

Literature Survey

[1]. Mona N. Shah, Vineet Raitani, Aditya Oza and Kunal Gupta (2017) Customer Satisfaction Study Of The Mumbai Metro Service. NICMAR-Journal of construction management Vol. XXXII, No. 2, pp.30-42. [2]. Pooria Rashvand and Muhd Zaimi Abd Majid (2014) Critical Criteria on Client and Customer Satisfaction for the Issue of Performance Measurement. Journal of Management in Engineering, Vol. 30, No. 1, January 1, 2014. ASCE, pp.10-18. [3]. Zeljko M. Torbica and Robert C. Stroh (2001) Customer Satisfaction in Home Building. Journal of construction Engineering and Management, Vol. 127, No. 1, January 2001. ASCE, pp. 82-86. [4]. Natalia Yanovaa(2015) Assessment of Satisfaction with the Quality of Education: Customer Satisfaction Index. Elsevier, Procedia – Social and Behavioral Sciences, Vol. 182, pp. 566-573 [5]. Jam Shahzaib Khan and Salim Khoso (2014) Strategic Management for Customer Satisfaction within Construction Projects. European Journal of Contemporary Economics and Management, Vol.1, No.2, pp.155- 163. [6]. Samira Dezhkam, Farzaneh Ghanbarpoor, Forooz Pishgar, Nazanin Shabani and Mahboobeh Ashoori(2013) The Impact Of Product Innovation On Customer Satisfaction And Customer Loyalty. Kuwait Chapter of Arabian Journal of Business and Management Review Vol. 2, No.5; pp.135-142. [7]. Tunde Akinola Folorunso and Oluwaseyi Alabi Awodele (2015) Assessment of Clients Needs and Satisfaction at Various Stages of Building Projects Delivery Process in Lagos State. International Journal of Emerging Engineering Research and Technology, Volume 3, Issue 6, June 2015, PP 163-175. [8]. Ghaleb J. Sweis, Rana M. Imam, Ghaith M. Kassab and Rateb Sweis(2013) Customer Satisfaction in Apartment Buildings: The Case of Jordan. Life Science Journal;10(12s), pp.237-245 [9]. Abayomi Omonori and Akinloye Lawal(2014) Understanding Customers Satisfaction in Construction Industry in Nigeria Journal of Economics and Sustainable Development, Vol.5, No.25, pp.115-120. [10]. Abdulhamid Shebob, Amit Mhalas and Raj Kapur Shah (2013) A Review Of Customer Satisfaction Factors In Libyan Housing Projects. Journal of Construction Engineering and Project Management, Vol.3, No.4 / Dec 2013, pp.26-34. [11]. P.Meenakshi (2016) Customer Satisfaction in Construction Industry. International Journal for Research in Applied Science & Engineering Technology, Volume 4 Issue II, pp.161-166. [12]. Rathod Piyush, Dr.Rajiv Bhatt and Dr. Jayesh Pitroda(2016) Study of Factors Affecting Customer Satisfaction for Residential Flats in Surat and Ahmedabad city in Gujarat Region of India. International Research Journal of Engineering and Technology, Volume: 03 Issue: 03,pp. 1-8. [13]. Chimene Obunwo; Ezekiel Chinyio and Subashini Suresh (2014) Quality Management Practices and Customer Satisfaction Antecedents in Government Construction Projects. International Journal of Engineering Sciences & Management, Vol. 4, Issue 4:Oct.-Dec.: 2014, pp.105-111. [14]. N. Lepkova and G. kait-JefimovieN (2012), Study On Customer Satisfaction With Facilities Management Services In Lithuania, Slovak Journal of Civil Engineering, Vol. XX, No. 4, pp.1-16.