

The Effect of Service Delivery Quality on Customer Value of e-Learning Systems

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Abstract—E-learning systems are an essential electronic application in universities and many other training organizations. The users of e-learning expect to receive educational services with high quality and value. The role of service delivery quality in enhancing customer value is investigated in this study. Structural equation modeling was used to analyze the responses from a survey of 720 university students. The results confirmed that service delivery quality enhances customer value and in particular customer value is affected by efficiency, fulfillment, responsiveness and contact.

Keywords — *e-learning systems; service delivery quality; customer value.*

I. INTRODUCTION

The education sector has been radically transformed by substantial investments in Information Technology (IT) infrastructure . However, E-learning systems are yet to have an approach for measuring success. Research dealing with e-learning system success issues has Service Delivery Quality (SDQ) as a critical component in creating success. Value is the main measure for assessing the benefits of IT. Research has explored issues related to measuring the value of IT. Customer value has been used broadly to measure benefits generated by IS and the success of these systems.

A. Research Problem

A major concern of senior managers is the lack of success of new IS projects and their failure in achieving expected goals . This problem extends to e-learning systems. Despite considerable funds invested some organisations continue to fail to deliver the expected benefits from e-learning projects . For students, the main expected benefit is enhancing academic performance, educational satisfaction, social value, and career development. E-learning systems are dependent upon digital media and telecommunications, and any shortcomings may lead to user dissatisfaction. Zeithaml states: "Too many companies are

performing poorly in delivering service on the web, and a large part of this problem is the lack of complete understanding of what customers want in this medium" [4p. 135]. The problem that this study aims to explore is: *Does service delivery quality of e-learning systems enhance customer value? If so, which sub-dimensions of this construct can affect customer value?*

B. Study Objectives

E-learning systems are recent and advanced electronic applications, and there is ambiguity about the factors that affect the success of these types of systems. SDQ is proposed as a critical construct for enhancing the success of e-learning systems through measuring benefits. The main objective of this study is to identify the role of SDQ in enhancing customer value. The effects of sub-dimensions of SDQ in creating customer value are explored. The validity and reliability of E-S-QUAL and Re-E-S-QUAL proposed by Zeithaml et al. are tested in the context of e-learning systems.

C. Significance of the Study

E-learning systems are a major and high cost infrastructure investment for universities. SDQ can assist educational institutions to achieve competitive advantage . Learner services and support are an essential standard to the design, delivery and development of e-learning programs . The benefits of e-learning include enhancing growth, profit, and competitive advantage. The indirect effect of e-learning benefits comes from enhancing customer value. Meeting customers' requirements and providing them with new experiences and skills will motivate the users to re-use these educational services. This study investigates the role of SDQ in enhancing customer value, and provides educational institutions with recommendations that can assist in employing SDQ to support and improve customer value.

Service Quality Delivery And Its Impact On Customer

Carolina Machado,J. Paulo Davim



Service Quality Delivery And Its Impact On Customer:

Service Quality and Customer Satisfaction in Private and Public Sector Banks in Kerala: A Comparative Study

