1. Introduction
Equity Dimensions: precursors to recovery satisfaction
Recovery Satisfaction, Trust and Commitment

2. Review of Literature:
Studies Related to role of Trust and Commitment in the relationship between Customers’
Recovery Satisfaction and Behavioural Intentions
Research Gap

3. Model
Customer’s Trust and Commitment with company as a Moderator for the relationship
between Recovery Satisfaction and Behavioural Intentions.

4. Research Design
Sampling Design
Population
Sampling Unit
Sampling Technique
Sample Size
Questionnaire
Measurement

5. Data Analysis Techniques
Data analysis techniques to refine the scale
Pearson’s Product-Moment Correlation Coefficient (Item-to-total Score)
Construct Reliability using Cronbach Alpha
Date analysis techniques for hypothesis testing
Structural Equation Modelling (SEM)

5. Data Analysis and Interpretation
Respondents’ Demographic Characteristics
Cronbach Alpha of scale
Item to Gross
Reliability
Composite Reliability
Estimation
Testing the Direct and Moderating Effect
Discussion

6. Conclusion

APPENDIX – A
APPENDIX – B
Bibliography