



Service Quality in Airlines : the Significant Role of Frontline Employees in Airline Industry of India

By Dr. Manmohan Chaudhary

2016. Hardcover. Condition: New. 284 ABOUT THE BOOK:- The book is about the FLSE commitment towards the delivery of services in the Airline Industry of India. The main objective of the study was to investigate the antecedents and consequences of Frontline employeecommitment on job satisfaction and also to study whether job satisfaction serves as a mediator between different antecedents and their consequences for which hypothesized relationships were developed. This study has examined various antecedents and consequences of FLSE commitment to service quality which includes organizational support, reward, employee empowerment, training, Service technology, supportive management, servant leadership (antecedents) and frontline employee commitment to firm, frontline commitment to service quality, frontline employee commitment to service recovery performance, frontline commitment to job performance, cooperation, extra role customer service behaviour (consequences) that affects the employees commitment towards the organization. A very interesting research study which could definitely be of help to the Airline Industry of India. ABOUT THE AUTHOR:- Dr Manmohan Chaudhary belongs to Gurgaon, Haryana. Sh e did her PhD from Aligarh Muslim University. She has presented as well as published various research papers in some renowned journals. She has both industry as well as teaching experience. She has been teaching students of BBA and PGDM at various colleges....



Reviews

Most of these publication is the perfect ebook accessible. It is amongst the most awesome publication i have got read through. You wont truly feel monotony at whenever you want of the time (that's what catalogs are for regarding in the event you request me).

-- Prof. Edgar Kshlerin

It is easy in study safer to comprehend. It can be writter in basic phrases and never confusing. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- Emmitt Harber

See Also



Nandigram Bio-Cultural and Ecological Issues

2016. Hardcover. Condition: New. 171 ABOUT THE BOOK:- Nandigram, a riverine village in southern West Bengal, is well known all over the globe after the tragedy in 2007 on the conflicting issue of proposed land acquisition for petro-chemical hub. The movement itself...



Atkinson and Hilgard's Introduction to Psychology

Cengage, United States, 2003. Hardcover. Condition: New. 14th. This book is plastic wrapped and in great condition. This smart and thorough text offers a fresh and up-to-date-view of the dynamic nature of contemporary psychology. The authors build a strong foundation in the...



National Human Rights Commission: an Assessment (A Study of Its Working From 1994 to 1999)

2015. Hardcover. Condition: New. 198 About The Book:- In a democratic polity, protection and promotion of Human Rights is of utmost importance. Though Human Rights are universally acknowledged rights and with the internationalisation of these rights, several international mechanisms are available for...



The Unravelling of Mgnrega: A Comparative Study of Bihar, Chhattisgarh, Jharkhand, Madhya Pradesh, Odisha and Uttar Pradesh

2019. Hardcover. Condition: New. 135 ABOUT THE BOOK:- The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) has been one of the flagship social security schemes in rural India to address under-employment in India. After the Act was passed in parliament on...



Be a Vegetarian

2008. Hardcover. Condition: New. 300 This book, written in simple language, deals with various aspects of vegetarianism and tries to answer the questions that are commonly asked by people about the pros and cons of particular dietary habit. Various myths are busted...



History of Medicine Study of Indian, Arabian, Egyptian, Greek Medicine

1999. Hardcover. Condition: New. 422 The Science of Medicine has come a long way through the ages. This unique book covers the journey of the evolution and development of the Science of Medicine since Egyptian, Greek and Roman eras to Islamic and...