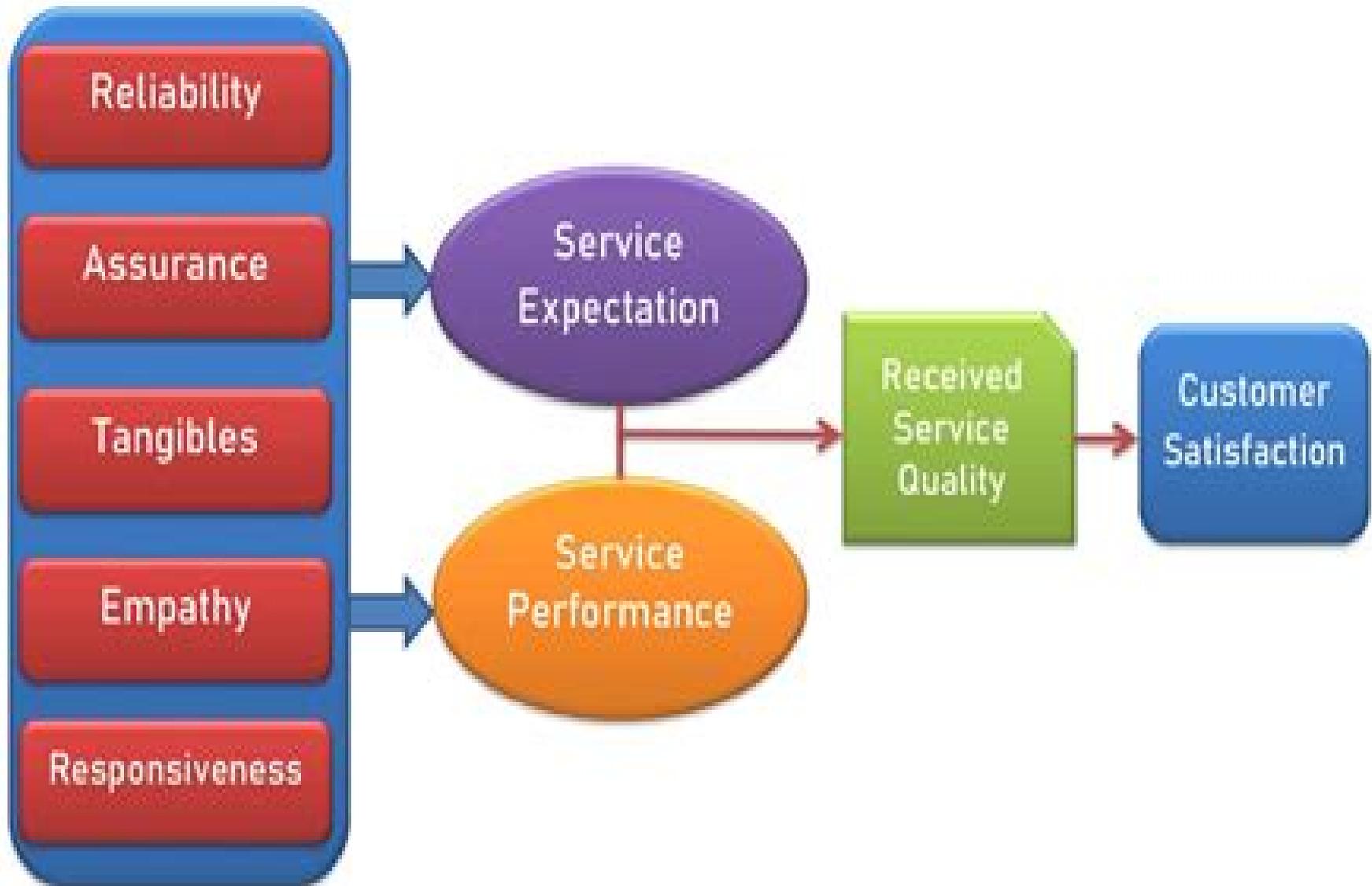


## The Five Key Service Dimensions of the Servqual model



# Service Quality And Model Of Service Quality Gaps

**Tarekegn Balango**



## **Servqual And Model Of Service Quality Gaps:**

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

**HEALTHCARE SERVICE QUALITY AND PATIENT SATISFACTION IN OMANI PUBLIC HOSPITALS THROUGHOUT COVID-19 ERA: AN EMPIRICAL INVESTIGATION** Ghaliya Salah Al Atar, Abu Bakar Abdul Hamid, 2023-09-07 Healthcare quality HQ became eminent during the COVID 19 crisis Despite the efforts made by the Ministry of Health in Oman the country faced several challenges such as a lack of available funds and patients perceived in a negative manner which hindered their treatment experience The study examines factors affecting HQ using the SERVQUAL model patient satisfaction in Omani public hospitals including healthcare quality resources availability RA and healthcare facility preparedness HFP and the moderation effect of the perceived risk of COVID 19 pandemic This research uses a mixed method with a sample size of 387 patients quantitatively selected using probability random sampling of 8 patients qualitatively who visited public hospitals The findings from the quantitative analysis reveals that the tangibility and RA had insignificant effect on the HQ The moderation effect of perceived risk of COVID 19 between HQ RA HFP and patient satisfaction was insignificant The results of the qualitative analysis indicated other factors that affected patient satisfaction including communication helpfulness compassion physician professionalism patient doctor contact waiting time atmosphere and cleanliness The study proposed a strategy for technical categories that include professional skills service outcomes and concrete quality aspects and functional categories The study has also recommended implications for further investigation

