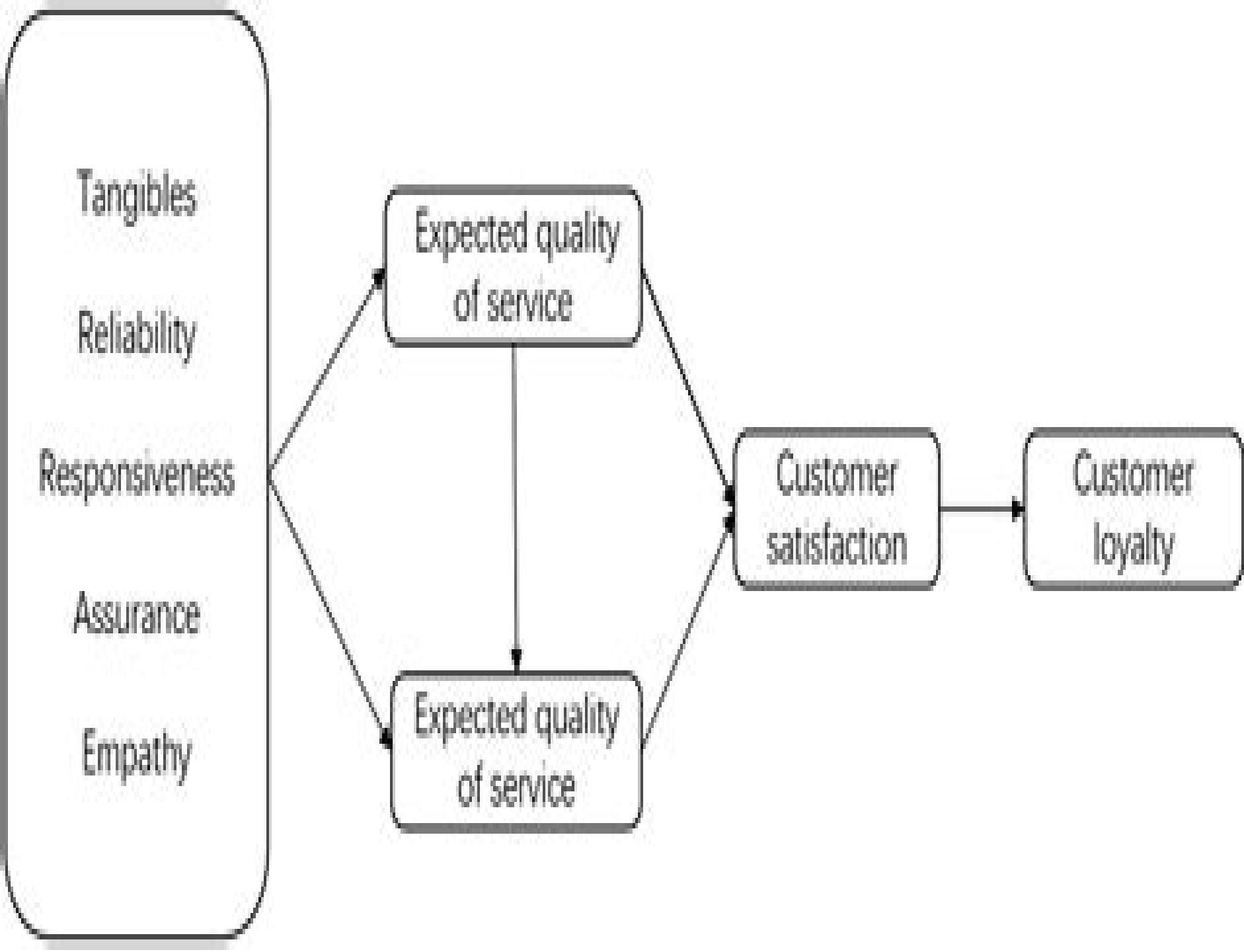




The Impact Of Service Quality On Consumer Loyalty

**Ratih Hurriyati, Benny Tjahjono, Ikuro
Yamamoto, Agus Rahayu**



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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

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

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

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The Impact of Service Quality on Customer Satisfaction and Customer Loyalty: the Case of Mongolian Commercial Banks □□□, 2016 **The Impact of Service Guarantees on Service Quality, Customer Satisfaction/loyalty and Firm Performance** Julie Mountain Hays, 2000 **Ergonomics for Design and Innovation** Debkumar Chakrabarti, Sougata Karmakar, Urmi R. Salve, 2022-06-06 This book presents the proceedings of the 19th International Conference of the Indian Society of Ergonomics HWWE held in Guwahati India on December 13 2021 By highlighting the latest theories and models as well as cutting edge technologies and applications and by combining findings from a range of disciplines including engineering design health care management computer science and behavioral science it provides researchers and practitioners alike with a comprehensive timely guide on user centered design for quality life human factors and ergonomics design applications cognitive processing and response It also offers an excellent source of innovative ideas to stimulate future discussions and developments aimed at applying knowledge and techniques to optimize system performance while at the same time promoting the health safety and well being of individuals The proceedings includes papers from researchers and practitioners scientists and physicians institutional leaders managers and policy makers that contribute to constructing the human factors and ergonomics approach across a variety of methodologies domains and productive sectors

