BIBLIOGRAPHY

Books


Buckley, J 2003, E-service and the Public Sector, Managing Service Quality, 13(6), pp. 453-462.


Jacoby and Olson Jerry, C 1985, Perceived quality: How consumers view stores and Merchandize (Ed), Lexington Banks, Lexington, M.A

Kantrow, YD 1989, ATMs called ‘only hope’ in Minimize Costs, Cope with Shrinking Labour Force, American Banker.


Conference Proceeding Paper with editors


Journals


Leo, Franklin, L & Vellimalarruby, A 2014, ‘Customers Perception towards Services Provided by banks Specially ATM Services’, International Journal of Core Engineering and Management, 1(6), pp. 196-204.


**Thesis: Unpublished**

Thangaswamy, A 2011, A Study on Job Satisfaction of Bank Employees with Special Reference to State Bank of India Kanayakumari District, Manonmaniam Sundaranar U

**Website**


Convenience in usage of ATM Services available from <http://www.vgtu.lt/leidinici/leidykla>. (13 March 2016)


Motivation to use ATM available from <http://ssru.com/absent=990242> (06 February 2014)
LIST OF PUBLICATIONS

