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Abstracts Book

28 – 30 June 2018

BAU International Berlin University of Applied Sciences
Berlin – Germany





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ABSTRACTS BOOK

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Academic World Education and Research Center -Non-profit international organization

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Evaluation of User Satisfaction on Post Disaster Permanent Housing via AHP

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Abstract

The emergent problem of housing after the earthquakes has pushed the construction industry to search for economic and short-term settlement solutions, as well as being able to meet needs and expectations. 1999 earthquake has been an important milestone in permanent housing applications in our country. Since then, many positive developments have taken place. However, in spite of all these developments, it is an important problem to avoid user satisfaction in designing permanent residence and not to include flexibility in designs. In this study, the situation of permanent residences built after 2003 earthquake in Bingöl will be examined while exploring the expectations and needs of permanent residents after the earthquake. In addition, since the most important output of the quality is the user satisfaction, a survey is applied to the users of the house and the user is compared with the eight criteria (performance, characteristics, reliability, suitability, durability, serviceability, aesthetic, perceived quality) satisfaction will be determined. In addition, since the most important output of the quality is user satisfaction, a survey will be applied to the users of the residence, and the user satisfaction will be determined by comparing the eight criteria (performance, features, reliability, conformity, durability, serviceability, aesthetics, perceived quality) of the quality that Garvin specified and the sub criteria related to them. There are many data on quality improvement in permanent housing design after earthquakes. In order to present these data as detailed as possible, it needs to be examined in hierarchical layers. For this reason, the AHP method will be used as an evaluation method, which will allow to combine qualitative and quantitative factors in the decision-making process. The purpose of the survey is to try to determine the factors for quality improvement in order to ensure that permanent housing production after earthquakes is questioned again in light of the questions related to user dissatisfaction and to produce permanent residences with an approach that emphasizes user satisfaction.

Keywords: Earthquake, Permanent housing, User satisfaction, Analytic hierarchy process (AHP), Turke

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