



Impact of Customer Satisfaction and Switching Costs on Customer Loyalty

By Shewfang Shieh

LAP Lambert Acad. Publ. Aug 2010, 2010. Taschenbuch. Book Condition: Neu. 220x150x6 mm.

Neuware - The aim of this book is to examine the effect of customer satisfaction and switching costs on customer loyalty through an empirical study of the health care and service industry in Taiwan.

The significance of the research will affect hospital management throughout Taiwan and academics majoring in the field of customer loyalty and satisfaction. The survey method used a Likert-type scale questionnaire as the preferred format to collect data. The research was conducted in three teaching hospitals in Taiwan. The adult patients of the hospital, who were going to be discharged from the hospital, were asked to voluntarily participate in the study. An anonymous self-report questionnaire was personally administered to each participant who was asked to respond the questions according to his/her subjective viewpoint. A total of 370 questionnaires were distributed to the subjects and the response rate was 93.0%. The results of this research indicate that both customer satisfaction and switching costs were positively associated with customer loyalty by Pearson correlation coefficient. 100 pp. Englisch.



READ ONLINE

[4.44 MB]

Reviews

This pdf can be worthy of a read, and much better than other. I am quite late in start reading this one, but better then never. Its been printed in an remarkably easy way which is merely following i finished reading this book by which basically changed me, alter the way i think.

-- **Nedra Kiehn**

Basically no words to explain. I actually have study and that i am sure that i will gonna read once more again down the road. You are going to like just how the blogger publish this pdf.

-- **Ms. Tamara Hackett DVM**

Other Kindle Books



Two Treatises: The Pearle of the Gospell, and the Pilgrims Profession to Which Is Added a Glasse for Gentlewomen to Dresse Themselves By. by Thomas Taylor Preacher of Gods Word to the Towne of Reding. (1624-1625)

Proquest, Eebo Editions, United States, 2010. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.EARLY HISTORY OF RELIGION. Imagine holding history in your hands. Now you can. Digitally preserved and previously accessible...



Two Treatises: The Pearle of the Gospell, and the Pilgrims Profession to Which Is Added a Glasse for Gentlewomen to Dresse Themselves By. by Thomas Taylor Preacher of Gods Word to the Towne of Reding. (1625)

Proquest, Eebo Editions, United States, 2010. Paperback. Book Condition: New. 246 x 189 mm. Language: English Brand New Book ***** Print on Demand *****.EARLY HISTORY OF RELIGION. Imagine holding history in your hands. Now you can. Digitally preserved and previously accessible only...



Adult Coloring Books Reptiles: A Realistic Adult Coloring Book of Lizards, Snakes and Other Reptiles

Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 254 x 203 mm. Language: English . Brand New Book ***** Print on Demand *****.Take your coloring to the next level with this Advanced Adult Coloring Book of Reptiles! Get more...



Nautical Coloring Book: An Advanced Adult Coloring Book of Nautical, Maritime and Seaside Scenes

Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 254 x 203 mm. Language: English . Brand New Book ***** Print on Demand *****.Take your coloring to the next level with this Advanced Adult Coloring Book! Get more realistic coloring...



The Pursued: Is That Drum Beats? Lamar Stein Heard Beats Warning of an Evil Set Loose on Piedmont! This Is the Root Hard or Die Story of the Life and Times of My Father and Mother. My Sister and Me, Bystanders on Appalachian Mountains Hillside. (Paperback)

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Euphoria broke out in the hitching alley by the time my father reached Main Street's boardwalk. Farmer's wives...



Book Finds: How to Find, Buy, and Sell Used and Rare Books (Revised)

Perigee. PAPERBACK. Book Condition: New. 0399526544 Never Read-12+ year old Paperback book with dust jacket-may have light shelf or handling wear-has a price sticker or price written inside front or back cover-publishers mark-Good Copy- I ship FAST with FREE tracking!! *I...