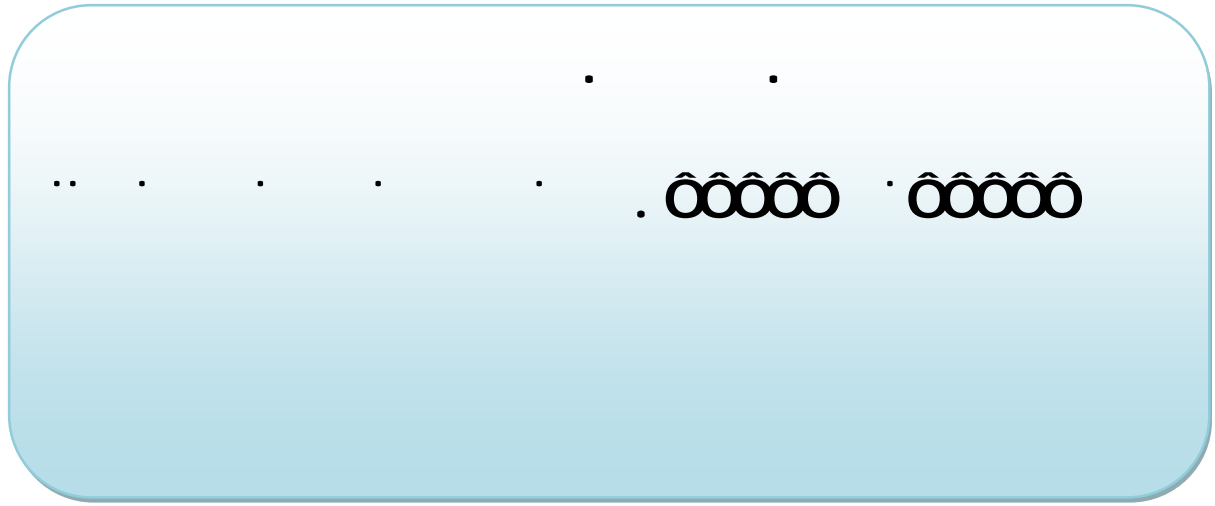


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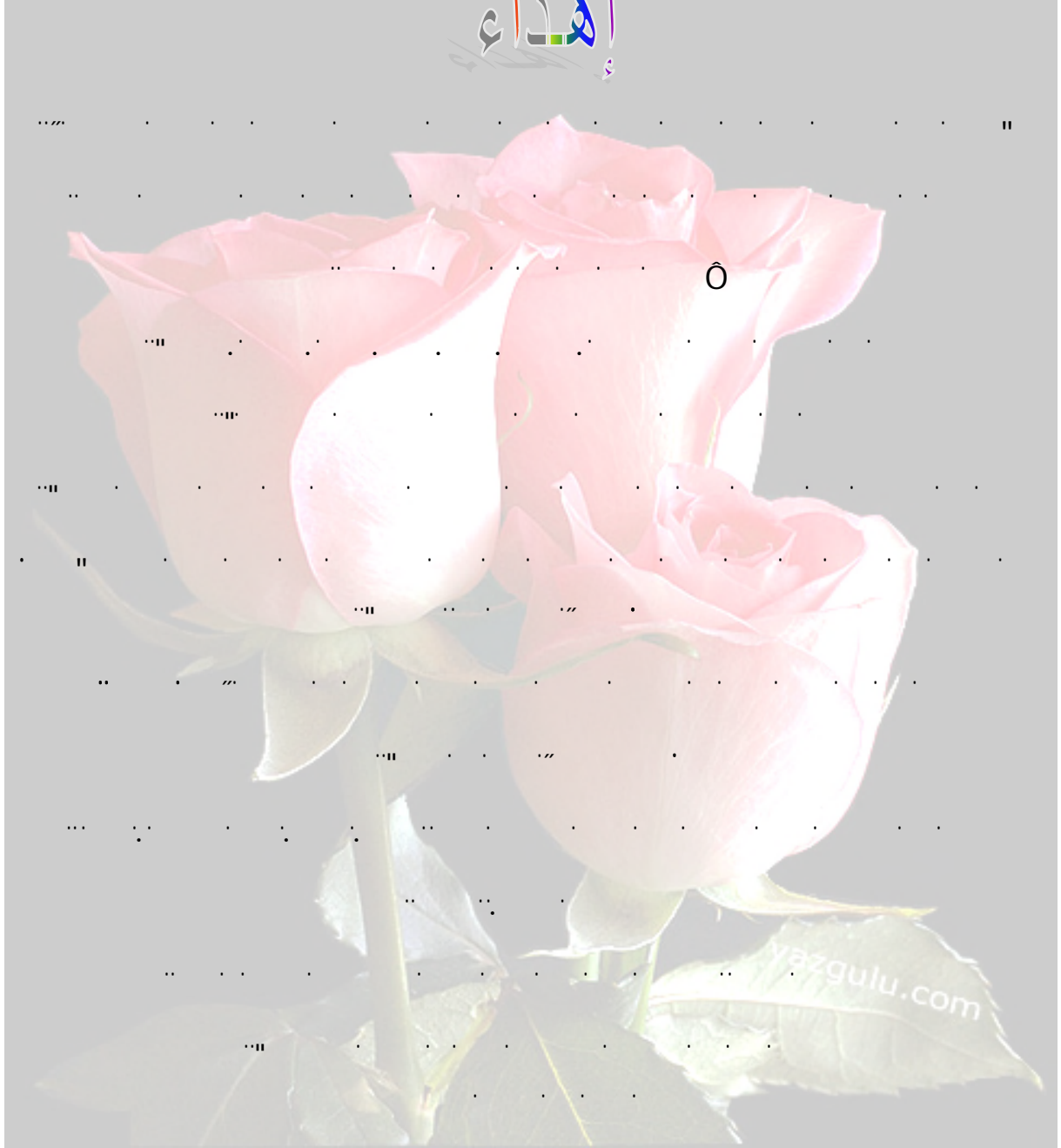
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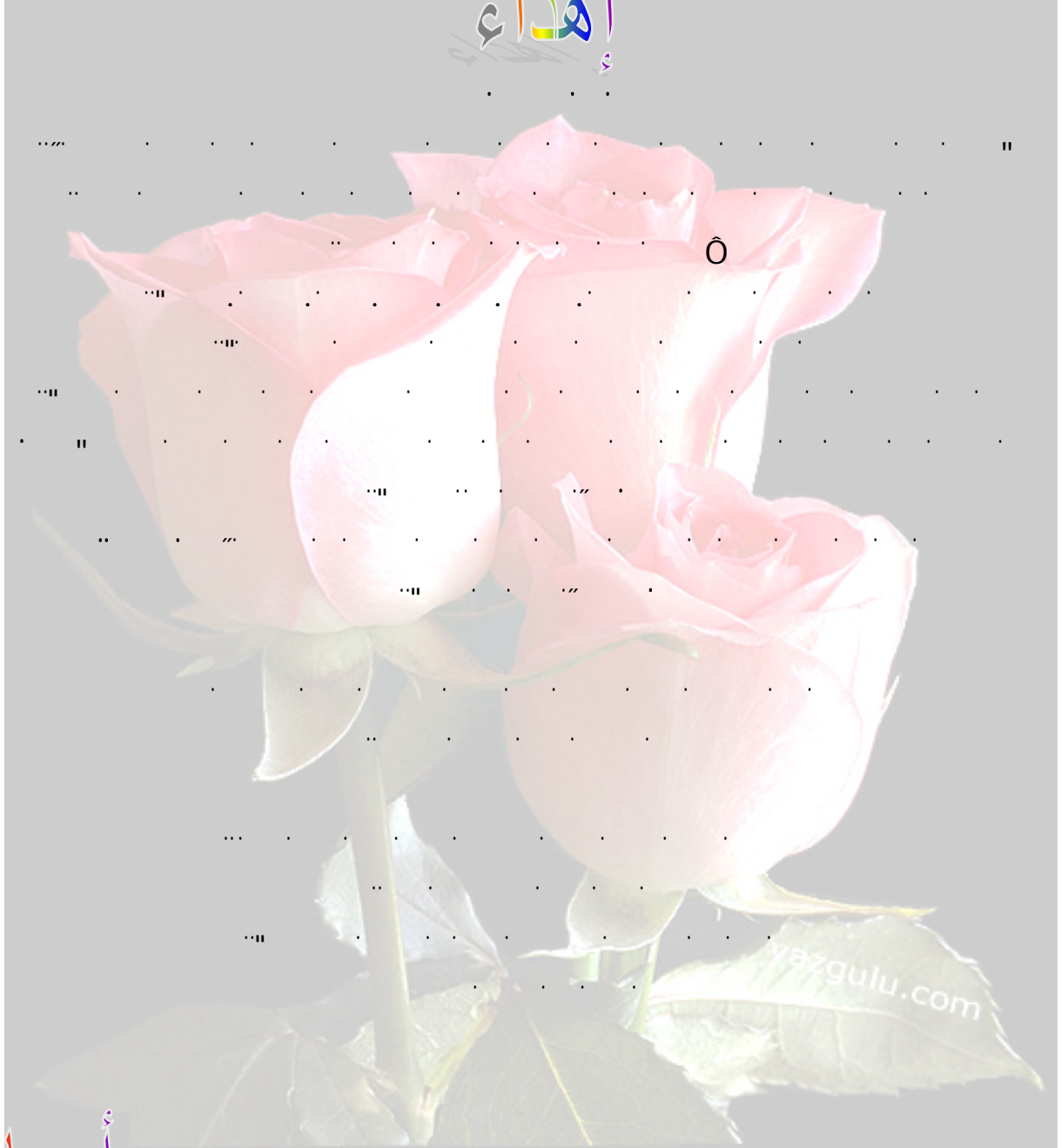
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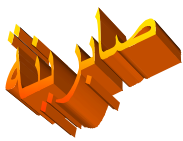
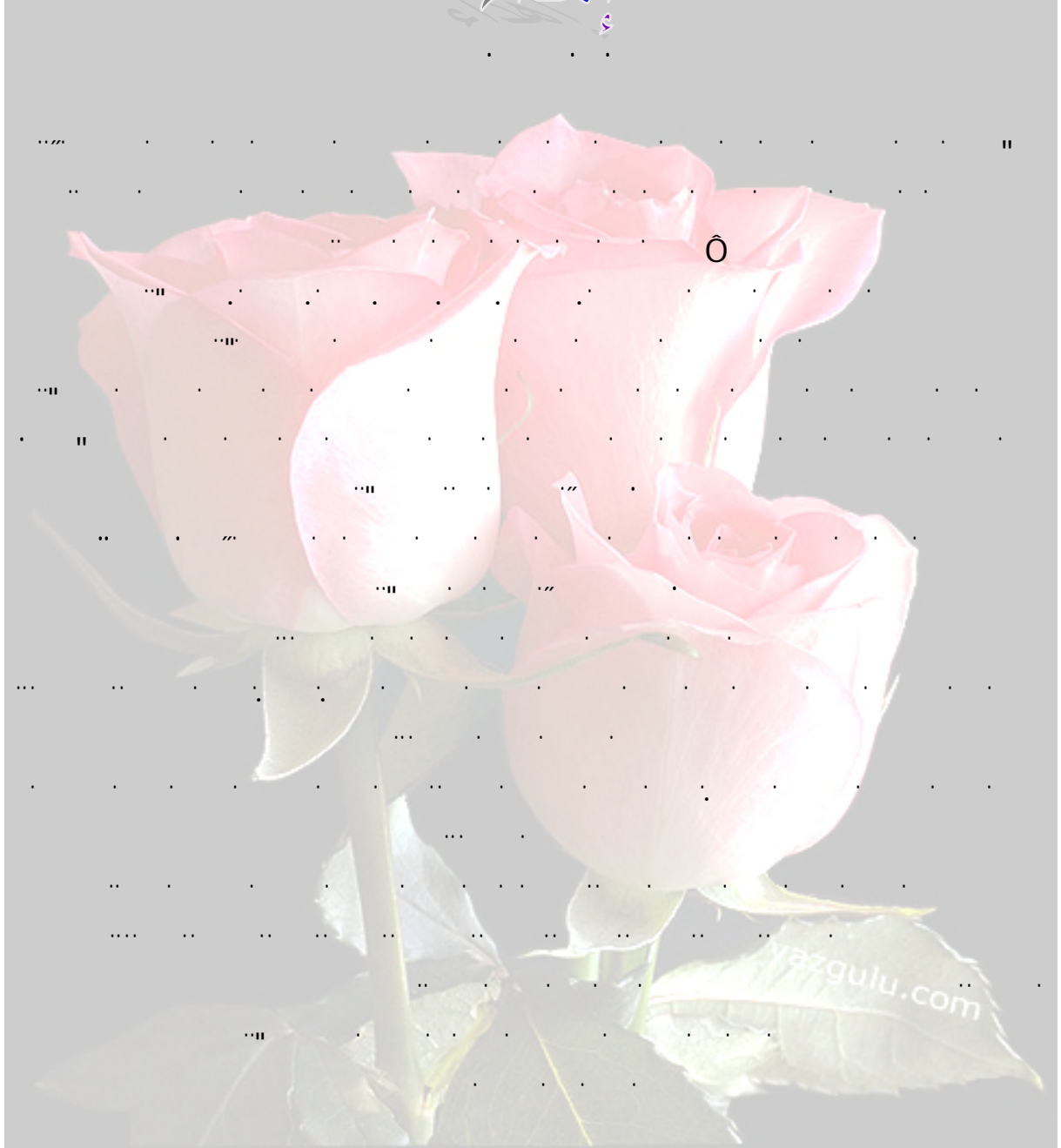
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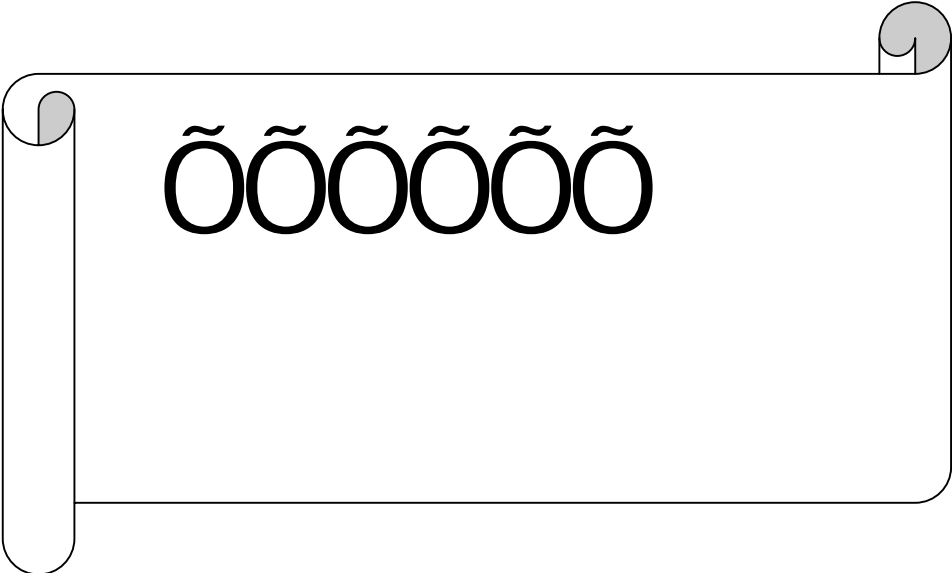
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| 52 | "zhang and tong"Ô••••• | 08 |
| 55 | "oliverai" :Ô••••• | 09 |
| 56 | "swaid and wigand" :Ô••••• | 10 |
