

Exploring the Clients Experience Management of Credit Cooperatives-An Example for The Fifth Credit Cooperative of Changh

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ABSTRACT

Unemployment problem is an important issues for allover countries and research-ers. Especially Youth and Middle-up aged employee unemployment rate is most serious situation in Taiwan. The study is devoted to the Basic Competency Training Program solving Youth unemployment question of efficacy. Besides, the study used Quasi-experimental designs method to discuss program to improve Youth ' s employability and employ representation. The research discovers Taiwan ' s Youth must have five employability, including Basics employability, Knowledge employability, Academic employability, Teamwork employability, and Career Developing employability. The five employability not only influence each other, but also augment an individual human capacity in the labour mar-ke. In conclusion, we suggest that government should establish Employability Skills Framework that promoting national human resource quality and strengthening Taiwan ' s competitiveness in the future.

Keywords : credit cooperative ; client experience management ; relation strategy ; ser-vice quality ; subjective sequential incidents technique(SSIT)

Table of Contents

| | | | |
|-----------------------|-----|-----------------------|-----|
| 內容目錄 中文摘要 | iii | 英文摘要 | iii |
| iv 誌謝辭 | | v 內容目錄 | |
| vi 表目錄 | | viii 圖目錄 | |
| xi 第一章 緒論 | 1 | 第一節 研究背景與動機 | 1 |
| 1 第二節 研究目的 | 5 | 第三節 研究流程 | 7 |
| 7 第二章 文獻探討 | 8 | 第一節 關係行銷 | 10 |
| 10 第二節 顧客關係管理 | 35 | 第三節 顧客經驗管理 | 43 |
| 43 第三章 研究方法 | 77 | 第一節 資料蒐集方式 | 77 |
| 77 第二節 研究分析及方法 | 79 | 第三節 SSIT簡介 | 79 |
| 83 第四章 資料分析 | 88 | 第一節 研究分析 | 88 |
| 88 第二節 A、B、C及X客戶分群的比較 | 126 | 第三節 與關係策略、服務品質現有文獻的比較 | 134 |
| 134 第五章 結論與建議 | 159 | 第一節 研究結論 | 159 |
| 159 第二節 研究建議 | 163 | 第三節 研究限制 | 164 |
| 164 第四節 後續研究 | 164 | 參考文獻 | 164 |
| 166 附錄A 本研究訪問對象及記錄 | 166 | | 183 |

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