

# Service Quality: New Directions in Theory and Practice

## Service Quality: Insights and Managerial Implications from the Frontier

Contributors: Roland T. Rust & Richard L. Oliver

Print Pub. Date: 1994

Online Pub. Date: May 31, 2012

Print ISBN: 9780803949195

Online ISBN: 9781452229102

DOI: 10.4135/9781452229102

Print pages: 1-21

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# E Service New Directions In Theory And Practice

**Wolfgang Guggemos**



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**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

**E-Service** Roland T. Rust,P. K. Kannan,2002 *Journal of Management Information Systems* ,2002

**Service Quality** Roland T. Rust,Richard L. Oliver,1993-11-15 In this book leading scholars and practitioners present the latest research and theory in customer satisfaction and services marketing with a wealth of stimulating ideas Topics discussed include the measurement of the managerial impact on service quality improvement new methods of assessing the various elements of service quality and philosophies of the nature of customer value The diverse viewpoints of the contributors reveal the variety of emerging ideas on the subject of service quality

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web chapters 2 and 3 present the key bootstrap concepts for independent data including survival stratified finite population missing and hierarchical data they consider estimation of bias and standard error together with simple confidence interval techniques

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