

Service Quality

Reliability (+)

Tangibility (+)

Empathy (+)

Responsiveness (+)

Assurance (+)

Accessibility (+)

H₁

H₂

H₃

H₄

H₅

H₆

Customer
Satisfaction

```
graph LR; R[Reliability (+)] --> H1; T[Tangibility (+)] --> H2; E[Empathy (+)] --> H3; Res[Responsiveness (+)] --> H4; A[Assurance (+)] --> H5; Acc[Accessibility (+)] --> H6; H1 --> CS((Customer Satisfaction)); H2 --> CS; H3 --> CS; H4 --> CS; H5 --> CS; H6 --> CS;
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Service Quality Delivery And Its Impact On Customer

Lei Huang



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