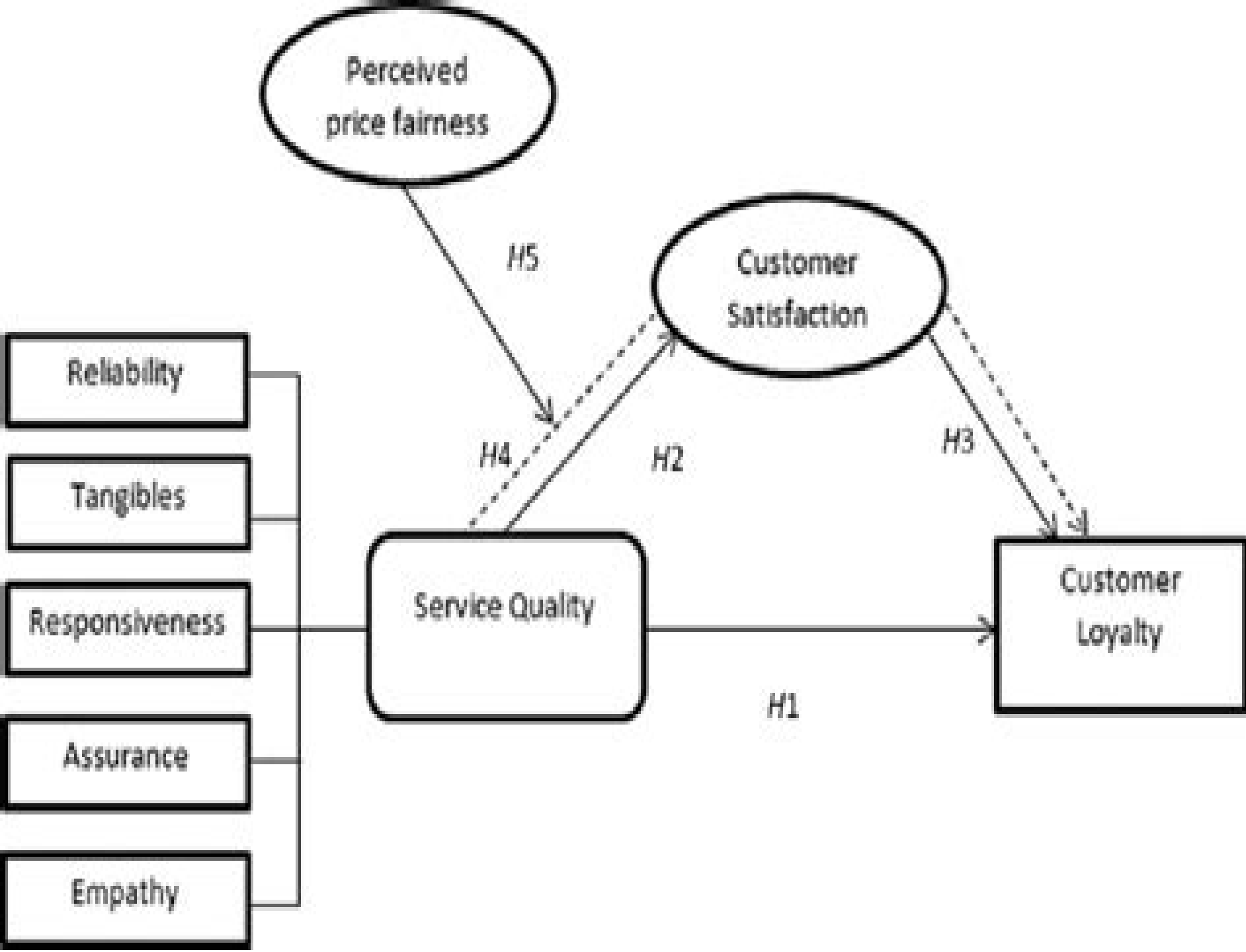




The Relationship Between Customer Satisfaction Service Quality

**Samrena Jabeen, Abu Bakar Abdul
Hamid**



The Relationship Between Customer Satisfaction Service Quality:

Effects of Perceived Service Quality on Customer Loyalty and Repurchase Intentions. The Mediating Role of Customer Satisfaction Shahrukh Salman, 2017-09-19 The primary objective of this study is to gauge the effect of perceived service quality on customer loyalty and repurchase intentions through customer satisfaction in Lahore Pakistan Therefore the significance of customer satisfaction for customer loyalty and repurchase intentions is explained Customer satisfactions play a mediating role between perceived service qualities customer loyalty and repurchase intentions The population of the research is constituted of the potential customers of Lahore and the sample size amounts to 230 The Customer

Satisfaction towards Service Quality of Electrical Equipments E. Sankaran, Dr. K S Meenakshi Sundaram, Dr. D Kirubakaran,

