|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Case Processing Summary** | | | | | | |
|  | Cases | | | | | |
| Valid | | Missing | | Total | |
| N | Percent | N | Percent | N | Percent |
| Toezicht: tevredenheid reikwijdte \* Meting | 885 | 92,4% | 73 | 7,6% | 958 | 100,0% |
| Toezicht: tevredenheid vriendelijkheid personeel \* Meting | 875a | 91,3% | 83 | 8,7% | 958 | 100,0% |
| Toezicht: 2014, binnen termijn \* Meting | 506a | 52,8% | 452 | 47,2% | 958 | 100,0% |
| Toezicht: tevredenheid volledigheid informatie \* Meting | 870a | 90,8% | 88 | 9,2% | 958 | 100,0% |
| Toezicht: tevredenheid correctheid informatie \* Meting | 867a | 90,5% | 91 | 9,5% | 958 | 100,0% |
| a. Number of valid cases is different from the total count in the crosstabulation table because the cell counts have been rounded. | | | | | | |

**Toezicht: tevredenheid reikwijdte \* Meting**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Crosstab** | | | | | | |
|  | | | Meting | | | Total |
| 2011 | 2014 | 2016 |
| Toezicht: tevredenheid reikwijdte | Helemaal ontevreden | Count | 9 | 6 | 7 | 22 |
| % within Meting | 2,4% | 2,0% | 3,2% | 2,5% |
| Ontevreden | Count | 66 | 45 | 24 | 135 |
| % within Meting | 17,8% | 15,3% | 11,0% | 15,3% |
| Niet ontevreden of tevreden | Count | 108 | 79 | 49 | 236 |
| % within Meting | 29,1% | 26,8% | 22,4% | 26,7% |
| Tevreden | Count | 167 | 161 | 127 | 455 |
| % within Meting | 45,0% | 54,6% | 58,0% | 51,4% |
| Heel tevreden | Count | 21 | 4 | 12 | 37 |
| % within Meting | 5,7% | 1,4% | 5,5% | 4,2% |
| Total | | Count | 371 | 295 | 219 | 885 |
| % within Meting | 100,0% | 100,0% | 100,0% | 100,0% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Symmetric Measures** | | | |
|  | | Value | Approx. Sig. |
| Nominal by Nominal | Phi | ,154 | ,007 |
| Cramer's V | ,109 | ,007 |
| N of Valid Cases | | 885 |  |

**Toezicht: tevredenheid vriendelijkheid personeel \* Meting**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Crosstab** | | | | | | |
|  | | | Meting | | | Total |
| 2011 | 2014 | 2016 |
| Toezicht: tevredenheid vriendelijkheid personeel | Helemaal ontevreden | Count | 2 | 3 | 2 | 7 |
| % within Meting | 0,5% | 1,0% | 0,9% | 0,8% |
| Ontevreden | Count | 9 | 6 | 5 | 20 |
| % within Meting | 2,5% | 2,0% | 2,3% | 2,3% |
| Niet ontevreden of tevreden | Count | 58 | 44 | 27 | 129 |
| % within Meting | 15,9% | 15,0% | 12,4% | 14,7% |
| Tevreden | Count | 204 | 202 | 125 | 531 |
| % within Meting | 56,0% | 68,7% | 57,6% | 60,7% |
| Heel tevreden | Count | 91 | 39 | 58 | 188 |
| % within Meting | 25,0% | 13,3% | 26,7% | 21,5% |
| Total | | Count | 364 | 294 | 217 | 875 |
| % within Meting | 100,0% | 100,0% | 100,0% | 100,0% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Symmetric Measures** | | | |
|  | | Value | Approx. Sig. |
| Nominal by Nominal | Phi | ,154 | ,008 |
| Cramer's V | ,109 | ,008 |
| N of Valid Cases | | 875 |  |

**Toezicht: 2014, binnen termijn \* Meting**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Crosstab** | | | | | |
|  | | | Meting | | Total |
| 2014 | 2016 |
| Toezicht: 2014, binnen termijn | Helemaal ontevreden | Count | 1 | 1 | 2 |
| % within Meting | 0,3% | 0,5% | 0,4% |
| Ontevreden | Count | 16 | 16 | 32 |
| % within Meting | 5,5% | 7,4% | 6,3% |
| Niet ontevreden of tevreden | Count | 74 | 59 | 133 |
| % within Meting | 25,4% | 27,4% | 26,3% |
| Tevreden | Count | 183 | 111 | 294 |
| % within Meting | 62,9% | 51,6% | 58,1% |
| Heel tevreden | Count | 17 | 28 | 45 |
| % within Meting | 5,8% | 13,0% | 8,9% |
| Total | | Count | 291 | 215 | 506 |
| % within Meting | 100,0% | 100,0% | 100,0% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Symmetric Measures** | | | |
|  | | Value | Approx. Sig. |
| Nominal by Nominal | Phi | ,146 | ,028 |
| Cramer's V | ,146 | ,028 |
| N of Valid Cases | | 506 |  |

