**Survey Summary: Customer Satisfaction with Car Rental Service**

* Total Participants: 74

1. **How satisfied were you with the ease of the booking process?**
   * 60 out of 74 respondents expressed satisfaction.
2. **Did you find a vehicle selection suitable for your needs?**
   * 70 out of 74 respondents answered "yes."
3. **Please rate the cleanliness of the rented vehicle.**
   * 50 out of 74 respondents rated it positively.
4. **Did you encounter any issues or concerns during your rental period? If yes, please specify.**
   * Among those who answered "yes":
     + 10 respondents complained about the vehicle being faulty or defective.
     + 5 respondents mentioned the absence of an electronic toll collection device (presumably the same vehicle).
     + 7 respondents complained about the vehicle being excessively dirty.
5. **On a scale of 1 to 5, how likely are you to recommend our car rental service to a friend or colleague?**
   * Average rating: 3.33
6. **Did you find the rental fees and charges transparent and reasonable?**
   * 30 respondents answered "yes."
   * 27 respondents were uncertain.
   * 17 respondents answered "no."
7. **Overall, how satisfied are you with your car rental experience with us?**
   * Average rating: 3.45

metin, ekran görüntüsü, sayı, numara, yazılım içeren bir resim

Açıklama otomatik olarak oluşturuldu