REFERENCES


186. Parmita Saha And Yanni Zhao “ Relationship between Online Service Quality and Customer Satisfaction: A study in Internet Banking” Master’s Thesis, Lulea University, 2005


188. Peter Cappelli and Peter D. Sherer “ Satisfaction, Market Wages and Labor Relations: An Airline study”, Industrial Relations, Vol. 27 (1), pp 56-72, 1988


