
**طراحی مدلی برای سنجش رضایت‌مندی مشتریان در
صنعت بانکداری توسعه‌ای و اندازه‌گیری رضایت‌مندی
مشتریان بانک صنعت و معدن بر اساس آن**

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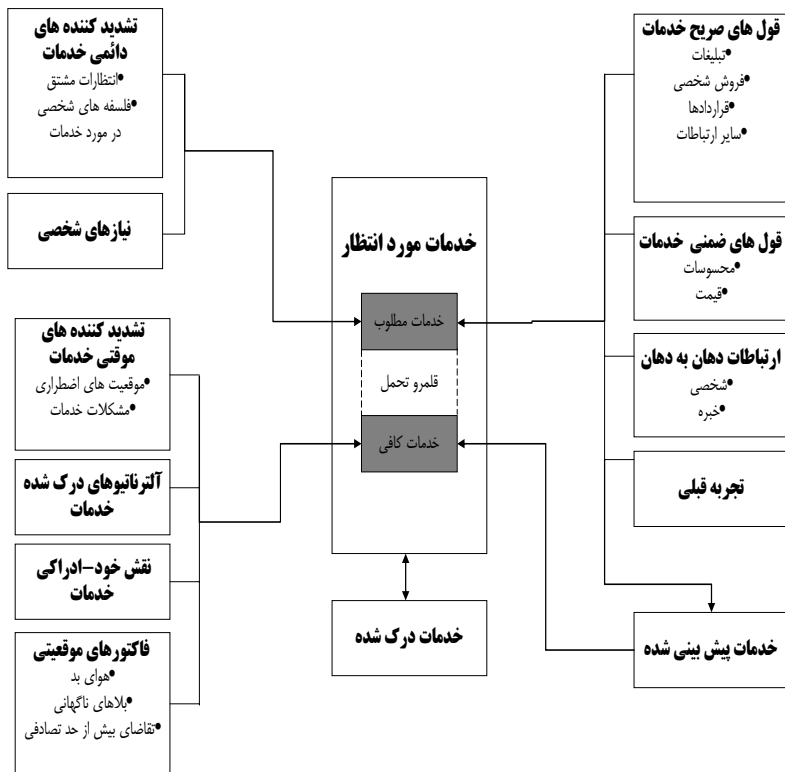
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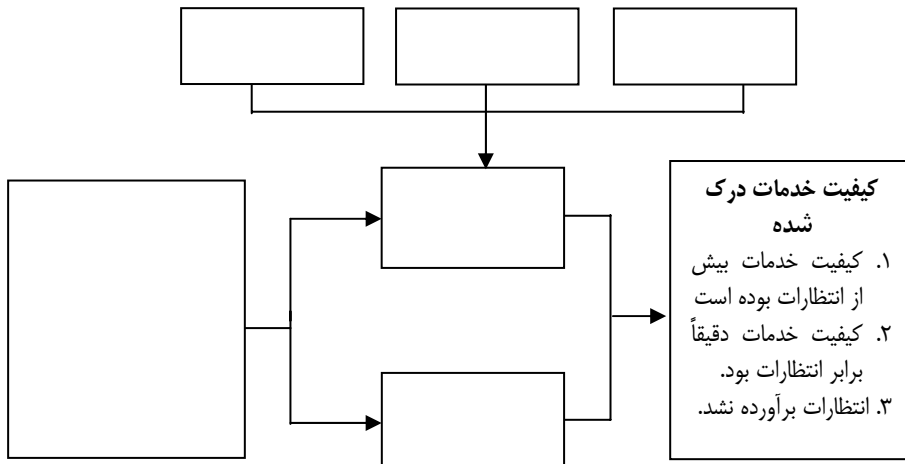
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$$n = \frac{Z_{\alpha/2}^2 Pq}{e^2}$$

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$$N = (1.96)^2 (0.5)(0.5)/(0.00999)^2 = 98$$

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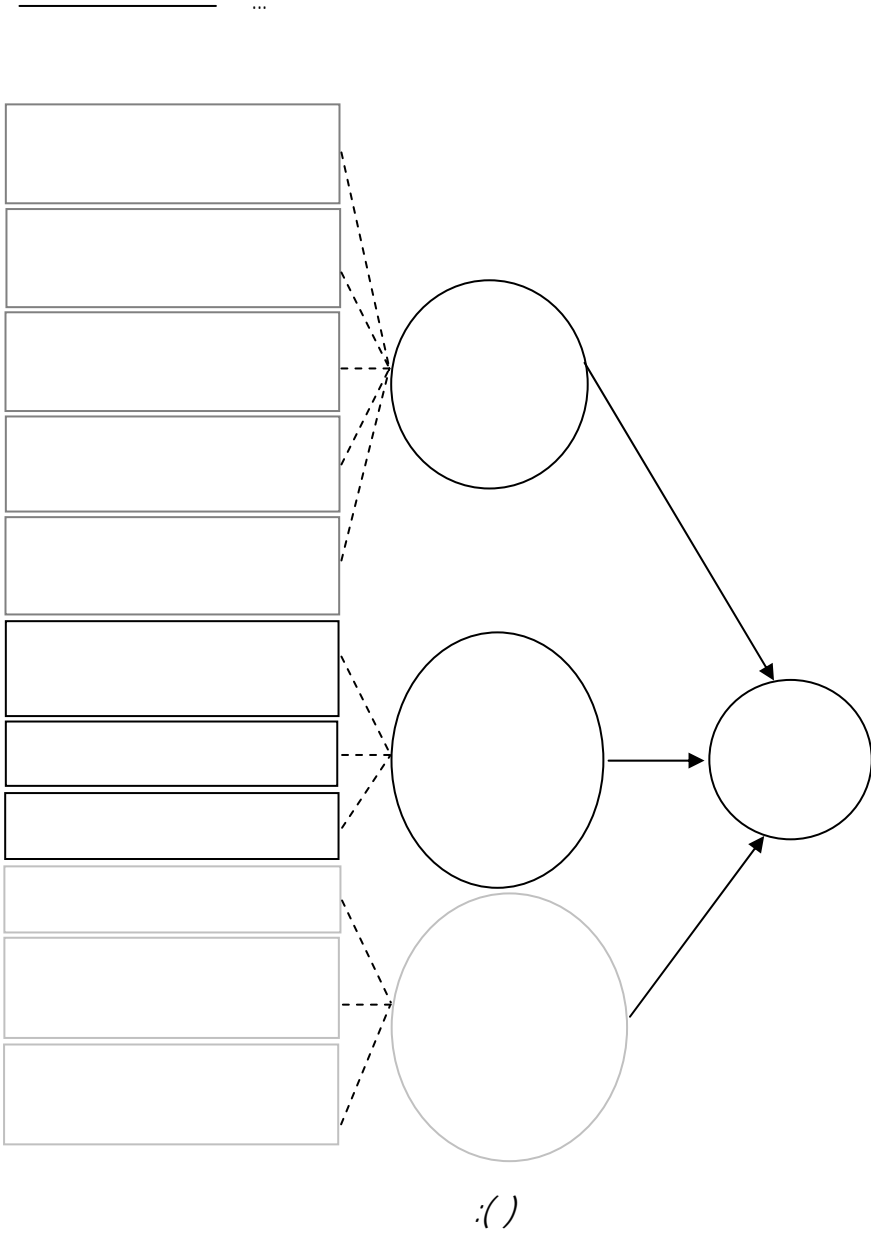
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