| 57 | "Montogomey" :Ô••••• | 11 |
| 59 | "swaid et al" :Ô••••• | 12 |
| 60 | "alyola and robaina" :Ô••••• | 13 |
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| 46 | e-service includes-business-commerce. | 13 |
| 54 | "sohm, chang and tedisna" : | 14 |
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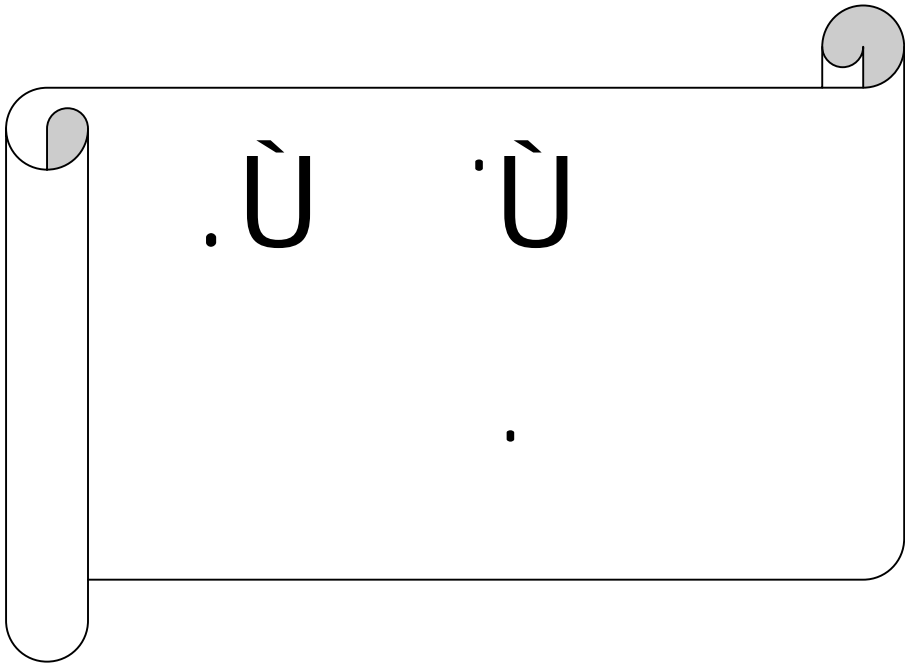
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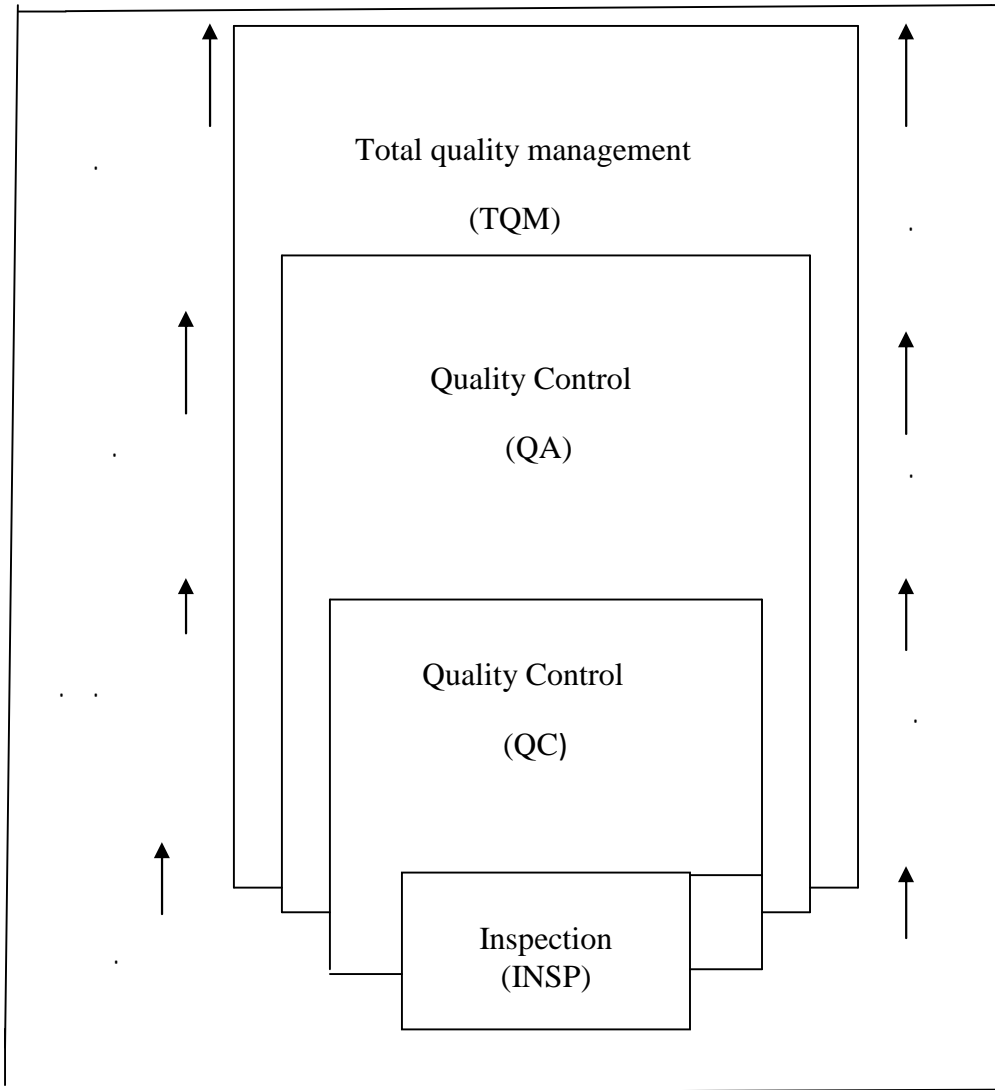
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| () | Non specific | Ishikawa |
| () | Customer satisfaction at the lowest cost | Feigenbaum |
| () | Non specific | Taguki |

