

List of Figures

Figure No.	Particular	Page No.
Figure-1.1	Service Quality Model	10
Figure-1.2	The GAP Model	12
Figure-1.3	INTSERVQUAL Model	13
Figure-5.1	Scree Plot of Students Satisfaction	129
Figure-5.2	Path Diagram of Reliability Dimension & Students Satisfaction	133
Figure-5.3	Path Diagram of Responsiveness Dimension & Students Satisfaction	135
Figure-5.4	Path Diagram of Empathy Dimension & Students Satisfaction	137
Figure-5.5	Path Diagram of Assurance Dimension & Students Satisfaction	139
Figure-5.6	Path Diagram of Tangibility Dimension & Students Satisfaction	141
Figure-5.7	Scree Plot of Parents Satisfaction	188
Figure-5.8	Path Diagram of Reliability Dimension & Parents Satisfaction	192
Figure-5.9	Path Diagram of Responsiveness Dimension & Parents Satisfaction	193
Figure-5.10	Path Diagram of Empathy Dimension & Parents Satisfaction	195
Figure-5.11	Path Diagram of Assurance Dimension & Parents Satisfaction	197
Figure-5.12	Path Diagram of Tangibility Dimension & Parents Satisfaction	198
Figure-5.13	Scree Plot of Teachers Satisfaction	244
Figure-5.14	Path Diagram of Reliability Dimension & Teachers Satisfaction	249
Figure-5.15	Path Diagram of Responsiveness Dimension & Teachers Satisfaction	250
Figure-5.16	Path Diagram of Empathy Dimension & Teachers Satisfaction	252
Figure-5.17	Path Diagram of Assurance Dimension & Teachers Satisfaction	254
Figure-5.18	Path Diagram of Tangibility Dimension & Teachers Satisfaction	255