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The determinants of service service quality quality

The study's main findings are that the predominantly satisfying determinants are attentiveness, responsiveness, care and friendliness; and the dissatisfiers are integrity, reliability, responsiveness, availability and functionality. Responsiveness is identified as a crucial determinant of quality as it is a frequent source of satisfaction, and the lack of it is a major source of dissatisfaction. Contrary to the existing literature, shows that the causes of dissatisfaction are not ...

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RESEARCH ARTICLE Open Access Determinants of the quality of care relationships in long-term care - a systematic review Aukelien Scheffelaar^{1,2*}, Nanne Bos¹, Michelle Hendriks³, Sandra van Dulmen^{1,2,4} and Katrien Luijkx⁵

Determinants of the quality of care relationships in long

Addressing the bias problem in the assessment of the quality of life of patients with dementia: Determinants of the accuracy and precision of the proxy ratings. The journal of nutrition, health & aging, Vol. 19, Issue. 3, p. 365.

Determinants of quality of life in Alzheimer's disease

DETERMINANTS OF ACCOUNTING QUALITY: EMPIRICAL EVIDENCE FROM THE EUROPEAN UNION AFTER IFRS ADOPTION Abstract This paper reports the results of the empirical research of firm's incentives that

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Quality based decisions not attached to revenue or marketing strategies: Quality concept should be included in the functional side and not treated as separate and distinct from the functional departments.

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Teacher quality explained 50.0 and 71.2 percent of the total variances for the O-NET and GAT scores, respectively, while school facilities provided 42.9 and 27.5 percent accurate predictions for the O-NET and GAT scores, correspondingly.

KEY DETERMINANTS OF EDUCATION QUALITY OF SECONDARY SCHOOLS

Journal of Public Transportation, Vol. 13, No. 1, 2010 98 (Donabedian 1980, 1982). Service quality may be defined as customer perception of how well a service meets or exceeds their expectations (Czepiel 1990).

Determinants of Customer Satisfaction on Service Quality

The broad social and economic circumstances which together influence the quality of the health of the population are known as the "social determinants of health" 1 (figure 1).

Chapter 6: social determinants of health - GOV.UK

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