Customer Satisfaction Evaluation Evangelos Grigoroudis, Yannis Siskos, 2009-11-07 This important new work provides a comprehensive discussion of the customer satisfaction evaluation problem It presents an overview of the existing methodologies as well as the development and implementation of an original multicriteria method dubbed MUSA The Impact of Service Quality on Consumer Loyalty Dr. David Ackah, Makafui R. Agboyi, 2014-11-10 Research Paper postgraduate from the year 2013 in the subject Economics International Economic Relations grade A Atlantic International University School of Business and Economics language English abstract The study explores the relationship between service quality and customer satisfaction on customer loyalty with regards to services provided by All Needs Supermarket located in Takoradi To achieve the objective of the study quantitative method was used for the statistical analysis and convenience sampling for selecting customers The researcher used the self administered questionnaire as a method for collecting data from the sample consists of 101 customers randomly selected from the population frame The results show that both service quality and customer satisfaction significantly affect the level of customer loyalty of the customers of All needs supermarket Takoradi It was therefore recommended that staff of All needs supermarket should pay special attention to their service quality and the factors that drive customer satisfaction Service Quality and Customer Satisfaction in Private and Public Sector Banks in Kerala: A Comparative Study Laly Antoney, Prem Jose Vazhacharickal, Quality and satisfaction are the key indicators of corporate competitiveness Measurement of customer satisfaction based on the service quality is to be done independently and objectively to establish baseline for improvements in service delivery Assessing customer satisfaction periodically allows bank management and policy makers to identify customers needs expectations perception and the perception expectation gaps The current study covers a comparative analysis of service quality and customer satisfaction among the customers of public and private sector commercial banks in Kerala The research questions that are addressed in this study are on expectations and perceptions of retail customers from their preferred banks relationship between service quality and customer satisfaction and the difference between the satisfaction level among private and public sector banks in Kerala In order to answer the above research questions the problem is stated as Service Quality and Customer Satisfaction a

Comparative Study between Public Sector and Private Sector Banks of Kerala A descriptive and analytical research was carried out by collecting responses from customers of three prominent banks from private and public sector each This was done through an online structured questionnaire based on SERVQUAL model during July 2015 to July 2016 prior to SBI consolidation Primary data is analysed using SPSS V 21 Kolmogorov Smirnov Test for the Normality is used to ensure normality of data distribution Cronbach Alpha coefficient is used to measure reliability and validity is tested with the panel of experts Mean S D percentage cross tabulation are used for descriptive and univariate analysis Structural Equation Modelling Confirmatory Factor Analysis and regression path analysis are used to conduct inferential and multivariate analysis Z test Independent T Test Chi Square ANOVA Pearson Correlation and post hoc tests are used for testing of hypothesis and comparative analysis Modelling is done using Structural Equation Modelling approach and Path Analysis The study reveals that the antecedents of customer satisfaction of retail banking customers of Kerala are reliability assurance empathy and tangibles Responsiveness dimension do not affect customer satisfaction of banks in Kerala There exists a gap between expected service quality and perceived service quality Study reveals that there is significant positive correlation between service quality and customer satisfaction in the retail commercial banking services in Kerala The level of customer satisfaction in public sector banks and private sector banks are not significantly different but same Similarly it is also found that there is no significant difference in the customer satisfaction between sample banks like State Bank of India State Bank of Travancore Canara Bank from public sector and Federal bank South Indian bank and ICICI bank from private sector

Handbook of Research on the Interplay Between Service Quality and Customer Delight Sarma, Sarmistha,Gupta, Neha,2023-01-31 Research in the field of service quality and consumer behavior has developed in many dimensions in the past decade A number of models have been developed to determine the factors leading to satisfaction however within the past few years scholars have proved that satisfaction is not sufficient to leave a strong mark in the minds of the customers Service quality and customer delight have been the buzzwords in the business world in recent times as scholars have proven that customer delight is the key to customer retention The Handbook of Research on the Interplay Between Service Quality and Customer Delight considers how companies around the world in a cross cultural environment are dealing with service quality and customer delight and proposes a global outlook on the current trends tactics and opportunities Covering key topics such as buyer funnels consumer dissonance and digital solutions this reference work is ideal for business owners managers industry professionals researchers scholars practitioners academicians instructors and students **Tourism Destination Quality** Arthur Seakhwa-King,Marcjanna M Augustyn,Peter Mason,2020-11-27 Tourism Destination Quality Attributes and Dimensions critically compares dimensions of tourism destination quality established in the TDQ study with dimensions of product quality service quality place quality and destination service product quality Beyond Traditional Probabilistic Methods in Economics Vladik Kreinovich,Nguyen Ngoc Thach,Nguyen Duc Trung,Dang Van Thanh,2018-11-24

