



Service Quality: Research Perspectives (Foundations for Organizational Science)

Benjamin Schneider, Susan Schoenberger White

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The last three decades have seen a dramatic increase in the attention businesses devote to their quality of service. Scholars and researchers in a number of disciplines, including marketing, human resources I/O psychology, sociology, and consumer behavior, have all made substantial contributions to understanding what service is, how service and service delivery quality are experienced by customers, and the role of employees and their organizations in service delivery. Service Quality: Research Perspectives presents a comprehensive overview and analysis of the field and its research, including its growth, emerging trends, and debates

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