

University Management Models (UMM) in Ranking with the Clients' Satisfaction

Lidia CRISTEA

Department of Science and Arts, Romanian University of Sciences and Arts "Gheorghe Cristea",
Bucharest, Romania
ugc_rector@ugc.ro

Abstract

The University system has a huge responsibility inside the society based on knowledge. Its mission is the valorification and gives the knowledge or one practice of the analysis and the identification in the impact with the society, with the business, cultural and social environment. The Bologna cycle means short periods and more dynamic of university studies, which give to us a responsibility in front with our clients, the students in the benefit of the society based on knowledge. The present paper gives some models (UMM) with a procedure of the system: „The evaluation of clients satisfaction" and the questionnaires about this procedure with the interpretation models.

References:

- [1]. Lidia Cristea and Enona Cristea, "Societatea Cunoasterii si invatamintul economic", Simpozionul international, Strategii Economice Alternative Bucuresti 28, Noiembrie 2007.
- [2]. O. Hoffman and I. Glodeanu, "Societatea/economia bazata pe cunoastere", Revista Romana de Sociologie, anul XVI, nr. 5-6, p. 427-448, Bucuresti, 2005.
- [3] Lidia Cristea, "Higher education between global and regional", Conference Competitiveness in the EUChallenge for the V4 Countries, Nitra, the Slovak Republic, May 2006.
- [4]. Procedura de sistem PSMC-82-01. Evaluarea satisfactiei clientilor, elaborata de DMC, Universitatea Romana de Stiinte si Arte "Gheorghe Cristea", Bucuresti,14.09.2009.