Laly Antoney, Prem Jose Vazhacharickal, Quality and satisfaction are the key indicators of corporate competitiveness. Measurement of customer satisfaction based on the service quality is to be done independently and objectively to establish baseline for improvements in service delivery. Assessing customer satisfaction periodically allows bank management and policy makers to identify customers' needs, expectations, perception and the perception expectation gaps. The current study covers a comparative analysis of service quality and customer satisfaction among the customers of public and private sector commercial banks in Kerala. The research questions that are addressed in this study are on expectations and perceptions of retail customers from their preferred banks, relationship between service quality and customer satisfaction and the difference between the satisfaction level among private and public sector banks in Kerala. In order to answer the above research questions, the problem is stated as Service Quality and Customer Satisfaction: a Comparative Study between Public Sector and Private Sector Banks of Kerala. A descriptive and analytical research was carried out by collecting responses from customers of three prominent banks from private and public sector each. This was done through an online structured questionnaire based on SERVQUAL model during July 2015 to July 2016 prior to SBI consolidation. Primary data is analysed using SPSS V 21. Kolmogorov-Smirnov Test for the Normality is used to ensure normality of data distribution. Cronbach Alpha coefficient is used to measure reliability and validity is tested with the panel of experts. Mean, S.D., percentage, cross-tabulation are used for descriptive and univariate analysis. Structural Equation Modelling, Confirmatory Factor Analysis and regression path analysis are used to conduct inferential and multivariate analysis. Z test, Independent T Test, Chi Square, ANOVA, Pearson Correlation and post hoc tests are used for testing of hypothesis and comparative analysis. Modelling is done using Structural Equation Modelling approach and Path Analysis. The study reveals that the antecedents of customer satisfaction of retail banking customers of Kerala are reliability, assurance, empathy and tangibles. Responsiveness dimension does not affect customer satisfaction of banks in Kerala. There exists a gap between expected service quality and perceived service quality. Study reveals that there is significant positive correlation between service quality and customer satisfaction in the retail commercial banking services in Kerala. The level of customer satisfaction in public sector banks and private sector banks are not significantly different but same. Similarly, it is also found that there is no significant difference in the customer satisfaction between sample banks like State Bank of India, State Bank of Travancore, Canara Bank from public sector and Federal bank, South Indian bank and ICICI bank from private sector.

Remote Service Technology Perception and its Impact on Customer-Provider Relationships

Stefanie Paluch, 2011-10-01. Stefanie Paluch employs multiple qualitative methods to explore the perception of remote services and its impact on customer-provider relationships in USA, Germany and Sweden. She develops a comprehensive model about customers' holistic remote service experience and derives theoretical

propositions that reflect main influence factors *Emerging Issues in Finance* Dr Saif Siddiqui, 2017-10-11 Edited Conference Proceedings Volume I *Measuring Of Services Quality Initiatives Undertaken By Eye Hospitals In Kolkata* Bhaskar Mukherjee, *Impact of Globalization and Advanced Technologies on Online Business Models* Ho, Ree Chan, Hou Hong Ng, Alex, Nourallah, Mustafa, 2021-02-05 Online business has been growing progressively and has become the major business platform within the past two decades The internet bulldozed the development of new business models and innovations that substantially changed the way businesses run today This led to a growth of advanced technologies used in online business such as data analytics machine learning and artificial intelligence With higher internet connectivity and the exponential growth of mobile devices shopping processes and behaviors were significantly affected as people are consistently connected online Consumers can easily gain helpful product information and retail competitor information in myriad online channels This led to a profound effect on businesses where they began to invest in new technologies and business practices that aim to align with the effects of globalization Given the rapid technology advancements both businesses and customers are presently experiencing an exponential upsurge in the implementation of new business processes and models Impact of Globalization and Advanced Technologies on Online Business Models explores the ever changing field of running an online business and presents the current issues and challenges in online business triggered by global shifts in the online environment and technological changes The chapters draw from a wide range of technologies used in today's digital marketplace as well as recent development and empirical researches on online consumer behavior As such this book aims to contribute new dimensions in managing advancements in online business triggered by global and technology transformation This book is ideal for executives managers IT consultants practitioners researchers academicians and students interested in globalization and the new technologies affecting online business models Effects of Perceived Service Quality on Customer Loyalty and Repurchase Intentions. The Mediating Role of Customer Satisfaction Shahrukh Salman, 2017-09-19 The primary objective of this study is to gauge the effect of perceived service quality on customer loyalty and repurchase intentions through customer satisfaction in Lahore Pakistan Therefore the significance of customer satisfaction for customer loyalty and repurchase intentions is explained Customer satisfactions play a mediating role between perceived service qualities customer loyalty and repurchase intentions The population of the research is constituted of the potential customers of Lahore and the sample size amounts to 230 *Managerial Strategies and Solutions for Business Success in Asia* Ordóñez de Pablos, Patricia, 2016-11-22 Globalization sustainable development and technological applications all affect the current state of the business sector in Asia This complex industry plays a vital part in the overall economic social and political aspects of this region as well as on a larger international scale Managerial Strategies and Solutions for Business Success in Asia is an authoritative reference source for the latest collection of research perspectives on the development and optimization of various business sectors across the Asian region and examines their role in the globalized economy Highlighting pertinent topics across an

interdisciplinary scale such as e commerce small and medium enterprises and tourism management this book is ideally designed for academics professionals graduate students policy makers and practitioners interested in emerging business and management practices in Asia

