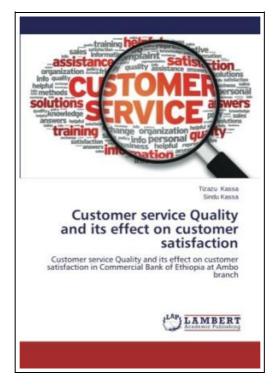
Customer service Quality and its effect on customer satisfaction



Filesize: 2.21 MB

Reviews

Completely essential read through publication. It normally does not expense excessive. It is extremely difficult to leave it before concluding, once you begin to read the book. (Morris Cruickshank)

CUSTOMER SERVICE QUALITY AND ITS EFFECT ON CUSTOMER SATISFACTION



Condition: New. Publisher/Verlag: LAP Lambert Academic Publishing | Customer service Quality and its effect on customer satisfaction in Commercial Bank of Ethiopia at Ambo branch | This study examined customer service quality and its effect on customer satisfaction in commercial bank of Ethiopia at Ambo branch. The study was conducted at one branch. The five service quality dimensions were used to measure the service quality of the bank. The researcher collected data through questionnaire. The respondents were selected through simple random sampling method and the data was analyzed using statistical tools such as mean, standard deviation, correlation and multiple regressions. The findings of this study indicate that the four service quality dimensions (tangibility, empathy, assurance and reliability) have positive and significant effect on customer satisfaction. However, responsiveness has a negative and insignificant effect on customer satisfaction. Providing superior service quality is very crucial for the success and growth of the bank. That means, if the bank provide superior service quality to customers, the customers will be satisfied, if they are satisfied with the service of the bank, they will be loyal customers of the bank. Therefore, the bank should provide superior quality service to customers in order to achieve its goals. | Format: Paperback | Language/Sprache: english | 84 pp.

Read Customer service Quality and its effect on customer satisfaction Online
Download PDF Customer service Quality and its effect on customer satisfaction

Relevant PDFs

\Box
PDF

Summer Fit Preschool to Kindergarten Math, Reading, Writing, Language Arts Fitness, Nutrition and Values Summer Fit Learning. Paperback. Book Condition: New. Paperback. 160 pages. Dimensions: 10.6in. x 8.3in. x 0.5in.Summer Fit Activity Books move summer learning beyond academics to also prepare children physically and socially for the grade ahead.... Read PDF »

PDF

The Preschool Inclusion Toolbox: How to Build and Lead a High-Quality Program Brookes Publishing Co, United States, 2015. Paperback. Book Condition: New. 274 x 213 mm. Language: English . Brand New Book. Filled with tips, tools, and strategies, this book is the comprehensive, practical toolbox preschool administrators... Read PDF »

	1
PDF	

Fun to Learn Bible Lessons Preschool 20 Easy to Use Programs Vol 1 by Nancy Paulson 1993 Paperback Book Condition: Brand New. Book Condition: Brand New. Read PDF »

\Box	
PDF	

Six Steps to Inclusive Preschool Curriculum: A UDL-Based Framework for Children's School Success Brookes Publishing Co. Paperback. Book Condition: new. BRAND NEW, Six Steps to Inclusive Preschool Curriculum: A UDL-Based Framework for Children's School Success, Eva M. Horn, Susan B. Palmer, Gretchen D. Butera, Joan A. Lieber, How... Read PDF »

Г	
	PDF

TJ new concept of the Preschool Quality Education Engineering: new happy learning young children (3-5 years old) daily learning book Intermediate (2)(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2005-09-01 Publisher: Chinese children before making Reading: All books are the... Read PDF »