

SL.NO	TOPIC	AUTHOR	METHODOLOGY	LIMITATION	REFERENCE
1	Customer care registry What Affects Employee Performance thought work motivation	Nabilah Aliyyah, Indra Prasetyo, Rusdiyanto, Nawang Kalbuana	This type of research uses explanatory research with a quantitative approach. Quantitative method is a research method based on a specific population or sample, data collection using research instruments, data analysis is quantitative or statistical, with the aim to test hypotheses	The workload is a concept which arises because of the low capacity in information processing. In the face of a task, people should complete the job at a certain level. If the limitations of the individual hamper work at the anticipated levels, the expected capacity level and the capacity level are divided.	https://www.researchgate.net/publication/363536019_WHAT_AFFECTS_EMPLOYEE_PERFORMANCE_THROUGH_WORK_MOTIVATION
2	Customer care registry Effective Communication, and Motivation in Customer Service	Mitra Madanchian, Hamed Taherdoost, Jay Ariken	Implementing feedback is one of the ways to achieve customer service motivation and have a positive effect on the overall performance of the team. One-on-one communication—Talking one-on-one to the customer service team is a great way to extract honest feedback and their experiences with customer interactions.	In customer service positivity makes a huge difference. A little change in your conversational behavior helps in creating happy customers. Language is a very important part of demonstrating, that customers create perceptions about you and your company based on the conversation.	https://www.researchgate.net/publication/360086163_Role_of_Effective_Leadership_on_Empowerment_Effective_Communication_and_Motivation_in_Customer_Service

3	CRM (customer relationship management)	Ni Made Nopita Wati,Erna Hendrawati,I Gede Juanamasta	The formulation of the problem in this research how does the role of customer service through Customer Relationship Management (CRM) to improve customer loyalty and good image	This research background is a number of problems faced by the company can make a bad company image and reduced levels of consumer loyalty.	https://www.researchgate.net/publication/336878065_The_Role_Of_Customer_Service_Through_Customer_Relationship_Management_CRM_To_Increase_Customer_Loyalty_And_Good_Image
4	The Role of Customer Behavior and Relationship Management in Modern Enterprise Marketing	Jiali Lu	Customer behavior management is a new business model which takes customer as the center, information sharing and communication as the main purpose.	With the rapid development of economy, the competition among enterprises is becoming more and more fierce. Customer relationship management plays an important role in marketing.	https://dx.doi.org/10.2991/assehr.k.211209.488
5	Effect of customer services on corporate competitive Advantage in the Nigerian Telecom service Industry	Patrick Kunle Adeosun LADIPO,Ismail Tubosun Arebi,Olushola Solomon Akeke	This study is carried out to examine the effect of customer service on the corporate competitive advantage from the perspective of selected firms in the Nigerian telecom service industry.	Generally speaking, the services rendered by telecom provider is similar in nature such as network calls, short messaging services and data/internet services, while the pricing and charges for the services among key players in the industry are somewhat homogenous in nature.	https://www.researchgate.net/publication/357033864_EFFECT_OF_CUSTOMER_SERVICE_ON_CORPORATE_COMPETITIVE_ADVANTAGE_IN_THE_NIGERIAN_TELECOMS_SERVICE_INDUSTRY