Quality Of Management Education And Its Impact On Skill Development: A Study Of Alumni Of Management Institutes In Kerala State George k. Mathew, **Green and Lean Management** Carolina Machado,J. Paulo Davim,2016-10-12 This book focusses on the challenges and changes organizational management faces in an era when the need to develop environmentally aware processes meets high levels of competition It covers the synergetic effects how re use recycling waste reduction and other sustainable production strategies can add value low costs and time of production Sustainable business behavior is not only an environmental perspective on management but more and more contains an organizational perspective Taking into account these issues green and lean management appears as the way managers can drive their employees to continuously improve the management processes that add value to the organization and costumers This book provides information on principles strategies models and applications of green and lean management and at the same time communicates the latest research activity relating to this scientific field world wide

Research Anthology on Business Continuity and Navigating Times of Crisis Management Association, Information Resources,2022-01-07 When the COVID 19 pandemic caused a halt in global society many business leaders found themselves unprepared for the unprecedented change that swept across industry Whether the need to shift to remote work or the inability to safely conduct business during a global pandemic many businesses struggled in the transition to the new normal In the wake of the pandemic these struggles have created opportunities to study how businesses navigate these times of crisis The Research Anthology on Business Continuity and Navigating Times of Crisis discusses the strategies cases and research surrounding business continuity throughout crises such as pandemics This book analyzes business operations and the state of the economy during times of crisis and the leadership involved in recovery Covering topics such as crisis management entrepreneurship and business sustainability this four volume comprehensive major reference work is a valuable resource for managers CEOs business leaders entrepreneurs professors and students of higher education researchers and academicians

Quantitative Methods & Their Application in Multidisciplinary Area (UUM Press) Shamshuritawati Sharif,2016-01-01 This book is a guide for researchers who are involved in statistical and decision science analyses Both analyses are explained in detail with samples of real applications in daily life to assist readers to appreciate theoretical and mathematical formulations It covers a wide variety of applications including economic issues i e stock markets quality control in the garment industry customer satisfaction in the banking industry experimental design in electronic firms performance of university web portals daily fat intake the optimization of shrimp catching activities meal planning for nurseries and as well as fairness model in economic games Understanding [Digitalisation: Opportunities and Challenges for Business](#) Bahaaeddin Alareeni,Allam Hamdan,Reem Khamis,Rim El Khoury,2023-03-27 This book addresses

the implications of technology entrepreneurship and business development gadgets for applications in societies In this book proceedings we attempt to address the importance and impact of digitalization and on business development in the context of economic diversity that is through various propositions of modern technology and entrepreneurial actions and through the lens of case studies experiments empirical assessments just to name a few research methodological stances and approaches This book highlights a range of topics in the fields of technology entrepreneurship business administration accounting and economics that can contribute to business development in developing countries such as learning machines artificial intelligence big data deep learning game based learning management information system accounting information system knowledge management entrepreneurship and social enterprise corporate social responsibility and sustainability business policy and strategic management international management and organizations organizational behavior and HRM operations management and logistics research controversial issues in management and organizations turnaround corporate entrepreneurship and innovation legal issues business ethics and firm governance and firm financial affairs non traditional research and creative methodologies This book is ideal for academicians activists curriculum developers researchers professionals administrators and policymakers The readers of this book could gain an up to date know how on state of the modern technology entrepreneurship and business development and achievements in this regard from the research standpoint of view ECOTOURISM AND RURAL COMMUNITY DEVELOPMENT (Penerbit UMK) Velan Kunjuraman,

Roslizawati Che Aziz, Nur Zehan Abu Bakar, 2021-09-14 This book introduces a wide range of topics related to ecotourism rural tourism and rural community development within Malaysia and outside of Malaysia Among the topics include research paradigm in ecotourism research ecotourism impacts to the local community development ecotourism challenges and its solutions tourist satisfaction towards ecotourism services and others The discussed topics in this book have been theoretically and empirically validated by the authors and provide a meaningful discussion within the ecotourism and rural community development areas This book is timely to recognise ecotourism contributions towards rural community development issues within the selected countries done by the authors This book is suitable for college and university students academicians government and private agencies policy makers NGOs and the general public who are interested in ecotourism and rural community development issues in developed and developing countries Moreover this book may be considered as a reference to those invested in ecotourism ventures as well as studies related to the ecotourism and rural community development **Competitiveness in Emerging Markets** Datis Khajeheian, Mike Friedrichsen, Wilfried