Source: Juran and gnyna ,(1993), quality planning and analysis ,3th, ed, mc graw hill, new York, p : 4.

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Source: Paul,T, (2000) , Total Quality Management, john Wiley and sons inc, new York, p :60.

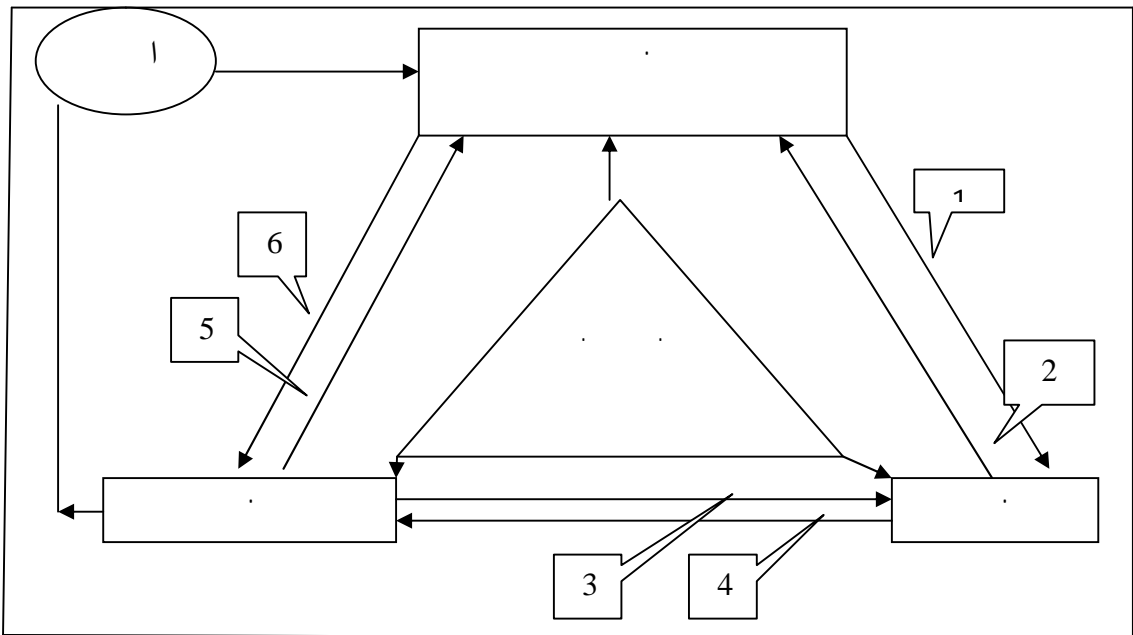
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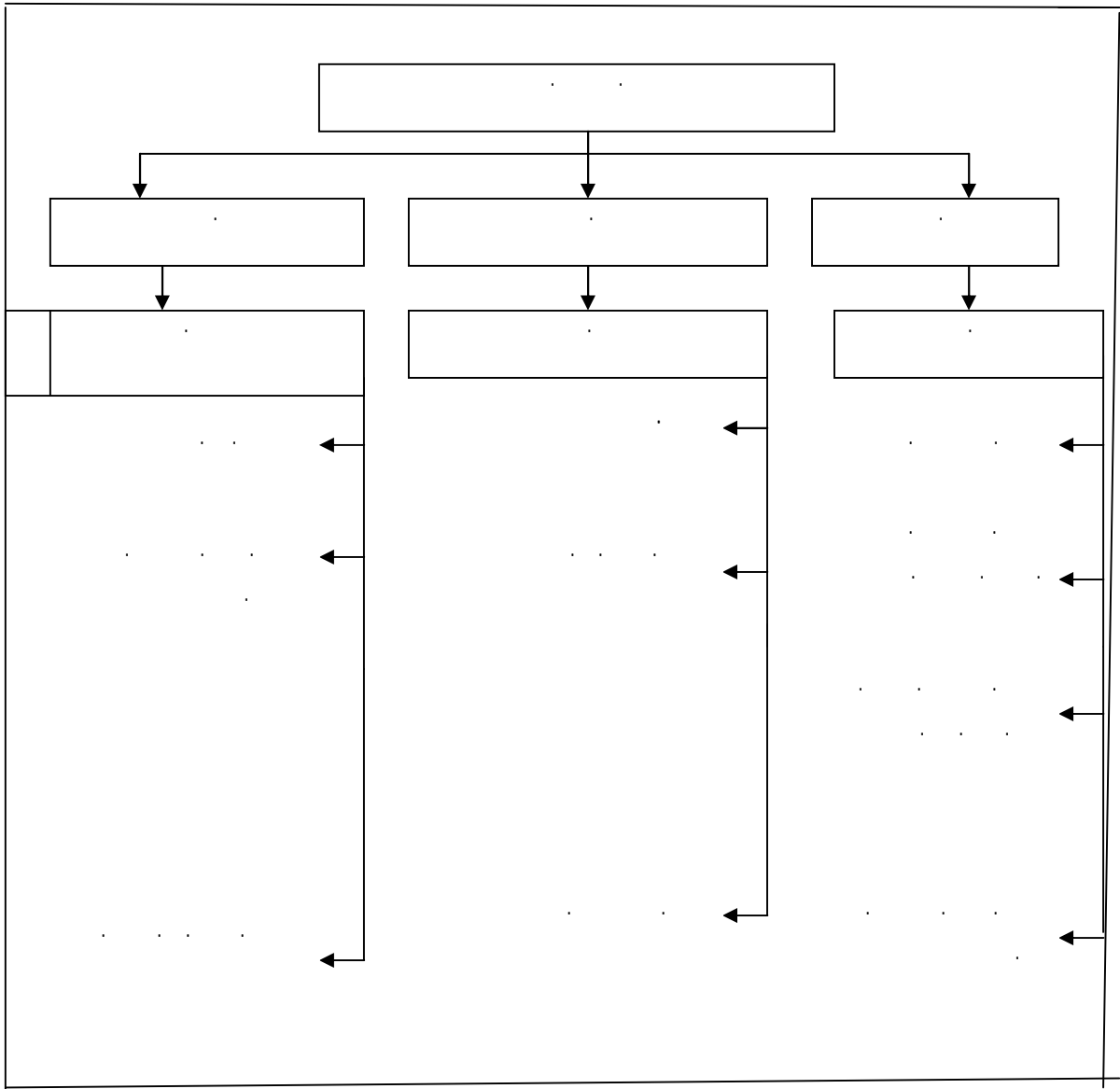
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Source : Bound, Grag, et, al, (1994), Beyond total quality management, townd the emerging parading, megraw-hill, inc, singapore, p:77.

