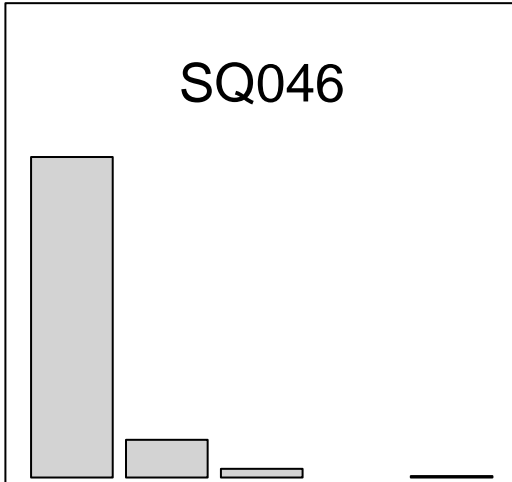


Kundenzufriedenheit

1 2 3 4

SQ046

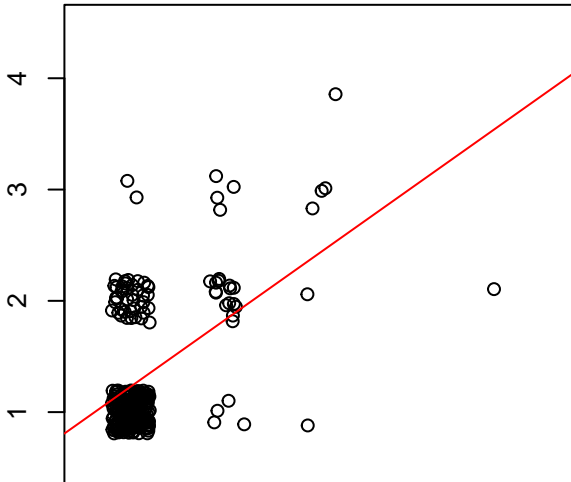
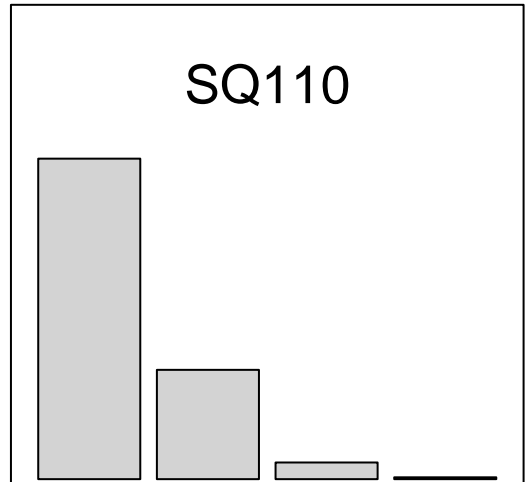


$r = 0.52$

$N = 241$ (92%)

5
4
3
2
1

SQ110



4
3
2
1

1 2 3 4 5