**Theories and Models in Tourism and Hospitality Research** Muzaffer Uysal, Orhan İçöz, Ibrahim Çetin, Onur İçöz, Yigit S. Bozkurt, 2026-01-05 Theories and models are crucial components of academic research aiding the processes of formulating hypotheses data collection and analysis and interpretation to name just a few This comprehensive book unravels knowledge generation through theory and model exploration within the fields of tourism and hospitality Designed for scholars young researchers academics and students this book is an indispensable resource for ensuring the rigor and relevance of academic investigations in tourism and hospitality research *Advances in Library Administration and Organization* Edward D. Garten, Delmus E. Williams, James M. Nyce, Janine Golden, 2008-05-19 A collection of essays designed to challenge working administrators and researchers to look more closely at their operations and consider again how they develop people and the organizations in which they work Neutrosophic Sets and Systems, Vol. 89, 2025 Florentin Smarandache, Mohamed Abdel-Basset, Maikel Leyva Vazquez, Said Broumi, This special issue of the journal Neutrosophic Sets and Systems compiles a selection of notable works from the IX Ibero American Biometry Meeting held in Quito Ecuador The collection focuses on the application of neutrosophic and plithogenic approaches to data science and multivariate analysis The papers explore

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Yasinzai, Benjamin Lev, 2012-09-27 Welcome to the proceedings of the Sixth International Conference on Management  
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*HCI in Business, Government and Organizations* Fiona Fui-Hoon Nah, Keng Siau, 2020-07-10 This volume LNCS 12204  
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International License via link [springer.com](http://springer.com) **BRAC University Journal**, 2006 An Investigation of Service Quality in  
Upscale Hotels Using the Critical Incident Technique William Gemkow, 2011-03 Research Paper postgraduate from the year  
2010 in the subject Business economics Business Management Corporate Governance grade A University of Brighton School  
of Service Management course International Hospitality Management language English abstract During the last years quality  
has become crucial factor in the hospitality industry as customers become more demanding and evaluate the received  
services more critically This research papers aims to identify and examine issues of service quality received in upscale hotels

using the critical incident technique The academic literature including books journals and other sources will be critically evaluated with interest to service quality and service failures The findings are drawn from a survey conducted among students and lecturers The results show a range of satisfiers and dissatisfiers relating the service delivery in an upscale hotel Lastly conclusion and recommendations for future research are given

**Lapai International Journal of Management and Social Sciences** ,2009-03 *Effects of Mobile Banking Service Quality on Customer Satisfaction. The Case of Commercial Bank, Ethiopia* Tarekegn Balango,2023-04-25 Seminar paper from the year 2023 in the subject Business economics Business Management Corporate Governance grade 3 85 course Master of business administration language English abstract It was proven that perceived service quality had a positive relationship with customer satisfaction and the researcher think this supports the argument of linking mobile banking service and customer satisfaction They use the SERVQUAL model but rather the dimensiononly scale to assess service quality other than website design and responsiveness The researcher therefore think using the SERVQUAL model MiykelSisaye model would be a contribution to existing research mobile banking context This is the current research gap and in order to fill the gap the researcher was try to measure service quality and customer satisfaction The study aimed at examining the effect of five online banking service quality dimensions on the customers satisfaction in the case of CBE The study followed an explanatory research design identifying the dimensions of service quality for online services namely reliability responsiveness personalization web design and security as independent variable and customer satisfaction as dependent variable Primary data was collected for the analysis based on five points Likert scale from 396 sample respondents who are customers of CBE online banking services The data was coded and analyzed using SPSS version 25 software The reliability of the instrument was checked using Cronbach s alpha test The data analysis employed both descriptive and inferential statistical methods The descriptive statistics was used for summarizing the background of respondents and computing average score of CBE on each dimensions of service quality and customers satisfaction Correlation and multiple regression analysis were conducted to examine the relationship between the dependent and independent variables