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¹-Goetsch, D, and, Daxis, s, (1997), Total quality, Mc Graw-Hill, Inc. sigaphore, p : 382.

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²-Ansell, tony, (1993), managing for quality in the finance service, industry, Chapman and hall, p :179.

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¹-Bank, John, (1993), the essence of total quality management, prentice international, Paris, p:80.

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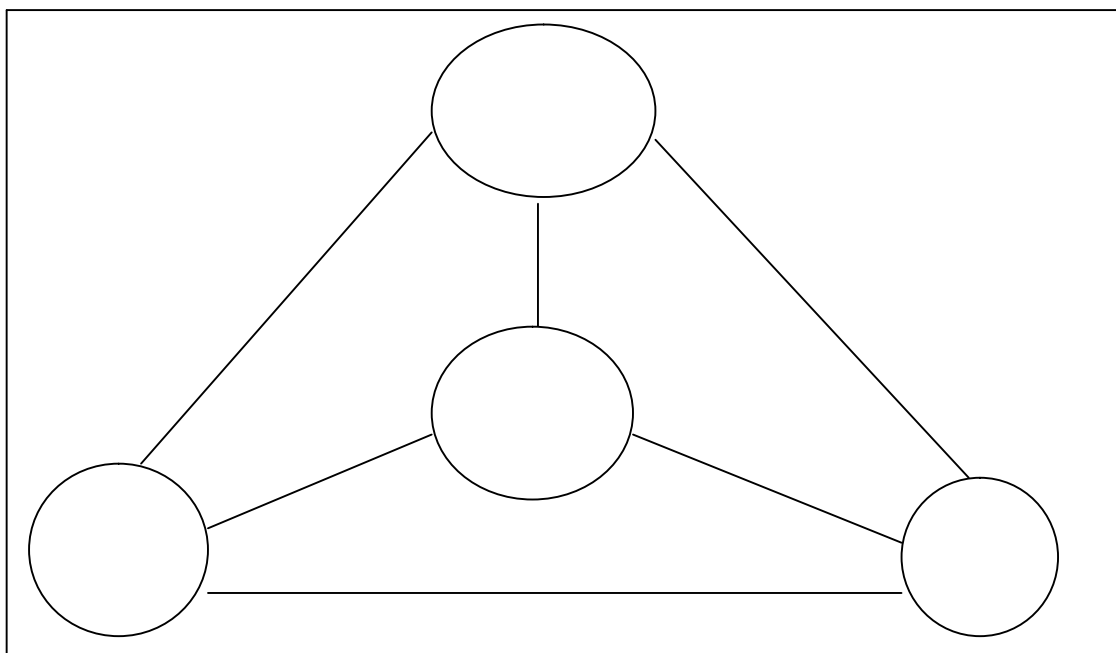
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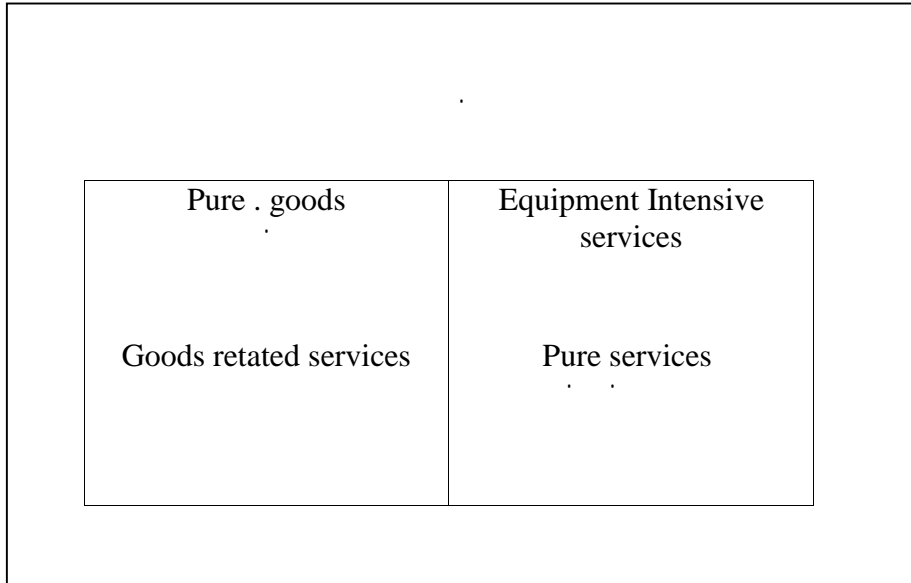
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Source: schouder, R,G, op-cit, b, p: 134.

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| Sector 2 بيع بالمفرد الفنادق الشحن البحري | Sector 5 النقل الجوي الشخصي | | |
| Sector 3 الموسيقى، فيديو كاسيت، التدريب/الكتب | Sector 6 خدمات البريد الالكتروني | | |

Source: Douglas, G, D, and presanc, (1995), Basic Marketing Management, John, Willy and Dons, INE, p:209.

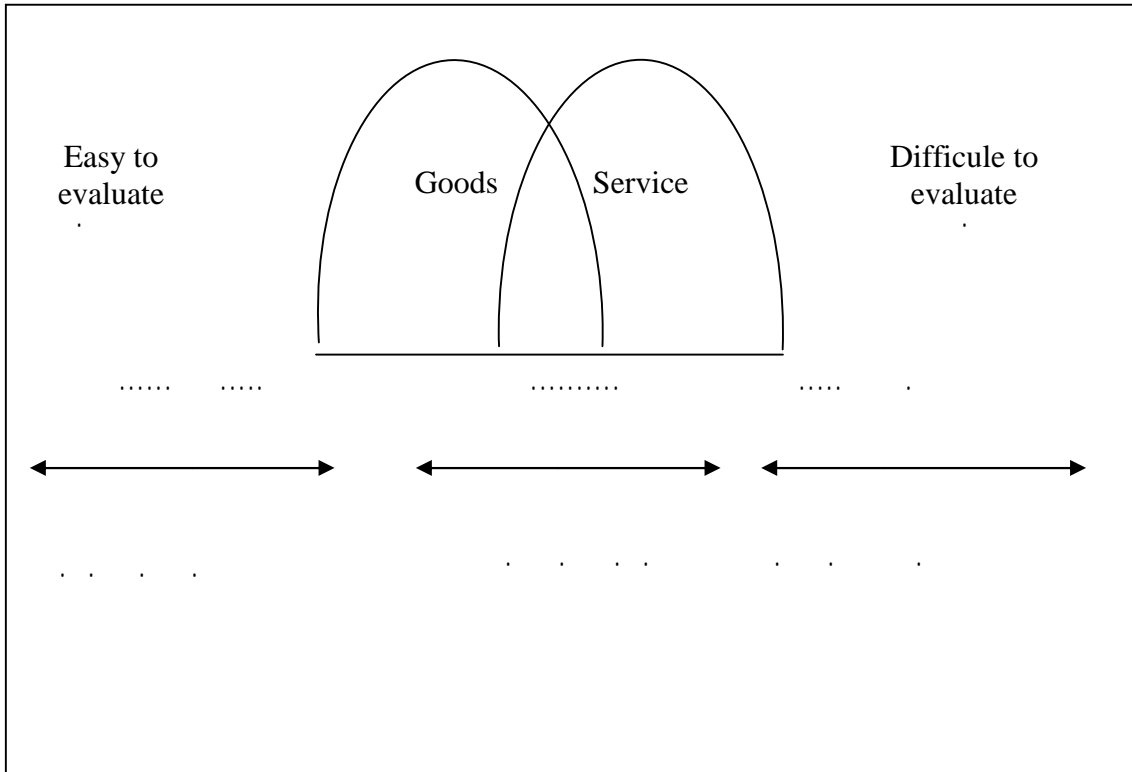
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¹ - Lovelock, Christopher and witz Jochen, (2004), service marketing people technology, strategic, 5th, prentice-hill, USA, p:41.

