

Final Project 1

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Project Template

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Service Quality

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Table of Contents

1. Chapter 1: Introduction	3
1.1. Research Background.....	4
1.2. Research Problem.....	5
1.2.1. Theoretical Gaps	5
1.2.2. Practical Gaps	5
1.3. Research Significance	6
1.3.1. At the theoretical level.....	6
1.3.2. At the practical level	6
2. Chapter 2: Literature Review	7
2.1. Introduction	8
2.2. The independent variable	8
2.3. The dependent variable	9
2.4. The relationship between the independent and the dependent variables	9
2.5. Conclusion.....	10
References.....	10

1. Chapter 1: Introduction

1.1. Research Background

Service Quality Overview

These days, showing customers they matter shapes the core of many companies' approach. Once just a standard task, support now serves as a main stage for standing apart. Instead of offering quick solutions, firms must craft moments that match what people hope for. As standards climb, skimping on attention risks more than ever before. Over time, results often trace back to getting this right, consistently.

Now appearing often in studies about helping customers, a method called SERVQUAL started with three minds - Parasuraman, Zeithaml, and Berry. Quality here breaks down differently: how things look, whether work gets done right every time, quick replies when needed, trust built through talking, along with care shown just for you. With these pieces together, businesses gain clearer eyes on where their words fall short of what people actually experience.

This research looks closely at what service quality really means, moving through different fields before focusing on its effect on customer happiness in a specific industry. From there, real-world suggestions appear - methods designed to improve service delivery gradually. What matters grows clear only after seeing the full picture unfold slowly.

1.2. Research Problem

People are starting to understand how important it is to have service quality. Many organizations still have problems with delivering services consistently. This inconsistency hurts customer satisfaction and loyalty.

1.2.1. Theoretical Gaps

Lots of studies have looked at how good a service's in certain areas or places but this does not really tell us much about other areas or places with different cultures or ways of doing things. The service quality models that have been tested are pretty limited because they were only used in sectors or regions. This means we do not know for sure if the results would be the same in cultural or organizational contexts. Service quality models are what we are talking about here. We need to know more, about how they work in different service quality contexts.

1.2.2. Practical Gaps

A lot of companies do not have systems in place to measure what customers think about the service quality of these companies. Many organizations need to find a way to figure out what customers really think about the service they get from these organizations. Many organizations have to understand that customers have their ideas, about the service quality they get from these organizations.

1.3. Research Significance

The significance of this study lies in its contribution to both academic knowledge and managerial practice. By examining service quality and its impact on customer satisfaction, the research provides value at multiple levels

1.3.1. At the theoretical level

The research uses the SERVQUAL model that was created by Parasuraman, Zeithaml and Berry. This model is really helpful in figuring out if the SERVQUAL model is still useful today. The SERVQUAL model is applied to see if it is still valid and relevant, in today's world. By doing this the research can tell us if the SERVQUAL model is still a tool to use.

1.3.2. At the practical level

This study is important because it helps us understand what customers think. When organizations know what customers like and do not like they can make changes that will make customers happier with the service they get from the customer service. Understanding customer perceptions is really useful for organizations to make things better, for customers. This will directly make customer satisfaction levels better. The customer perceptions are very important for organizations to know so they can make the right changes to improve customer satisfaction levels.

2.Chapter 2: Literature Review

2.1. Introduction

Service quality is now a major concern in business, especially as economies move away from manufacturing and toward sectors that are mostly service-based. Companies are competing more and more on the quality of service they offer to customers, not just on price or product features. In this context, service quality is commonly defined as a customer's overall assessment of a service's superiority, influenced by the juxtaposition of expectations and actual performance.

2.2. The independent variable

In empirical research, the independent variable denotes the factor anticipated to affect or forecast alterations in another variable, commonly identified as the dependent variable. In the realm of service marketing and management, service quality is predominantly regarded as the principal independent variable, owing to its pivotal influence on customer perceptions, attitudes, and behavioral outcomes. Researchers have consistently identified service quality as a fundamental determinant of critical constructs, including customer satisfaction, loyalty, trust, and repurchase intentions.

2.3. The dependent variable

Customer satisfaction is the most common dependent variable in service quality research because it is the main result that is affected by how well the service is perceived to be. Customer satisfaction is an important idea in marketing and management because it shows how well a business meets or exceeds customer expectations, and it has a direct effect on how well the business does in the long run.

2.4. The relationship between the independent and the dependent variables

In studies about service quality people look at how service quality affects customer satisfaction. This is one of the looked at topics, in marketing. It is well known that service quality and customer satisfaction are connected. When people think about the service they got it changes how they feel about the experience. The service quality is very important because it influences what customers think of the service experience.

2.5. Conclusion

So the connection between service quality and customer satisfaction is really important for people who study service marketing. Service quality is the thing that we are looking at to see what effect it has and customer satisfaction is the thing that we are trying to measure. People are happy when the service they get is what they expected or even better. This means that service quality is a part of how customers feel about a service overall. Service quality has an impact, on what customers think of a service and what they experience when they use it. The service quality is what makes customers satisfied or not.

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