

Service Quality: New Directions in Theory and Practice

Roland T Rust

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Peter Prevos



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Service Quality Roland T. Rust, Richard L. Oliver, 1994 The importance of service and service quality has been growing in the world economy since the late 1970s Establishing new levels of sophistication and rigor as well as a broad set of approaches Service Quality presents the latest research and theory in customer satisfaction and services marketing

E-Service: New Directions in Theory and Practice Roland T. Rust, P.K. Kannan, 2016-09-16 The advent of the era of e Service the provision of services over electronic networks like the internet is one of the dominant business themes of the new millennium It reflects the fundamental shift in the economy from goods to services and the explosive expansion of information technology This book provides a collection of different perspectives on e Service and a unified framework to understand it even as the business community grapples with the concept It features contributions from key researchers and practitioners from both the private and public sectors as well leading scholars from the fields of marketing information systems and computer science They focus on three key areas the customer technology interface e Service business opportunities and strategies and public sector e Service opportunities The insights they offer will be equally useful to students scholars and practitioners

Service, Satisfaction and Climate John Walker, 2010 Service Satisfaction and Climate Perspectives on Management in English Language Teaching presents the results of research carried out in New Zealand to demonstrate the ways ELT can be conceptualized in terms of service and climate Although ESL is a major worldwide service industry employing large numbers of professionals and serving millions of clients it is an under researched field and one that is under represented in the management business literature This omission is particularly noticeable given that ELT has its own particular themes problems and issues For instance ELT is an educational service yet exists within a commercial context Its clients are from different cultural and linguistic backgrounds In many ELT contexts the cultural and linguistic backgrounds of the service providers are different from those of the clients Thus the service provision has a strong cross cultural dimension Yet the ELT sector is largely missing from the educational and the management literature This book seeks to fill the gap through discussion of ELT as a service issues surrounding ELT teachers as service providers the work of ELT managers client expectations and perceptions of ELT service comparison of staff estimates and client ratings of service quality and considerations of service milieu and climate in ELT centers

Service Science, Management and Engineering Bill Hefley, Wendy Murphy, 2008-01-08 Increasingly academic and industrial leaders are recognizing that college graduates need new skills to address business and technical issues in a service business environment Because services depend critically on people working together and with technology to provide value for others these new skills include the ability to integrate across traditional disciplinary areas to obtain globally effective solutions Service Science Management and Engineering SSME is one such approach to properly focusing education and research on services and to preparing tomorrow's graduates to work in an expanding services economy Papers in this volume were developed from the 2006 conference hosted by IBM

Service Science Management and Engineering Education for the 21st Century The book incorporates a variety of perspectives informed by an international background in SSME experience and education including management business social science computer science and engineering

Service Quality Roland T. Rust, Richard L. Oliver, 1993-11-15 The importance of service and service quality has been growing in the world economy since the late 1970s Establishing new levels of sophistication and rigor as well as a broad set of approaches Service Quality presents the latest research and theory in customer satisfaction and services marketing Designed to advance the practice of delivering superior service the field's leading scholars and practitioners present a wealth of ideas that include measuring the managerial impact of service quality improvement new methods of assessing the various elements of service quality and philosophies about the nature of customer value Presenting diverse points of view and revealing a variety of emerging ideas the editors conclude with a look toward the future of service quality An exhilarating and sometimes demanding change of pace Service Quality is essential for professionals researchers scholars and students in marketing studies

Service Quality Measurement: Issues and Perspectives Lewlyn L. R. Rodrigues, 2013-05-22 This book is very useful for it is not just descriptive in its nature but prescriptive too It is descriptive in the sense that it describes the process of developing or using a metric in a problem situation and prescriptive as it clearly prescribes how a beginner can put the theory into practice In this globalized economy maintaining quality of products and services has been the thrust area of interest among academicians and practitioners Today there are quite a good number of books and research articles available Nevertheless service quality measurement has always posed problems particularly in the context of service industries due to the difficulty in the measurement of the intangibles and implied needs of the customers The research literature is filled with articles on how to quantify the services and there are several streams of arguments on the choice of the most ideal approach However the research gap lies in the answer to the question Do these measurement instruments concur in their measurement outcomes or do they give different results in the same situation This book primarily makes an attempt to answer this question through a case study approach Even though there are several instruments for the measurement of service quality the two most widely used instruments are SERVQUAL and SERVPERF metrics Comprehensively this book explains the systematic procedure of using both the instruments in a service sector and further the procedure for conducting a statistical analysis so that one will be able to apply the same in any service sector It then takes the reader through a series of tests in order to compare the two metrics and to prove statistically if there is the same outcome in a problem situation The results are sure to surprise the reader and trigger the research bent of mind to undertake a similar study of such metrics and gain mastery over performing an independent research with very minimal guidance from a professional guru