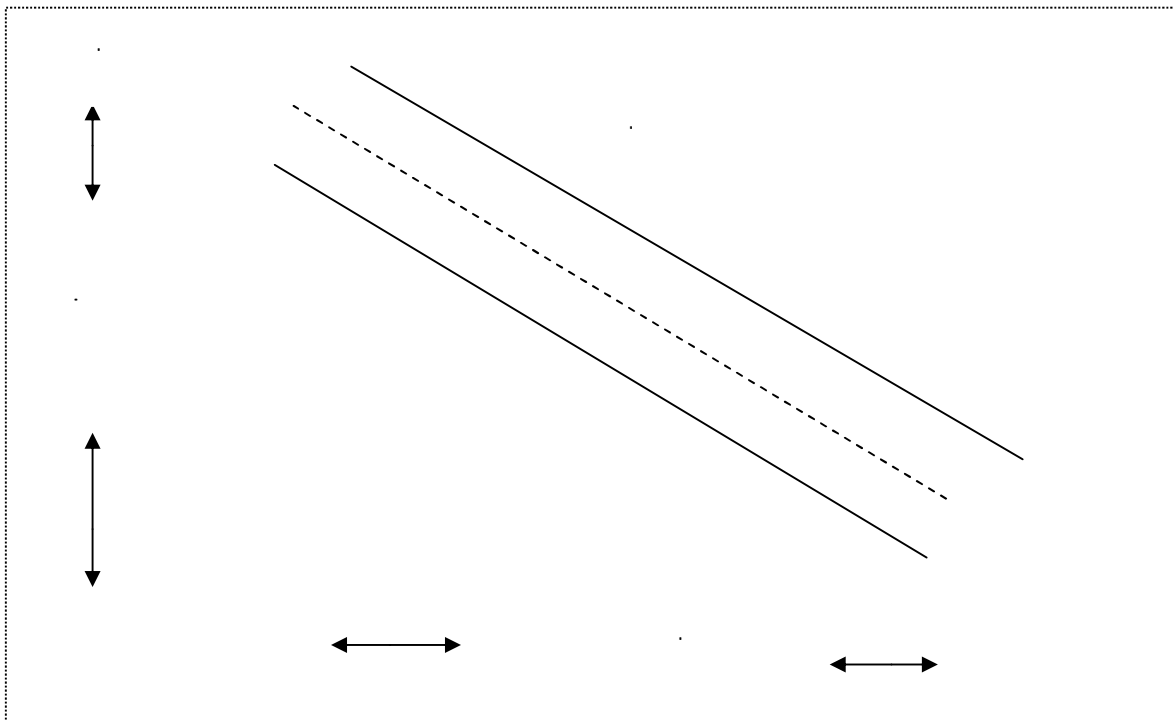
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Source: Lovelock and Wirtz, op-cit, p : 41.

"zeithaml and binter"

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Source : zeithaml and binter, (2000), service marketing integrating customer focus the firm, mc graw hill, Boston, usn, p:5.

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³ - ISO, 9000-2000, definition translated into plan English, op, cit, p :5.