This book presents recent research on probabilistic methods in economics from machine learning to statistical analysis. Economics is a very important and at the same a very difficult discipline. It is not easy to predict how an economy will evolve or to identify the measures needed to make an economy prosper. One of the main reasons for this is the high level of uncertainty. Different difficult to predict events can influence the future economic behavior. To make good predictions and reasonable recommendations this uncertainty has to be taken into account. In the past most related research results were based on using traditional techniques from probability and statistics such as p value based hypothesis testing. These techniques led to numerous successful applications but in the last decades several examples have emerged showing that these techniques often lead to unreliable and inaccurate predictions. It is therefore necessary to come up with new techniques for processing the corresponding uncertainty that go beyond the traditional probabilistic techniques. This book focuses on such techniques, their economic applications and the remaining challenges, presenting both related theoretical developments and their practical applications.

Customer Satisfaction: Experiences in Healthcare Sector (UUM Press) Hartini Ahmad, Mahmoud Allan, 2014-01-01. This book is written to guide readers on every aspect of customer satisfaction based on a contextualised approach and to assist in improving the service quality. It is intended as a reference in measuring customer satisfaction in a more holistic way not only in healthcare sector but also in banking, tourism and hospitality sectors. This book provides readers with a guide on how to develop an instrument to measure customer satisfaction in different service sectors. Readers will understand how important customer oriented is to increase customer satisfaction which subsequently helps to minimise the operation costs for organisation to sustain. This book is also suitable as a reference to private hospitals, policy makers, managers, decision makers and strategic planners on how best to utilise the proposed model in enhancing their customer satisfaction and loyalty.

Organizational Development through Managerial Communication Jitendra Mhatre, 2025-02-20. Organizational Development through Managerial Communication offers clear guidance to top, middle and frontline managers on critical communication issues. We help managers anticipate and respond to communication challenges they face daily. With issues arising without warning, corporations can be vulnerable to media manipulation of public perception. We emphasize the importance of knowing what to do, what to say and what not to say when dealing with complex cultural issues. Developing an effective internal and external communication strategy is essential for organizational viability. Our book serves as a field manual for managers at every organizational level, providing practical advice and strategies. Organizational Development through Managerial Communication equips managers with the tools needed to navigate the intricate landscape of organizational communication, ensuring they can maintain a positive public image and foster a healthy internal environment.

Advances in Production Management Systems. Sustainable Production and Service Supply Chains Vittal Prabhu, Marco Taisch, Dimitris Kiritsis, 2013-09-05. The two volumes IFIP AICT 414 and 415 constitute the refereed proceedings of the International IFIP WG 5.7 Conference on Advances in

Production Management Systems APMS 2013 held in University Park PA USA in September 2013 The 133 revised full papers were carefully reviewed and selected for inclusion in the two volumes They are organized in 4 parts sustainable production sustainable supply chains sustainable services and ICT and emerging technologies

Effects of Perceived Service Quality on Customer Loyalty and Repurchase Intentions. The Mediating Role of Customer Satisfaction Shahrukh Salman,2017-11-01 The primary objective of this study is to gauge the effect of perceived service quality on customer loyalty and repurchase intentions through customer satisfaction in Lahore Pakistan Therefore the significance of customer satisfaction for customer loyalty and repurchase intentions is explained Customer satisfactions play a mediating role between perceived service qualities customer loyalty and repurchase intentions The population of the research is constituted of the potential customers of Lahore and the sample size amounts to 230

Intelligent Systems, Business, and Innovation Research Rim El Khoury,Nohade Nasrallah,2024-01-25 Intelligent systems research is a multidisciplinary field that focuses on the development of systems that can perceive reason and act autonomously This can include areas such as machine learning artificial intelligence natural language processing and robotics The goal of intelligent systems research is to develop systems that can understand learn from and adapt to their environment to perform tasks that would typically require human intelligence Business and innovation research is an interdisciplinary field that examines how organizations can create develop and implement new ideas products and services This can include areas such as organizational behaviour strategic management and marketing The goal of business and innovation research is to understand how organizations can foster an environment that encourages creativity and innovation and how they can develop and implement new ideas in a way that leads to success Intelligent Systems Business and Innovation Research is a research area that brings together these two fields to study the use of intelligent systems and technologies in the business context to drive innovation improve operational efficiency and effectiveness of the organization The book aims to understand how intelligent systems can be used in business applications how to design and implement them how to manage the associated challenges and how to leverage them to foster innovation create new business models and gain competitive advantage It offers guidance on how to navigate potential conflicts and challenges that may arise during multidisciplinary research in areas such as Industry 4 0 Internet of Things modern machine learning software agent applications and data science The book focuses on the various fields in which intelligent systems play a critical role in enabling the development of advanced technologies that can perform tasks that would typically require human intelligence For example in smart control systems intelligent algorithms can be used to optimize the performance of machines and devices while in cyber security they can be used to protect networks and data from cyber attacks In bioinformatics intelligent systems can be used to analyse large amounts of biological data while in virtual reality and robotics they can be used to create realistic and responsive simulations and automatons Additionally the book also highlights the rapidly advancing theoretical foundations of fuzzy sets mathematical logic and non classical logic

