

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 729 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



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quality assurance and applications through emerging infrastructure

The Influence of Service Quality on Customer Satisfaction Navid Fatehi Rad, Anees Janee Ali, 2011-06 In this research customer satisfaction and service quality have been considered as important factors for any organizations. However, empirical evidence concerning the relationship between customer satisfaction and service quality offered by organizations has remained unclear. This research tested a service quality model SERVQUAL to measure customer satisfaction with the delivery of service. Communication and its influence on customer satisfaction also evaluated. It must be mentioned that the American Customer Satisfaction Index was used to measure the overall satisfaction of customer. Five main dimensions of the service quality model SERVQUAL which were applied are tangibility, reliability, responsiveness, assurance, and empathy, and also the influence of communication on customer satisfaction is tested during this survey. The model was applied to the customers who had previous experience from private hospitals on Penang Island. The purpose of this study was to investigate the factors that contribute to customer satisfaction in Penang's private healthcare centers. The study helps to examine and understand the factors influenced in determining customer satisfaction.

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