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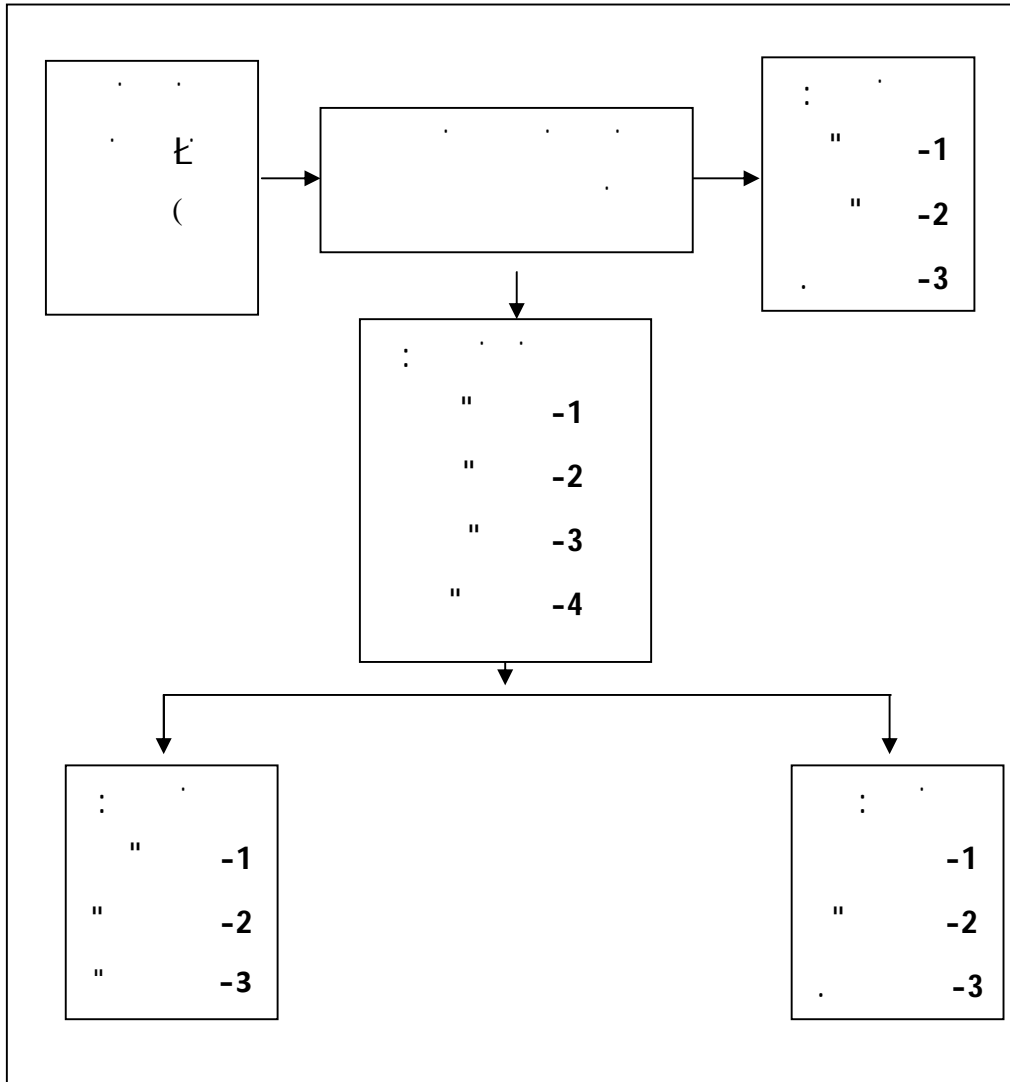
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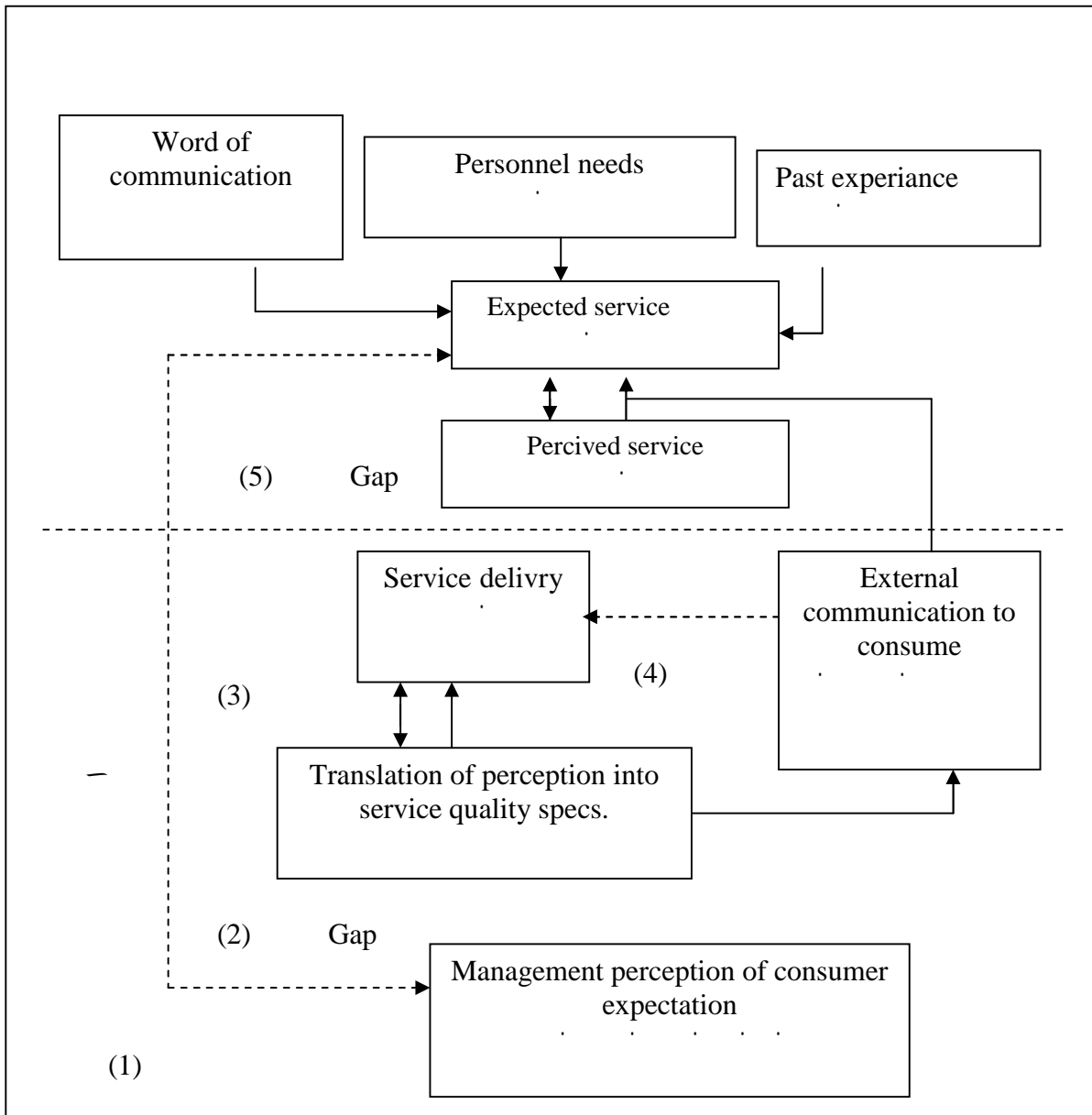
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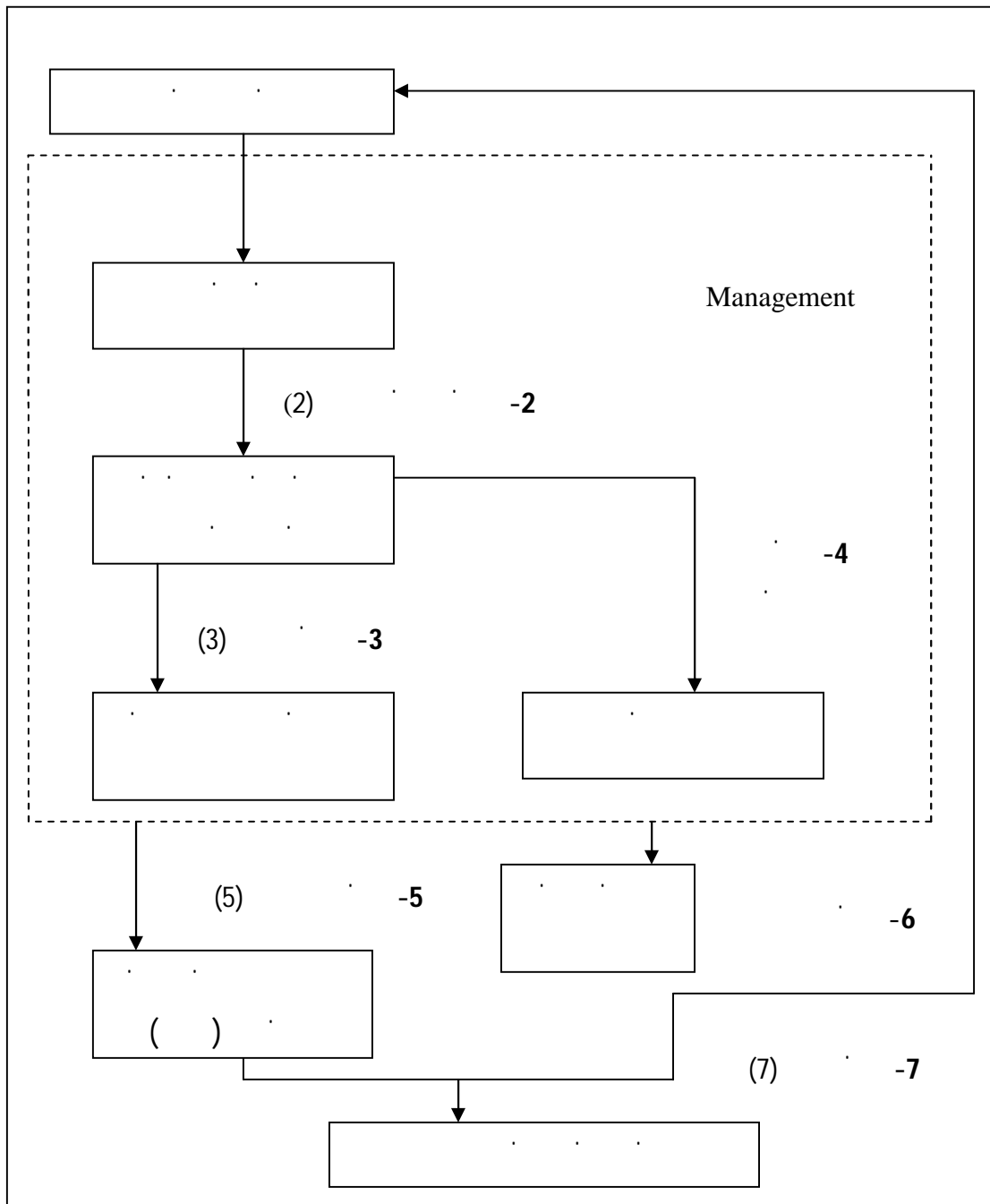
¹ - Parasuraman A, zeithmal,V,and Berry,L.L, (1985),conceptual model of service quality and its implications for future research ,journal of marketing,49,(hall),PP :[41-51] .