Möding, 2018-05-14 This book presents a collection of interrelated research advances in the field of technological entrepreneurship from the perspective of competition in emerging markets Featuring contributions by scholars from different fields of interest it provides a mix of theoretical developments insights and research methods used to uncover the unexplored aspects of competitiveness in emerging markets in an age characterized by disruptive technologies Regional

Conference on Science, Technology and Social Sciences (RCSTSS 2014) Mohd Amli Abdullah, Wan Kalthom Yahya, Nazirah Ramli, Siti Rosiah Mohamed, Badli Esham Ahmad, 2016-07-29 This book features more than 95 papers that were presented at the bi annual Regional Conference on Science Technology and Social Sciences RCSTSS 2014 which was organized by Universiti Teknologi MARA Pahang It covers topics ranging from communications studies politics psychology education religious studies as well as business and economics The papers which have been carefully reviewed include research conducted by academicians locally regionally and globally They detail invaluable insights on the important roles played by the various disciplines in science technology and social sciences Coverage includes accounting art and design business communication economics education finance humanity information management marketing music religion social sciences and tourism Throughout clear illustrations figures and diagrams complement the research The book is a significant point of reference to academicians and students who want to pursue further research in their respective fields It also serves as a platform to disseminate research findings as a catalyst to bring out positive innovations on the development of the region

Proceedings of the 1st International Conference on Social Environment Diversity (ICOSEND 2024) Lucia Rini Sugiarti, Wafda Vivit Izziana, Ardiani Ika Sulistyawati, Tatas Transinata, 2025-02-27 This is an open access book Welcome esteemed colleagues scholars and practitioners to the 1st International Conference on Social Environment Diversity ICOSEND In today s rapidly evolving world the intricate interplay between social environments and human behavior has never been more crucial to understand As we convene here we embark on a journey to delve into the multifaceted dynamics of social diversity exploring its ramifications across the domains of psychology law and economics From the vantage points of psychology law and economics we will navigate the intricate terrain of social environment diversity each discipline offering unique insights and perspectives By embracing a holistic approach we aspire to unravel the complexities of human interaction societal structures and economic systems within the context of a diverse social milieu As we embark on this intellectual odyssey let us harness the collective wisdom of our diverse backgrounds expertise and experiences to chart a course towards a more equitable just and prosperous future for all Together let us engage in rigorous inquiry constructive dialogue and collaborative action advancing our understanding and impact on the intricate nexus of social environment diversity May our deliberations inspire insight catalyze innovation and foster positive change in our global community

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Handbook of Research on Managing and Influencing Consumer Behavior

Kaufmann, Hans-Ruediger,2014-10-31 In recent years all types of businesses have increasingly focused on the importance of the relationship with the customer Customer knowledge management has become a well known term used in the business and academic worlds for understanding how to control consumer behavior The Handbook of Research on Managing and Influencing Consumer Behavior discusses the importance of understanding and implementing customer knowledge management and customer relationship management into everyday business workflows This comprehensive reference work highlights the changes that the Internet and social media have brought to consumer behavior and is of great use to marketers businesses academics students researchers and professionals

Supply Chain and Logistics Management: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources,2019-11-01 Business practices are constantly evolving in order to meet growing customer demands Evaluating the role of logistics and supply chain management skills or applications is necessary for the success of any organization or business As market competition becomes more aggressive it is crucial to evaluate ways in which a business can maintain a strategic edge over competitors Supply Chain and Logistics Management Concepts Methodologies Tools and Applications is a vital reference source that centers on the effective management of risk factors and the implementation of the latest supply management strategies It also explores the field of digital supply chain optimization and business transformation Highlighting a range of topics such as inventory management competitive advantage and transport management this multi volume book is ideally designed for business managers supply chain managers business professionals academicians researchers and upper level students in the field of supply chain management operations management logistics and operations research

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