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others Businesses navigating the rapidly changing landscape of services and technology can benefit from it by using emerging technology to create new services or improve existing ones With the rapid rise in technology the regulatory landscape is changing requiring additional changes to ensure responsible innovation and protect consumers interests Transforming the Service Sector with New Technology strives to stimulate innovation aid in strategic decision making and benefit service industries as a whole It provides valuable information about how technology is impacting and transforming the services sector and insights in responsibly regulating it Covering topics such as customer engagement recovery strategies and technology driven product placement this book is an excellent resource for industry decision makers Industrialists hospitality professionals entrepreneurs policymakers scholars academicians professionals and more

Advances in Business, Management and Entrepreneurship Ratih Hurriyati, Benny Tjahjono, Ikuro Yamamoto, Agus Rahayu, 2020-01-06 The GCBME Book Series aims to promote the quality and methodical reach of the Global Conference on Business Management Entrepreneurship which is intended as a high quality scientific contribution to the science of business management and entrepreneurship The Contributions are the main reference articles on the topic of each book and have been subject to a strict peer review process conducted by experts in the fields The conference provided opportunities for the delegates to exchange new ideas and implementation of experiences to establish business or research connections and to find Global Partners for future collaboration The conference and resulting volume in the book series is expected to be held and appear annually The year 2019 theme of book and conference is Creating Innovative and Sustainable Value added Businesses in the Disruption Era The ultimate goal of GCBME is to provide a medium forum for educators researchers scholars managers graduate students and professional business persons from the diverse cultural backgrounds to present and discuss their researches knowledge and innovation within the fields of business management and entrepreneurship The GCBME conferences cover major thematic groups yet opens to other relevant topics Organizational Behavior Innovation Marketing Management Financial Management and Accounting Strategic Management Entrepreneurship and Green Business *ITJEMAST 11(5) 2020* , International Transaction Journal of Engineering Management Applied Sciences Technologies publishes a wide spectrum of research and technical articles as well as reviews experiments experiences modelings simulations designs and innovations from engineering sciences life sciences and related disciplines as well as interdisciplinary cross disciplinary multidisciplinary subjects Original work is required Article submitted must not be under consideration of other publishers for publications **ICEBE 2021** Darmawan Napitupulu, Tata Sutabri, Dahlan Abdullah, 2022-04-20 ICEBE is International Conference of Economics Business Entrepreneurship on Global Innovation and Trend in Economy The fourth ICEBE 2021 conference was held on October 7 2021 as a joint collaboration from four distinguished universities in Indonesia which are Universitas Lampung Universitas Multimedia Nusantara Universitas Bhayangkara Raya Jaya and Universitas Malahayati This conference has brought researchers scholars and practitioners who

were passionate to share their thoughts and research findings on current business management accounting and economics latest issues The theme of ICEBE 2021 was Reshaping Business Strategy Through Technological Innovation from Post Covid 19 Recovery Proceedings of the 9th Global Conference on Business, Management and Entrepreneurship (GCBME 2024) Ratih Hurriyati,Sulastri Sulastri,Lisnawati Lisnawati,Lili Adi Wibowo,2025-09-26 This is an open access book The 9th UPI Global Conference on Business Management and Entrepreneurship UPI GCBME 2024 will be held on August 07 2024 in Bandung Indonesia The aim of UPI GCBME 2024 is to provide a platform for educators researchers artists scholars managers graduate students and entrepreneurs from different cultural backgrounds to present and discuss researches developments and innovations in the fields of Business Management and Entrepreneurship It provides opportunities for the delegates to exchange new ideas and implementation experiences to establish business or research connections and to find global partners for future collaboration **Quantitative Analysis of Social and Financial Market Development** William A.

Barnett,Bruno S. Sergi,2022-10-03 Quantitative Analysis of Social and Financial Market Development is a crucial resource of current cutting edge research exploring the latest social and financial developments across Asia *Artificial Intelligence and Economic Sustainability in the Era of Industrial Revolution 5.0* Abdalmuttaleb M. A. Musleh Al-Sartawi,Abdulnaser Ibrahim Nour,2024-05-28 Industry 5 0 has been dubbed as the digital revolution with a soul This book incorporates a wealth of research which integrates artificial intelligence AI with economic sustainability and Industry 5 0 It examines the human centricity of the upcoming digital revolution and the role of sustainable technologies in enhancing the livelihoods of workers individuals communities and eventually societies It provides insight on important areas related to artificial intelligence sustainable development and society 5 0 The chapters present a wide range of topics including block cipher entrepreneurship and AI AI and stock trading decisions digital transformation knowledge management chatbot engineering cybersecurity and smart metering system This book is beneficial to scholars and academics who will find in it the knowledge of the support of AI and its contribution to economic sustainability and solutions to enhance human centricity and resilience

The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism Saurabh Kumar Dixit,2017-04-07 Consumer behaviour is one of the most explored topics in tourism and hospitality marketing interchangeably denoted by the terms traveller behaviour tourist behaviour or guest behaviour Consumer behaviour acts as an origin for every tourism and hospitality marketing activity It offers an understanding of why people tend to choose certain products or services and what sort of factors influence them in making their decision The decision process of buying tourism products or services takes time because they are mostly intangible in nature due to which there are many risks involved in their buying process The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism aims to explore and critically examine current debates critical reflections of contemporary ideas controversies and pertinent queries relating to the rapidly expanding discipline of consumer behaviour in hospitality and tourism The Handbook offers a platform for dialogue across disciplinary

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