

An Examination of Students' Perceptions of Service Quality Dimensions in Higher Education

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ABSTRACT There have been so many recent changes in the universities. These changes force these institutions to provide better service quality. This study purposed to evaluate detailed exploration of service quality in the higher education by the instrument of service quality, Higher Education Performance (HEd-PERF). The scale was administered to 576 students studying at the Yıldız Technical University to find out if there are any differences between gender and year of study in terms of students' perceptions of service quality dimensions. T-test results show that gender is a significant variable regarding students' perceptions of accessing service and physical facilities. The Scheffe's post-hoc test for multiple comparisons done reveal that the students' perceptions of service quality dimensions change over depending on the year of study.