Service Quality and Management Bernd Stauss, Jos Lemmink, Paul Kunst, 2013-06-29 Introduction Are services millennium proof Certainly not At least not at this moment There is no thorough research needed to derive that conclusion simply ask around The evidence is overwhelming True horror

stories exist of all types of services in all types of sectors It is even becoming a business in itself Television shows that are based on customer complaints about services are becoming more and more popular As is the case in the millennium problem management of service companies experiences a lot of problems in the hardware and the software of services There are still problems in defining and developing the service and problems in creating realizing and managing well defined services Is there then no progress at all We believe there is The enormous attention for services has its advantages as well In various places innovations are realized and what is more important are linked to theory Only in this way learning becomes possible Eventually innovative practice will reflect in the development of theory and in turn good practice will be based on solid theory This series tries to support this process by presenting a number of innovative practices and examples of testing theory in service quality marketing and management

Mountain Tourism Harold Richins, John Hull, 2016-02-19 Mountains have long held an appeal for people around the world This book focusses on the diversity of perspectives interaction and role of tourism within these areas Providing a vital update to the current literature it considers the interdisciplinary context of communities the creation of mountain tourism experiences and the impacts tourism has on these environments Including authors from Europe Asia Pacific and North America the development planning and governance issues are also covered

The SAGE Handbook of Marketing Theory Pauline Maclaran, Michael Saren, Barbara Stern, Mark Tadajewski, 2009-12-04 Bringing together the latest debates concerning the development of marketing theory featuring original contributions from a selection of leading international authors this collection aims to give greater conceptual cohesion to the field by drawing together the many disparate perspectives and presenting them in one volume The contributors are all leading international scholars chosen to represent the intellectual diversity within marketing theory Divided into six parts the Handbook covers the historical development of marketing theory its philosophical underpinnings major theoretical debates the impact of theory on representations of the consumer the impact of theory on representations of the marketing organisation and contemporary issues in marketing theory

Consumer Behaviour Michael Solomon, Rebekah Russell-Bennett, Josephine Previte, 2012-10-24 Consumer behaviour is more than buying things it also embraces the study of how having or not having things affects our lives and how possessions influence the way we feel about ourselves and each other our state of being The 3rd edition of Consumer Behaviour is presented in a contemporary framework based around the buying having and being model and in an Australasian context Students will be engaged and excited by the most current research real world examples global coverage managerial applications and ethical examples to cover all facets of consumer behaviour With new coverage of Personality and incorporating real consumer data Consumer Behaviour is fresh relevant and up to date It provides students with the best possible introduction to this fascinating discipline

Customer Experience Management for Water Utilities Peter Prevos, 2017-10-15 Customer Experience Management for Water Utilities presents a practical framework for water utilities to become more focussed on their customers This framework is founded on Service

Dominant Logic a contemporary theory of marketing that explains value creation as a process of co creation between the customer and the service provider Standard models for marketing do not apply to monopolistic water utilities without modification The first two chapters develop a marketing mix tailored to water utilities to assist them with providing customer centric services The water utility marketing mix includes the value proposition internal marketing service quality and customer relationships he book discusses the four dimensions of the marketing mix Chapter three presents a template for developing value propositions to assist water utilities in positioning their service This model is based on the needs and wants of individual customer segments and the type of service Chapter four discusses internal marketing activities designed to improve the way utilities add value for customers This chapter also analyses potential tensions between engineering and science oriented employees and proposes methods to resolve these tensions The final chapters describe customer relationships from both a theoretical and practical perspective The customer experience is a complex phenomenon that is difficult to quantify The book provides a method to measure the experience of the customer based on service quality theory and psychometric statistics Customer Experience Management for Water Utilities is one of the first books that discusses urban water supply from a marketing perspective This perspective provides a unique insight into an industry which is often dominated by technological concerns This book is a valuable resource for Water Utility Managers and Regulators as well as for Marketing Consultants seeking to assist water utilities to become more customer focussed Tourism Destination Quality Arthur Seakhwa-King, Marcjanna M Augustyn, Peter Mason, 2020-11-27 Tourism Destination Quality Attributes and Dimensions critically compares dimensions of tourism destination quality established in the TDQ study with dimensions of product quality service quality place quality and destination service product quality Virtual Work and Human Interaction Research Long, Shawn, 2012-04-30 Virtual Work and Human Interaction Research uses humanistic and social scientific inquiry to explore how humans communicate behave and navigate in their new virtual work spaces providing scholars and practitioners an opportunity to study virtual work from quantitative and qualitative research approaches The books explores informal and formal communication emotional psychological and physical labor rewarding and punishing virtual work behaviors group decision making socializing and organizational change in a workplace without the physical and nonverbal cues that are taken for granted in traditional face to face work arrangements **Proceedings of the 1997 Academy of Marketing Science (AMS) Annual Conference** Elizabeth J. Wilson, Joseph F. Hair, Jr., 2015-01-20 This volume includes the full proceedings from the 1997 Academy of Marketing Science AMS Annual Conference held in Coral Gables Florida The research and presentations offered in this volume cover many aspects of marketing science including marketing strategy consumer behaviour global marketing advertising branding marketing education among others Founded in 1971 the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory research and practice Among its services to members and the community at