These are important theoretical frameworks for the development of intelligent systems as they provide the foundation for the representation and manipulation of uncertainty complexity and imprecision These theoretical foundations are essential in the development of intelligent systems that can make decisions and perform tasks in uncertain complex and dynamic environments

Handbook of Research on Social and Organizational Dynamics in the Digital Era Idemudia, Efosa C.,2019-08-30 Technology in the world today impacts every aspect of society and has infiltrated every industry affecting communication management security etc With the emergence of such technologies as IoT big data cloud computing AI and virtual reality organizations have had to adjust the way they conduct business to account for changing consumer behaviors and increasing data protection awareness The Handbook of Research on Social and Organizational Dynamics in the Digital Era provides relevant theoretical frameworks and the latest empirical research findings on all aspects of social issues impacted by information technology in organizations and inter organizational structures and presents the conceptualization of specific social issues and their associated constructs Featuring coverage on a broad range of topics such as business management knowledge management and consumer behavior this publication seeks to advance the practice and understanding of technology and the impacts of technology on social behaviors and norms in the workplace and society It is intended for business professionals executives IT practitioners policymakers students and researchers

Proceedings of the 11th Toulon-Verona International Conference on Quality in Services Rocco Moliterni,Jacques Martin,2008 The Toulon Verona Conference was founded in 1998 by prof Claudio Baccarani of the University of Verona Italy and prof Michel Weill of the University of Toulon France It has been organized each year in a different place in Europe in cooperation with a host university Toulon 1998 Verona 1999 Derby 2000 Mons 2001 Lisbon 2002 Oviedo 2003 Toulon 2004 Palermo 2005 Paisley 2006 Thessaloniki 2007 Florence 2008 Originally focusing on higher education institutions the research themes have over the years been extended to the health sector local government tourism logistics banking services Around a hundred delegates from about twenty different countries participate each year and nearly one thousand research papers have been published over the last ten years making of the conference one of the major events in the field of quality in services

Recent Trends in Business and Management Dr. V.S. More, Dr. Apoorva Hiray,2014 **Services Marketing and Management** Audrey Gilmore,2003-06-02 This text provides an overview of the characteristics and underlying principles of delivering services in today s marketplace and places these issues in the context of the frameworks and activities of various types of organization such as financial services tourism charities and museums Customers Switching Intentions Behavior in Retail Hypermarket Kingdom of Saudi Arabia Samrena Jabeen,Abu Bakar Abdul Hamid,2019-06-27 Retail Service Quality is a vital driver in determining customer satisfaction which in turn promotes customer loyalty and reduces switching intentions Service quality is a solution to build customer satisfaction which could lead to customer loyalty hence reducing switching intentions The current study has investigated the interrelationship between service quality customer satisfaction

customer loyalty with switching intentions of customers and the moderating role of price discounts and store ethnicity in a single framework Random sampling was used by administering standardized questionnaires personally to 450 hypermarket customers located in the Eastern Province of Saudi Arabia The results confirmed that retail service quality has significant positive influence on customer satisfaction and the positive effect of customer satisfaction on customer loyalty Besides the study verified store ethnicity and price discounts acted as moderating mechanism for explaining the switching intentions of satisfied and loyal customers The results serve as a guideline for top managers of the hypermarkets to design appropriate policies and strategies in terms of retail service quality price discounts and identifying the needs of ethnic groups in a particular region This will help to enhance customer satisfaction and customer loyalty hence reducing switching intentions of customers

Consumer Psychology of Tourism, Hospitality and Leisure R. R. Perdue,H. J. P. Immermans,M.

Uysal,2004 Annotation Knowledge of consumer psychology and consumer behaviour in relation to tourism is valuable in determining the success of tourism and hospitality ventures The book is an edited collection of papers from the 3rd Symposium on Consumer Psychology of Tourism Hospitality and Leisure held in Melbourne Australia in January 2003 Themes covered by the papers include attitudes emotions and information processing motivation and learning consumption systems decision and choice experience and satisfaction market segmentation attraction and loyalty and image and interpretation

Delivering Satisfaction and Service Quality Peter Hernon,John R. Whitman,2001 Good customers expect excellent service Increasingly library customers are looking to online services instead of to the library for information For every library that wants to win satisfied customers and bring those that have strayed back into the library here are proven tools to assess needs and improve service

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