

# LITERATURE SURVEY

***[1]TITLE: Information technology help desk survey: To identify the classification of simple and routine enquiries***

**AUTHOR:** Nelson K.Y.Leung, Sim Kim Lau

**YEAR:**2007

Information technology has changed the way organizations function. This has resulted in reliance of help desks to support users in dealing with a wide range of information technology related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraint, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. Literature has shown that the majority of incoming enquiries are considered to be "simple and routine", and do not require specialized knowledge. The aim of this paper is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a help desk environment.

**[2]TITLE: *Assessment of Clients Needs and Satisfaction at Various Stages of Building Projects Delivery Process in Lagos State***

**AUTHOR:** Tunde Akinola Folorunso and Oluwaseyi Alabi Awodele

**YEAR:**2015

In this study, the clients needs and satisfaction based on the attached level of importance and the perceived level of satisfaction from the local building contractors were discussed. A structured questionnaire was used for the study and obtain the data were statistically analyzed to find out mean importance indices and mean satisfaction indices, the man indices differences and the significance of the differences using t-test.

**[3]TITLE: *Quality Management Practices And Customer Satisfaction Antecedents***

**AUTHOR:** Chimene Obunwo; Ezekiel Chinyio and Subashini Suresh

**YEAR:**2014

In Government Construction Projects. The findings from the study indicate that there exists a relationship between the outlined quality management practices and customer satisfaction while handling government construction projects. Analysis of the empirical data obtained shows that the antecedents of customer satisfaction are greatly influenced by the adopted strategy to implement quality management.

***[4]TITLE: Understanding Customers Satisfaction in Construction Industry in Nigeria***

**AUTHOR:** Abayomi Omonori and Akinloye Lawal

**YEAR:** 2014

This paper showed that customer satisfaction has a positive effect on the contractors patronage. The study also authorized that there is significant correlation between customers satisfaction and patronage in the construction industry. It can be concluded that for any construction project, the delivery within the budget of the customer is very important in order to satisfy the customer. The study also revealed that the customer satisfaction affects the future of the company and increases the cash flow/profit of the company.

***[5]TITLE: Assessment of Satisfaction with the Quality of Education: Customer Satisfaction Index.***

**AUTHOR:** Natalia Yanovaa

**YEAR:**2015

In this paper, monitoring the opinions of consumers of educational services is an effective tool for management decisions to optimize the educational policy in feedback mode. Consecutive improvement of public assessment measurement tools provides a

more accurate and reliable feedback from consumers of educational services.

***[6]TITLE: Critical Criteria on Client and Customer Satisfaction for the Issue of Performance Measurement***

**AUTHOR:** Pooria Rashvand and Muhd Zaimi Abd Majid

**YEAR:**2014

The outcome of this paper is to establish the client and customer satisfaction criteria as the two key stakeholders in construction project for the issue of performance measurement based on the reviewed data. The methodology of this study is based on comprehensive literature review of performance measurements for client and customer whereby the data were analyzed, using the metrics which the additive number of each customer and client-satisfaction criteria are occurring in previous study. From the metric analysis, the common factors for customer and client satisfaction were ranked. From the analysis of this paper, it can be concluded that expectation and perception are the two common critical satisfaction criteria for client and customer that must be considered where the satisfaction is required.