**Healthcare in Uganda. Service Quality and Patient Satisfaction in Hospitals** ,2020-10-06 Academic Paper from the year 2020 in the subject Health Health system Uganda Christian University course BBA language English abstract This study focuses on the health care service quality and patient satisfaction in Uganda Chapter One covers the background to the study statement of the problem objectives of the study research questions scope of the study significance of the study justification the conceptual framework and definition of key terms and concepts Chapter Two discusses the relevant literature that has been reviewed in the area of healthcare service quality and patient satisfaction It also highlights various researchers and authors that have emphasized more on the topic in accordance with the research objectives The chapter covers the theoretical review literature on the variables under study existing gaps in literature amongst others Chapter Three gives the methodology that will be used to accomplish the research objectives and

questions It gives direction to follow to get answers to the area of concern This chapter presents the Research Design Area of Study Study Population Sample Size and Sampling Techniques Data Collection methods and techniques Quality Control Methods measurement of variables Data Analysis Techniques Ethical Considerations and Limitations to the study are briefly discussed We found the hospital has no running water the theatre is dysfunctional while electricity only visits A nurse gave me two options either to pick drugs after two days because the drugs were out of stock or buy them from private clinics These and many more are some of the challenges faced by patients who access a number of hospitals in Uganda Who will heal Uganda's ailing health care system remains a key question yet to be answered

**A Research Report based on an analysis of Service Quality of Sports Centre** Md. Rajibul Hasan, 2013-01-22 Seminar paper from the year 2011 in the subject Business economics Offline Marketing and Online Marketing grade Distinction University of Lincoln course title language English abstract It is an immensely complex exercise to measure the quality of a service There are differences between product and service In case of product there are precise specifications such as length depth width weight color etc On the other hand a service can have several intangible or qualitative features In addition there are some expectations of the consumer regarding the service which can differ significantly based on a range of factors such as experience personal requirements and what other people may have said to them To determine the service quality Parasuraman Zeithaml and Berry 1994 have developed a methodology known as SERVQUAL which is a service quality questionnaire survey methodology SERVQUAL model suggested five dimensions of service quality They are reliability responsiveness tangibles empathy and assurance Experiences or perceptions and expectation are measured in SERVQUAL model and SERVQUAL model has been well used in retail surroundings Berry 1986 Brown et al 1993 Carmen 1990 Finn and Lamb 1991 Dabholkar et al 1996 including banking fast food dry cleaning Cronin and Taylor 1992 and health care Babakus and Mangold 1989 In diversified businesses as the technologically advanced industrial market Pitt et al 1992 and B2B business to business services Brensinger and Lambert 1990 include the application of the SERVQUAL However this model raises some doubts as to whether expectations are being assessed at all The gap measured by the SERVQUAL model between expectation and perception is uncertain as to whether this is an indication of initial expectation or how the service is continuously reevaluated whilst it is being executed or experienced Therefore SERVPERF model is proposed by Cronin and Taylor 1992 and this model eliminates expectation from the SERVQUAL and it measures the service quality based on service perception In this paper the SERVPERF model is used to measure the service quality of the sports centre

*Effects of Reference Groups and Country of Origin on the Relationship of Service Quality Expectations and Choice of Brands* Sankalpa Sen, 2018-07-30 Doctoral Thesis Dissertation from the year 2017 in the subject Business economics Offline Marketing and Online Marketing grade 4 0 Jain University language English abstract Service sector is highly impacted with the fourth industrial revolution Technology is back bone of most services today Technology is blurring the characteristics of services like inseparability perishability and

for sure variability Banking a most transacted service is no different The relationship of service quality expectations with choice of brand is well established but in highly competitive environment where general service quality attributes are almost non variable it becomes important to understand what other constructs influence the service brand choices We in this paper attempted to explore how reference groups or country of origin influences the choice of service brands The service quality expectations are derived from the service perceptions of existing customers and word of mouth Word of mouth is more impactful when it comes from friends and family or people with likeliness in needs of consumption This paper attempts to establish the possible relationship of reference groups influence on service expectations and choice particularly focusing on the normative and comparative influence It also attempts to check if country of origin which is so predominant in goods influences the brand choice for services The empirical study was initiated with a survey conducted on convenient sample across India on questions developed from marketing scales relating to the construct of service expectations reference group influence country of origin of two pre tested banks having most mind share one a private player another a foreign bank operating in India and lastly the choice of brands amongst the two The respondents had to rate both the banks private and foreign so that the perceptions can be dissected To analyze SPSS was used to supplement the descriptive statistics with the theory of moderation and mediation to gauge the kind of influence several reference group factors on country of origin have on the established relationship of service expectations and choice of brands We noticed through the descriptive study that while assurance and trust continue to weigh high as quality dimensions for most respondents It is also observed that people make a choice primarily because of Empathy dimension of SERVQUAL Study also revealed that there is a significant relationship between SQE and RGI and which is well moderated by age **Journal of Business Research** ,2007

**Journal of Travel Research** ,1998 Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior  
,1996 *Vikalpa* ,2004 Journal of Marketing ,1994 *Foundations of TQM* Joseph G. Van Matre,1995-05

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