

Tenant satisfaction and its evaluation

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Abstract

© Canadian Center of Science and Education. The competitiveness of any enterprise depends on the consumer satisfaction by goods and services produced. Tenant satisfaction with regard to the rented space is a general assessment, which consists of the quality assessment of real estate, service (interaction) quality and quality of service offerings. The article presents the lease options, which are advisable to use when assessing the tenant satisfaction and necessary improvements. The assessment of consumer satisfaction allows one to control the quality management system effectiveness and to identify the areas, in which it is necessary to make improvements.

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Keywords

Consumer satisfaction, Evaluation of the importance, Main attributes of non-residential premises lease, Quality assessment of real estate, Satisfaction rating, Weighting coefficients