

Project 1 - SPSS Text Analysis for Surveys

File Edit View Tools Help

Q3_Thinking_of_your_last_LEISURE/VACATION_car_rental_please_provide_any_comments_or_suggestions_regardin

Find: in Categories Extraction Data Aa @

Categories **Statistics**

- All Records (200)
 - Uncategorized (49)
 - agent (9)
 - information to the agent (1)
 - agent (8)
 - airport (8)
 - frequent pickup from the airport (1)
 - airport bus (1)
 - maps to the airport (1)
 - nh airport (1)
 - osp airport (1)
 - airport (3)
 - car (66)
 - company (10)
 - cost (6)
 - counter (3)

Unused Extractions **All Extractions**

Extract URI Type

- URI <Unknown> (175)
- URI <Positive> (129)
 - URI <Negative> (50)
 - URI <Contextual Qualifier> (13)
 - URI <Budget> (11)
 - URI <Uncertain> (7)
 - URI <Negative Qualifier> (7)
 - URI <Location> (6)
 - URI <Positive Qualifier> (6)
 - available (3)
 - help with (1)
 - able (1)
 - resolved (1)
 - URI <Organization> (4)
 - URI <Product> (2)
 - URI <Person> (1)

20 Categories 151 (75%) Responses Categorized

	Id	Response	Categories
	12	much better for our trip.	
	18	Everything was great. The line was a little long to get the car but it was a good experience.	on-line car
	19	I haven't actually spoken with anyone from a car rental organization for quite a while. When I did (probably about three years ago), I believe they were polite enough.	on-line car
	13	However, I always hate to wait in lines when we have a lot of luggage.	
	20	The people were very nice. Directions to and from our hotel, the rental company location and tourists attractions were given and they were happy to help us out.	rental directions
	14	All the people I dealt with were pleasant and helpful.	
	15	The better the Customer service, the more likely it will be for me to rent from that company again.	service rental
	16	I did everything on-line - never talked to an agent during booking. There were no problems, even though I had to switch car sizes after initial reservation. Agent on duty for pick-up was courteous.	agent on-line car
	17	The woman at the counter was friendly and tried to accommodate me as best she could. The counter was close to the terminal and the whole thing was quick and expedient.	counter
	18		
	19	all went quite smoothly... it was Enterprise, so they even picked me up to get the car... it was very convenient.	car
	30	Our customer service representative was polite and well-dressed. He smiled appropriately and answered my questions, not from a rehearsed script, but from his own frame of reference. He shirt was neatly pressed and his hair was professionally coiffed.	service
	20		
	33	The people were generally good, but overworked. The printer went down. The poor woman working the register was about to pull her hair out. Customers were yelling at her, not me, but she was not in charge of the issues.	customer
	21		
	34	I would like them to be more speedy. Also I would like the rental company to check the car for previous damage while I am standing there.	rental car
	22		
	39	We had an issue with our last vacation car rental. Instead of crediting the rental amount, the company issued a certificate for one free day (could have been 2, I don't exactly remember). I would have rather had the credit for	rental company car
	23		

3:33 PM
Saturday
10/6/2005