**Toezicht: tevredenheid volledigheid informatie \* Meting**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Crosstab** | | | | | | |
|  | | | Meting | | | Total |
| 2011 | 2014 | 2016 |
| Toezicht: tevredenheid volledigheid informatie | Helemaal ontevreden | Count | 8 | 6 | 2 | 16 |
| % within Meting | 2,2% | 2,1% | 0,9% | 1,8% |
| Ontevreden | Count | 30 | 25 | 17 | 72 |
| % within Meting | 8,2% | 8,7% | 7,9% | 8,3% |
| Niet ontevreden of tevreden | Count | 93 | 74 | 52 | 219 |
| % within Meting | 25,4% | 25,7% | 24,1% | 25,2% |
| Tevreden | Count | 190 | 165 | 114 | 469 |
| % within Meting | 51,9% | 57,3% | 52,8% | 53,9% |
| Heel tevreden | Count | 45 | 18 | 31 | 94 |
| % within Meting | 12,3% | 6,3% | 14,4% | 10,8% |
| Total | | Count | 366 | 288 | 216 | 870 |
| % within Meting | 100,0% | 100,0% | 100,0% | 100,0% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Symmetric Measures** | | | |
|  | | Value | Approx. Sig. |
| Nominal by Nominal | Phi | ,114 | ,186 |
| Cramer's V | ,081 | ,186 |
| N of Valid Cases | | 870 |  |

**Toezicht: tevredenheid correctheid informatie \* Meting**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Crosstab** | | | | | | |
|  | | | Meting | | | Total |
| 2011 | 2014 | 2016 |
| Toezicht: tevredenheid correctheid informatie | Helemaal ontevreden | Count | 6 | 5 | 4 | 15 |
| % within Meting | 1,6% | 1,7% | 1,9% | 1,7% |
| Ontevreden | Count | 28 | 14 | 17 | 59 |
| % within Meting | 7,7% | 4,9% | 7,9% | 6,8% |
| Niet ontevreden of tevreden | Count | 76 | 83 | 53 | 212 |
| % within Meting | 20,8% | 29,0% | 24,5% | 24,5% |
| Tevreden | Count | 209 | 158 | 106 | 473 |
| % within Meting | 57,3% | 55,2% | 49,1% | 54,6% |
| Heel tevreden | Count | 46 | 26 | 36 | 108 |
| % within Meting | 12,6% | 9,1% | 16,7% | 12,5% |
| Total | | Count | 365 | 286 | 216 | 867 |
| % within Meting | 100,0% | 100,0% | 100,0% | 100,0% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Symmetric Measures** | | | |
|  | | Value | Approx. Sig. |
| Nominal by Nominal | Phi | ,128 | ,079 |
| Cramer's V | ,090 | ,079 |
| N of Valid Cases | | 867 |  |

**Oneway**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Descriptives** | | | | | | | | |
| Uitoefening bestuurlijk toezicht: algemene tevredenheid | | | | | | | | |
|  | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
| Lower Bound | Upper Bound |
| 2011 | 366 | 6,49 | 1,826 | ,095 | 6,30 | 6,67 | 0 | 10 |
| 2014 | 294 | 6,57 | 1,717 | ,100 | 6,38 | 6,77 | 0 | 10 |
| 2016 | 219 | 6,85 | 1,744 | ,118 | 6,62 | 7,09 | 0 | 10 |
| Total | 879 | 6,61 | 1,774 | ,060 | 6,49 | 6,73 | 0 | 10 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Test of Homogeneity of Variances** | | | |
| Uitoefening bestuurlijk toezicht: algemene tevredenheid | | | |
| Levene Statistic | df1 | df2 | Sig. |
| 1,240 | 2 | 876 | ,290 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ANOVA** | | | | | |
| Uitoefening bestuurlijk toezicht: algemene tevredenheid | | | | | |
|  | Sum of Squares | df | Mean Square | F | Sig. |
| Between Groups | 19,071 | 2 | 9,536 | 3,041 | ,048 |
| Within Groups | 2743,927 | 875 | 3,136 |  |  |
| Total | 2762,998 | 877 |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Robust Tests of Equality of Means** | | | | |
| Uitoefening bestuurlijk toezicht: algemene tevredenheid | | | | |
|  | Statistica | df1 | df2 | Sig. |
| Brown-Forsythe | 3,079 | 2 | 807,543 | ,047 |
| a. Asymptotically F distributed. | | | | |

**Post Hoc Tests**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Multiple Comparisons** | | | | | | |
| Dependent Variable: Uitoefening bestuurlijk toezicht: algemene tevredenheid | | | | | | |
| Scheffe | | | | | | |
| (I) Meting | (J) Meting | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
| Lower Bound | Upper Bound |
| 2011 | 2014 | -,088 | ,139 | ,816 | -,43 | ,25 |
| 2016 | -,369 | ,151 | ,052 | -,74 | ,00 |
| 2014 | 2011 | ,088 | ,139 | ,816 | -,25 | ,43 |
| 2016 | -,280 | ,158 | ,209 | -,67 | ,11 |
| 2016 | 2011 | ,369 | ,151 | ,052 | ,00 | ,74 |
| 2014 | ,280 | ,158 | ,209 | -,11 | ,67 |

**Homogeneous Subsets**

|  |  |  |  |
| --- | --- | --- | --- |
| **Uitoefening bestuurlijk toezicht: algemene tevredenheid** | | | |
| Scheffea,b | | | |
| Meting | N | Subset for alpha = 0.05 | |
| 1 | 2 |
| 2011 | 366 | 6,49 |  |
| 2014 | 294 | 6,57 | 6,57 |
| 2016 | 218 |  | 6,85 |
| Sig. |  | ,840 | ,174 |
| Means for groups in homogeneous subsets are displayed. | | | |
| a. Uses Harmonic Mean Sample Size = 280,242. | | | |
| b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed. | | | |