

Satisfaction

A Behavioral Perspective on the Consumer

Second Edition

Richard L. Oliver



Satisfaction A Behavioral Perspective On The Consumer

**Juan I. Aragonés, Guido
Francescato, Tommy Gärling**



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Satisfaction Richard L. Oliver, 1997 This text is based on twenty years of research on the meaning causes and consequences of customer satisfaction It reviews current research and describes the work of practitioners in the field of satisfaction measurement

Satisfaction Richard L. Oliver, 2010 Designed for advanced MBA and doctoral courses in Consumer Behavior and Customer Satisfaction this is the definitive text on the meaning causes and consequences of customer satisfaction It covers every psychological aspect of satisfaction formation and the contents are applicable to all consumables product or service Author Richard L Oliver traces the history of consumer satisfaction from its earliest roots and brings together the very latest thinking on the consequences of satisfying or not satisfying a firm s customers He describes today s best practices in business and broadens the determinants of satisfaction to include needs quality fairness and regret what might have been The book culminates in Oliver s detailed model of consumption processing and his satisfaction measurement scale The text concludes with a section on the long term effects of satisfaction and why an understanding of satisfaction psychology is vitally important to top management

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Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior ,2003

Consumer Behavior I: Consumer decision-making Margaret K. Hogg, 2005 This landmark work contains classic and contemporary writings including the most widely cited and influential papers that examine consumer behavior as a field of study The first volume addresses the question how do we study consumers and provides the theoretical and historical context for the debates about consumer behavior research captured in the following volumes The second volume examines consumer decision making and the third volume examines consumer socialization concentrating particularly on studies of childhood children and family

CAPTURING HETEROGENEITY IN CUSTOMER SATISFACTION MODELS: A FINITE MIXTURE PLS APPROACH Carsten H. Hahn, Michael D. Johnson and Andreas Hermann, 2000

Residential Environments Juan I. Aragonés, Guido Franciscato, Tommy Gärling, 2002 Housing fulfills a basic human need for shelter It protects us from the weather and from hostile intruders Often it is an expression of personal identity and social status A home is a major personal

financial investment and housing is an important part of the economy The home is also invested with profound psychological and social meaning It helps meet our needs to feel rooted and to belong It is a center of privacy a refuge from the world and at the same time the place where we interact with our family friends and acquaintances As such the home is an important factor in personal and social development particularly in childhood Because of the complex role of housing in human life residential environments are an important area of study in a wide variety of fields including anthropology architecture economics environmental design geography psychology and sociology The dwelling is the nucleus around which the discourse about residential environments is articulated but it is not its only component Residential environments also involve other elements such as the neighborhood neighbors and the larger urban community This multidisciplinary study of residential environments conveys the complex nature of people s experiences with thier residences neighborhoods and communities

Patient Satisfaction Irwin Press,2006 The book explores the patient s perception of care to identify the drivers and implications of patient satisfaction The second edition offers significant new material including Enhanced material on staff buy in to patient satisfaction initiatives A new chapter that provides fifty simple and innovative improvement ideas Additional material on staff and physician satisfaction A new chapter on managing diverse patients and staff New insight on compliant management and scripting Ed

The Service Providers Dana Yagil,2008-04-17 Integrating theory and research this title discusses the distinctive issues relevant to service providers and provides a range of integrated knowledge on employees in customer service roles

International Encyclopedia of the Social & Behavioral Sciences Neil J. Smelser,Paul B. Baltes,2001 The largest work ever published in the social and behavioural sciences It contains 4000 signed articles 15 million words of text 90 000 bibliographic references and 150 biographical entries

How Much Control Do Managers Really Have Over Customer Satisfaction? Lopo Leotte do Rego,2000

THE EVOLUTION AND FUTURE OF NATIONAL CUSTOMER SATISFACTION INDEX MODELS MICHAEL D. JOHNSON,2000

Examining the Influence of Loyalty Reward Program Membership on the Behavior of Casino Patrons Robert Palmer,2004

JOURNAL OF ECONOMIC PSYCHOLOGY ,2003

Journal of Retailing New York University. Institute of Retail Management,New York University. School of Retailing,2004

International Journal of Sport Communication ,2009

The Customer Delight Principle Timothy L. Keiningham,Terry G. Vavra,2001 This text shows how customer delight not just customer satisfaction drives repeat purchasing and customer loyalty It shows how to monitor customer delight against revenue investment resources and benchmark results The book also has case studies to show how to keep up customer delight

Roles of Motivations, Past Experience, Perceptions of Service Quality, Value and Satisfaction in Museum Visitors' Loyalty Chi-Ming Hsieh,2010

The Influence of Perceived Loyalty Program Value on Satisfaction, Switching Costs, and Attitudinal and Behavioral Loyalty Sang Mi Jeon,2008

Consumers Eric J. Arnould,Linda Price,George Martin Zinkhan,2004

Consumers 2e presents a global behavioural eclectic and multi disciplinary coverage of consumer behaviour

Reviewers praised Consumers as the most current text in the field in the areas of technology research and illustrative examples

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