



HRVATSKA KONTROLA
ZRAČNE PLOVIDBE

ARO Upitnik/Questionnaire

Vaše područje djelatnosti (npr. komercijalno zrakoplovstvo, generalna avijacija, vojska):
Your area of activity (e.g. commercial aviation, general aviation, sport and recreation, military):

Naziv tvrtke/organizacije/aerokluba (nije obavezno):
Name of the company/organisation/aeroclub (not obligatory):

Država:
State:

Molimo Vas da ocjenama od 1 do 5 generalno ocijenite kvalitetu usluge ARO jedinice:
Please evaluate overall quality of service received from an ARO unit from 1 to 5:

ARO Unit	Ocjena usluge Service evaluation				
	1 Loša Poor	2 Prihvatljiva Acceptable	3 Dobra Good	4 Vrlo dobra Very good	5 Odlična Excellent
Brač	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dubrovnik	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lošinj	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Osijek	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pula	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rijeka	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Split	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Zadar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Zagreb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Molimo Vas da Vašu ocjenu detaljnije obrazložite: Please explain your evaluation in more detail:						
ARO Unit		1 Loša Poor	2 Prihvatljiva Acceptable	3 Dobra Good	4 Vrlo dobra Very good	5 Odlična Excellent
	Frazeologija Phraseology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Brzina reakcije Reaction speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Usmjerenost korisniku Customer orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ekspeditivnost Expeditiousness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Učinkovitost Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Profesionalnost Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ostalo Other						

Molim Vas da popunjeni upitnik pošaljete na:
Please send filled questionnaire to the following address:
josko.marin@crocontrol.hr .

Hvala na sudjelovanju!
Thank you for participation!