

Sector	Factors Identified/Considered for Customer Satisfaction	Authors
Railways	Reliability, assurance, empathy, tangibles, and responsiveness	Vanniarajan and Stephen (2008)
	Employee behavior and other factors	Agrawal (2008)
	Availability of transit service, service monitoring, travel time, safety and security, maintenance and construction	TCRP Report 88, 100
Bus transportation	Availability of shelter and benches at bus stops, cleanliness, overcrowding, information system, safety, personnel security, helpfulness of personnel, physical condition of bus stops	Eboli and Mazzulla (2007) TCRP Report 100
Tourism	Service quality	Ekinci (2003)
Full-service moving companies	Transportation of belongings, loading service, unloading service, optional coverage, estimate process, packing service, insurance/damage claims (basic facilities, other supporting facilities)	J.D. Power and Associates Reports (2007)
Gas and Electricity Suppliers	Power quality and reliability, customer service, company image, billing and payment, price, communications, information system	J.D. Power and Associates Reports (2008a, 2008c)
Internet Service Provider (ISP)	Performance and reliability, cost of service, customer service, billing, offerings and promotions	J.D. Power and Associates (2008b)
Banking	Service quality	Geetika et al. (2008)
	Basic facilities, convenience, behavior of employees, general environment	Jham and Khan (2008)
Consultancy	Behavior of employees, service quality	Sonne (1999)
Health Care	Information system in terms of timeliness, accuracy and completeness	Ribiere et al. (1999)
	Communication with patients (information system), competence of staff, staff demeanor (behavior), quality of facilities, perceived costs	Andaleeb (1998)