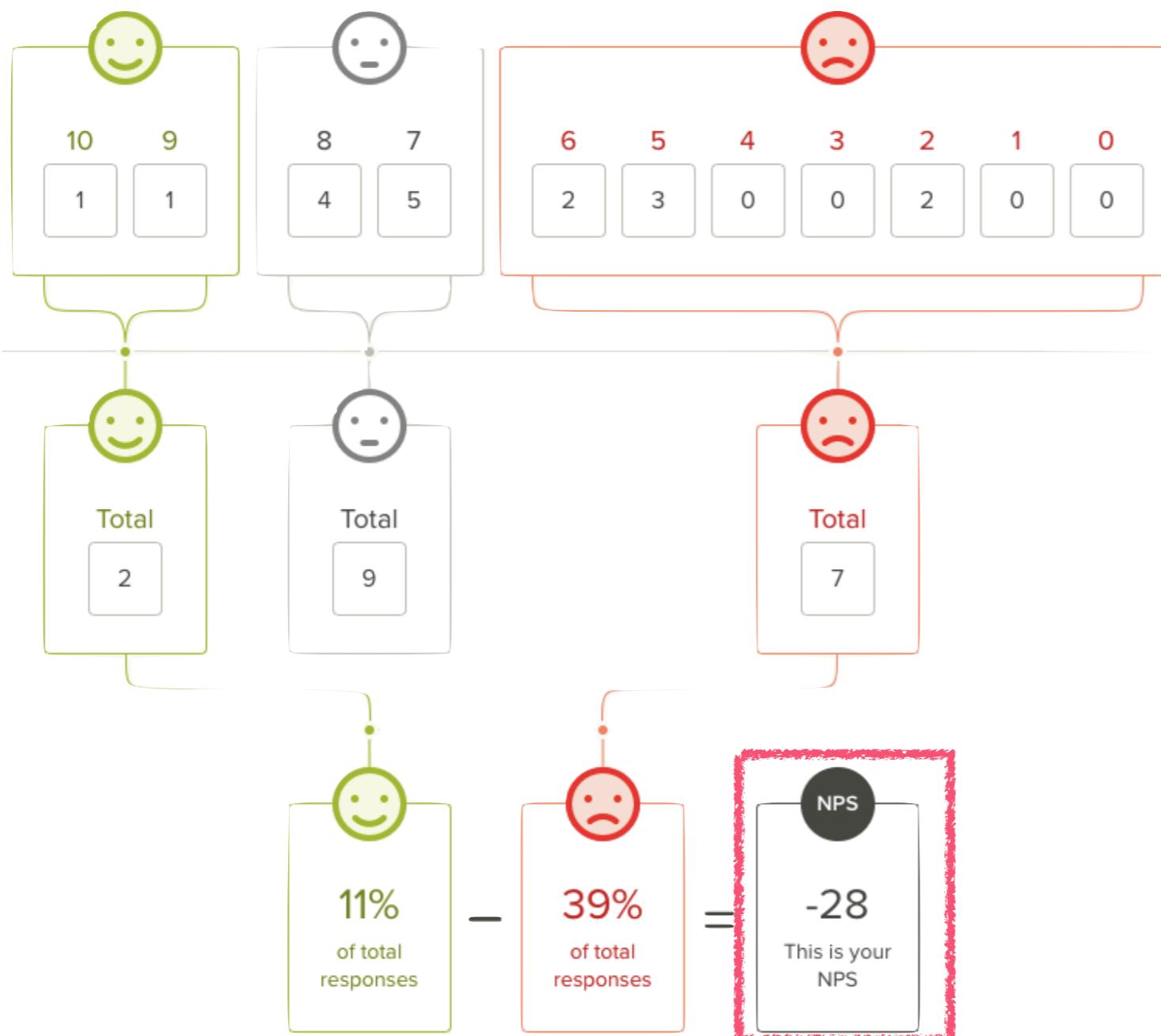
EVALUATION TRABZON



-3 = DETRACTORS

Q2 NPS TR

EVALUATION YALOVA



Q2 NPS TR

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 ❤