large the Academy offers conferences congresses and symposia that attract delegates from around the world Presentations from these events are published in this Proceedings series which offers a comprehensive archive of volumes reflecting the evolution of the field Volumes deliver cutting edge research and insights complimenting the Academy's flagship journals the Journal of the Academy of Marketing Science JAMS and AMS Review Volumes are edited by leading scholars and practitioners across a wide range of subject areas in marketing science

The Pricing and Revenue Management of Services Irene C.L. Ng, 2007-07-26 In a world of changing lifestyles brought about by new services technology and e-commerce this book enters the arena of contemporary research with particular topicality Integrating both theory and real world practices Ng advances the latest concepts in pricing and revenue management for services in a language that is useful prescriptive and yet thought provoking The first part of the book discusses the buyer as an individual presenting the concepts behind what motivates purchase and the role of price within the motivation The second part discusses the buyer in aggregate investigating advanced demand price discrimination and segmentation in service Ng's aim is to offer a strategic guide to increase revenue in services drawing from various disciplines whilst maintaining a strong marketing slant Grounding the book on actual research in services Ng is keen to highlight how the concepts and theories of pricing strategy can be combined and applied practically in a way that is easy to read and stimulating This book will be of much interest to professionals and academics alike specifically for managers in the service industry and as a text for executive training programmes It would also be a useful supplementary text for students engaged with marketing and revenue and operations management in services

Global Cases on Hospitality Industry Timothy L. G. Lockyer, 2013-05-13 Get a comprehensive research based look at real life hospitality industry issues from leaders in the field Global Cases on Hospitality Industry is a comprehensive examination into hospitality issues around the world This detailed look at the industry's dynamics uses an international perspective that provides reader understanding by spanning several strategic and functional areas in management practices Leading academics trainers and consultants from around the globe offer research based perspectives on real life issues in this competitive industry This important text extensively explores various aspects of the industry from both Asian and Western countries providing important insights into policymaking research consulting and teaching Global Cases on Hospitality Industry presents extensively researched illustrative case studies and accounts of revealing management practices from experts around the world This book explains both the positive and negative impact of certain real life policy and management decisions in various aspects of the industry This text discusses topics such as marketing human resources strategy entrepreneurship the use of technology and ethics using inside looks into different hospitality and travel and tourism companies The book includes numerous figures and tables to clearly illustrate research data Topics in Global Cases on Hospitality Industry include consumer marketing research price promotions consumer behaviors bed and breakfast expectation analysis assessment of service quality company organizational structure labor productivity human

resource issues franchise restaurants impact around the world tour operator strategies similarity of problems between the hospitality and tourism industries heritage tourism societal effects of tourism development ethical challenges and much more Global Cases on Hospitality Industry is essential reading for hospitality management educators students trainers and researchers in services management

Web-Based Services: Concepts, Methodologies, Tools, and Applications

Management Association, Information Resources,2015-11-09 The recent explosion of digital media online networking and e commerce has generated great new opportunities for those Internet savvy individuals who see potential in new technologies and can turn those possibilities into reality It is vital for such forward thinking innovators to stay abreast of all the latest technologies Web Based Services Concepts Methodologies Tools and Applications provides readers with comprehensive coverage of some of the latest tools and technologies in the digital industry The chapters in this multi volume book describe a diverse range of applications and methodologies made possible in a world connected by the global network providing researchers computer scientists web developers and digital experts with the latest knowledge and developments in Internet technologies

International Retail Marketing Christopher Moore,Margaret Bruce,Grete Birtwistle,2007-03-30

International Retail Marketing combines a broad thematic overview of the key issues concerning international retail marketing with a series of incisive cases and examples of industry practice from markedly different sectors as fashion food and healthcare The authors provide an accessible and wide ranging outline of the fundamentals of the subject such as trends in retail marketing strategy and logistics and buying and merchandise management within an international perspective Contributions from Europe North America and Asia show the dynamics affecting international retailing through a variety of case Key discussion points are highlighted throughout the text giving a hands on focus

Assessing Service Quality Peter

Hernon,Ellen Altman,2010-01-19 This classic book is brought fully up to date as Hernon and Altman integrate the use of technology into the customer experience They offer solid practical ideas for developing a customer service plan that meets the library s customer focused mission vision and goals challenging librarians to think about customer service in new ways

Global Trends and Challenges in Services Marianna Sigala,Evangelos Christou,2006

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