

The Study of Service Quality for Non-Profit Organization International Procurement Processes

郭鋒舟、陳美玲

E-mail: 9707238@mail.dyu.edu.tw

ABSTRACT

The study questionnaire aims to explore the international procurement operations at the nonprofit organizations, and by examining and citing reference literature, a major contribution of the study lies in conducting on the service quality of international procurement operations among nonprofit organizations. By modifying the Parasuraman, Zeithaml and Berry model and pertinent questionnaire entries before distributing the study questionnaire for measuring the five major deficiencies, and the results are used to explain the reason that lead to the level of service quality, which are further put through validation study. The study of inference. The disparity on the anticipation and awareness of the service quality of international procurement operations does exist between a project and the procurement personnel, which needs to be examined. The efforts made on dependability, responsiveness and credibility among the five constructs of the service quality in international procurement operations have reached a level recognized by the project personnel. The study has discovered evaluated using Marr ' s (1986) service quality measurement method and found that it is prudent for the project personnel to improve upon the construction of dependability; and that the procurement personnel need to improve upon the construction of tangibility. Lastly, relevant recommendations are presented as derived from the study findings and conclusion, which would serve as a reference point to nonprofit organizations and sub-sequent researchers.

Keywords : non-profit organization ; international procurement processes ; PZB model

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