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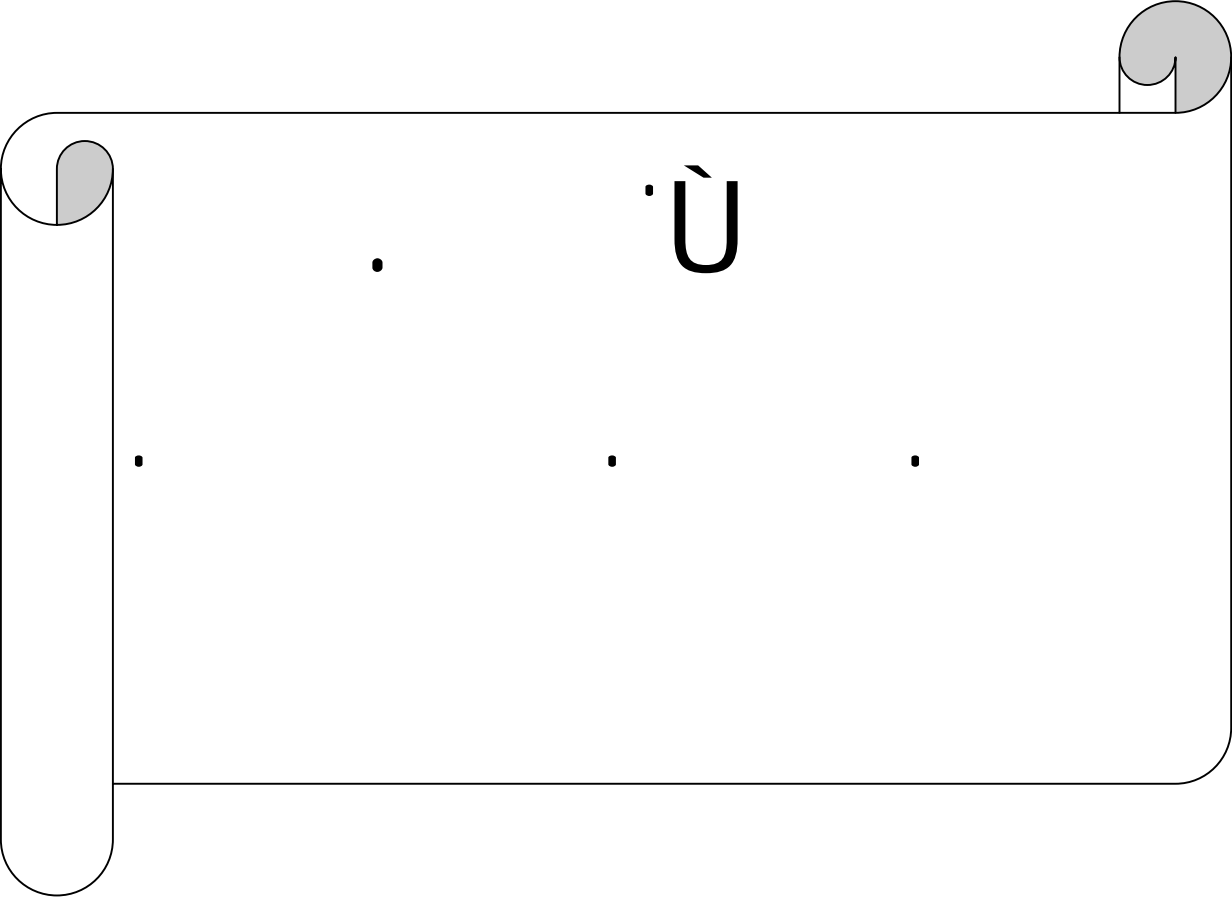
Source: parasurman, zeithmal and Berry, op-cit, p: [41.51].

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Source : lovelok and wirtz, (2004), service marketing people technology, strategies, prentice-Hill, USA, p: 402.

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¹ - Adrian pocoonicu, op-cit, p : 176.

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Source : shoih, al, (2006), service quality of online distance learning programs, online journal of distance learning administration, pp: 10.

1- <http://www.onefd.edu.dz>, 2013/03/23 , h: .10:25 .

"zhang and tong"

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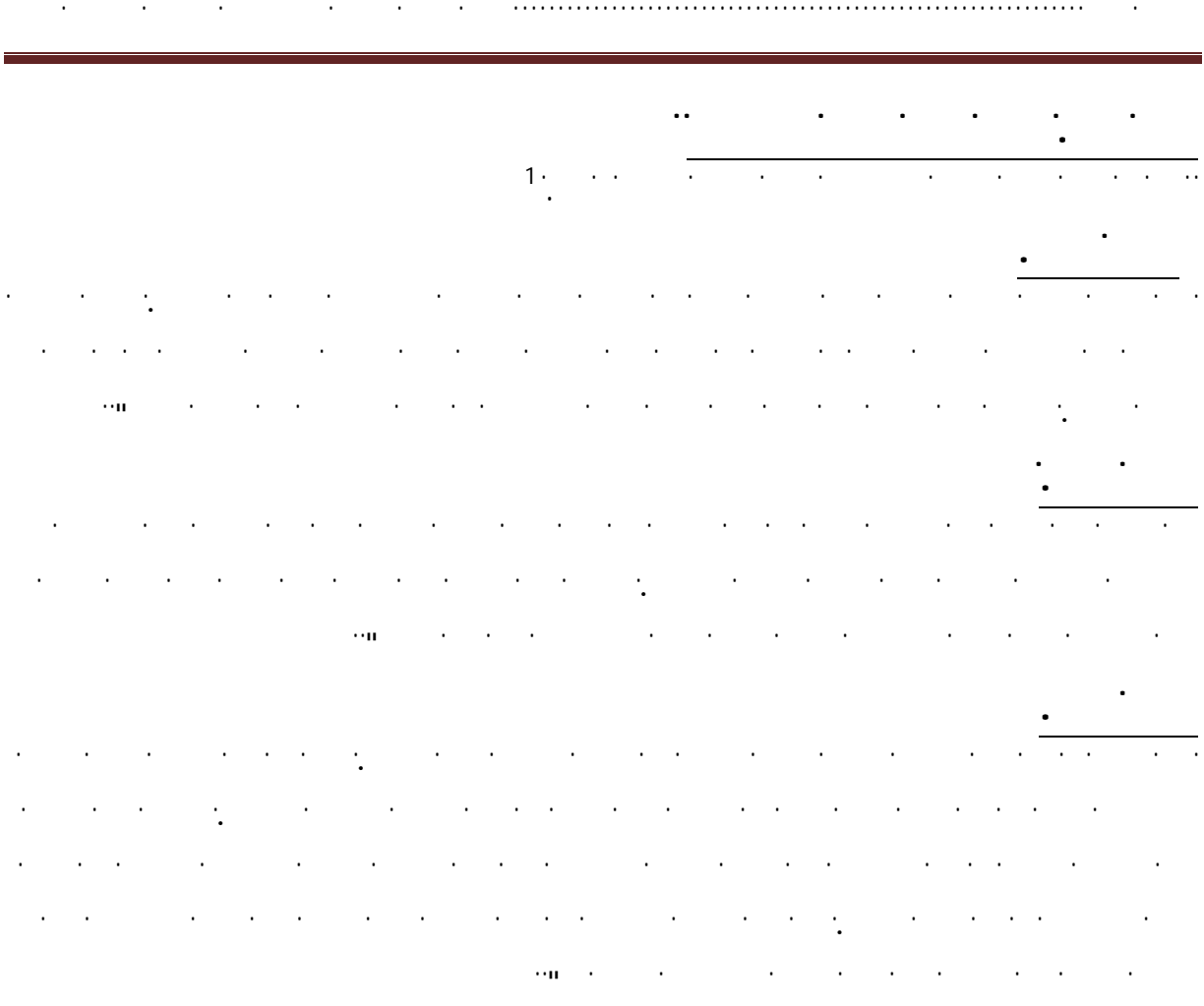
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| Porasuraman et al | | | 5 |

Source : zhang, tong, (2008), E-service quality, in online shopping, luker unive of technology, p: 12.

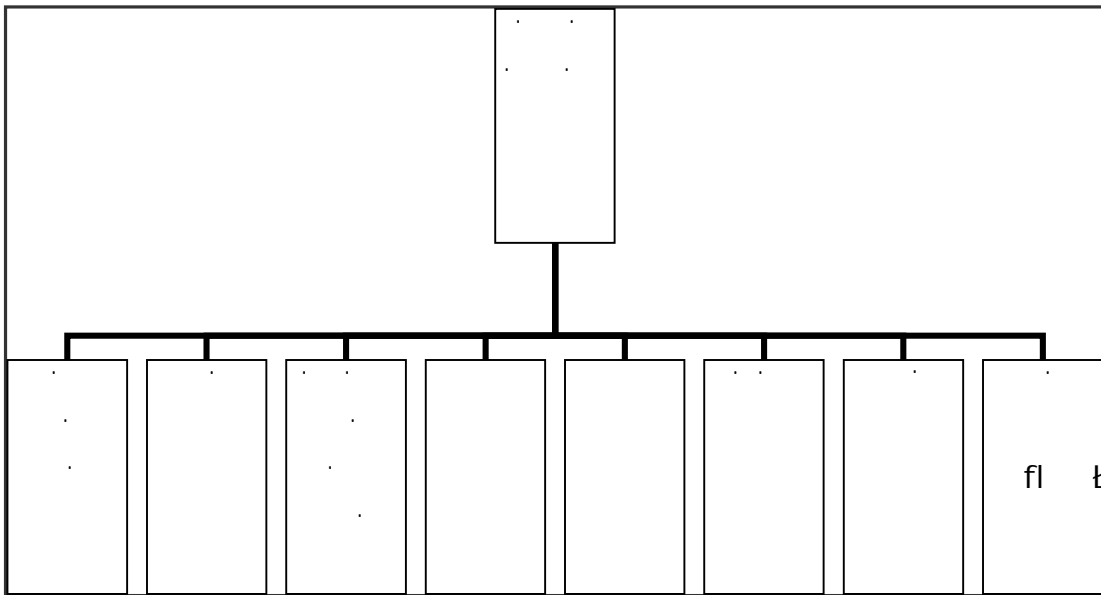


¹ - hongxia, (2007), evaluating electronic service quality in a transaction process based evaluation ,the European conference of information management and evaluation Montpellier , pp: [331-340].

" Sohm,change and tedisna"

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sources: Sohm,change and tedisna,suresh, (2008),development of e-service quality measure for internet institutions, total quality management, p: [903-918].

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Source: oliverai ,zeithaml ,parasurman and mathotra (1999), service quality delivery thorough websites, a crical review of extant knowledge journal of the aceademy of marketing e xience volum, pp:[362-375]

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Sources: swaid and Wigand, (2009), measuring the quality of e-service, development and intal and validation, journal of Electronic and research, p: 18.

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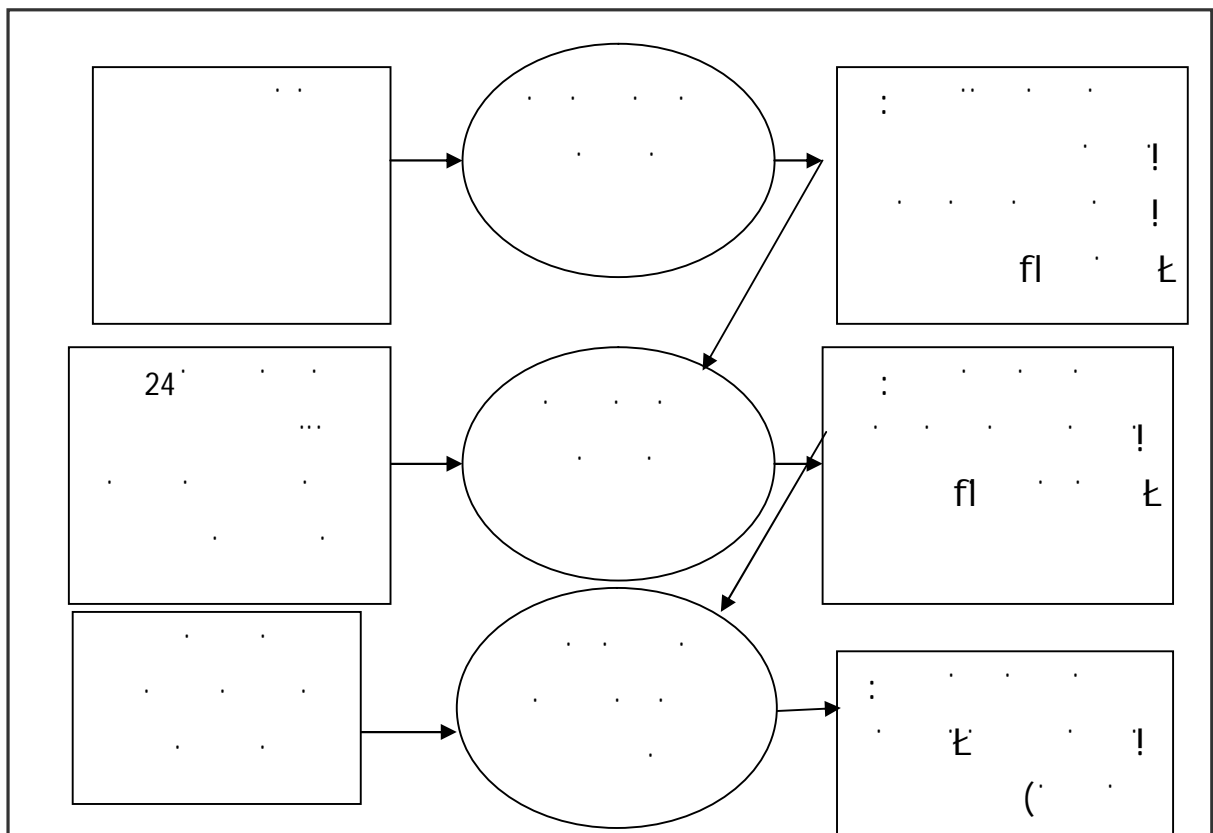
Source: sohn and tadisina, (2008), development of e-service quality measure for internet institutions, totalquality management, English, p: 916.

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Source: li ,hongxia, (2007), evaluating electronic service quality, in transaction process based évaluation model, the européen conférence montpellier, France, p: 335.

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Sources: swaid et al ,samara,g,college,wigamol, philaner smith, roff, measuring,(2009), the quality of e-services,ale development and intial and validation, journal of electronic and research,vol, pp:[16-22].

"alyola and robaina"

سيتم التطرق لنموذج الأبعاد لجودة الخدمة الالكترونية حسب دراسة "alyola and robaina" في الجدول التالي:

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"alyola and robaina"

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Source: alyola and robaina, (2005), e-service quality managements, journal of applied quarate mothose pp :[50-54].

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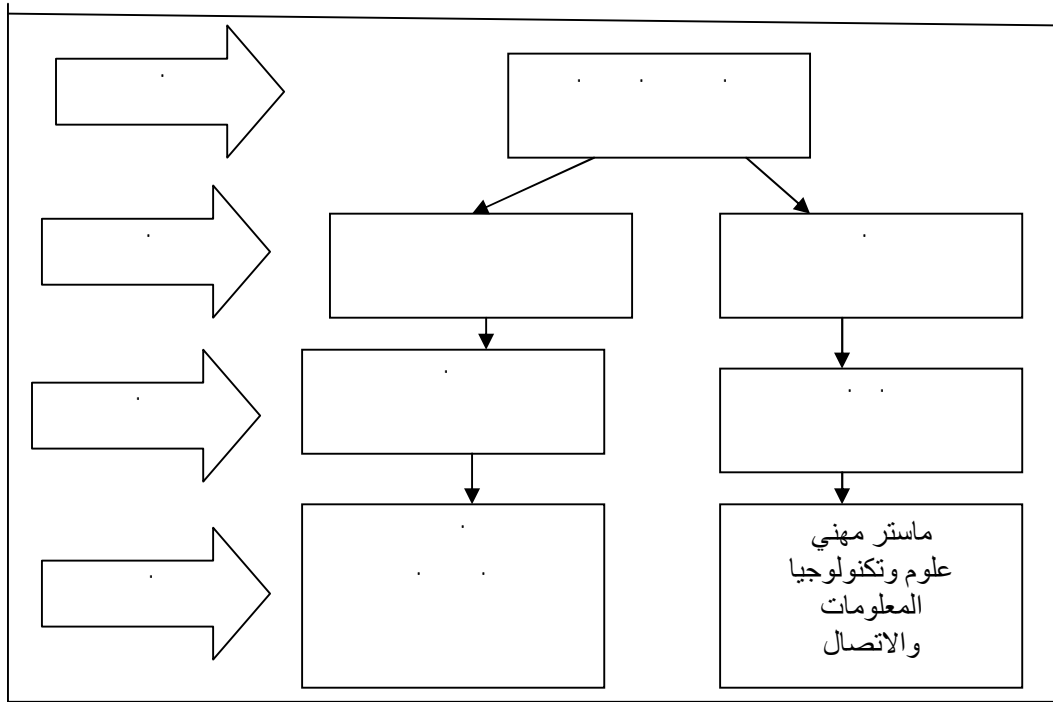
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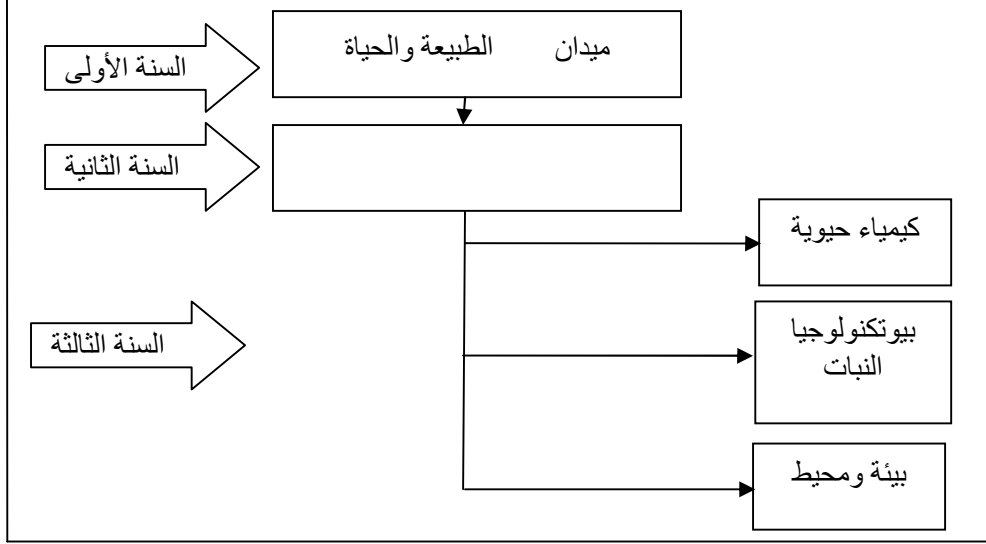
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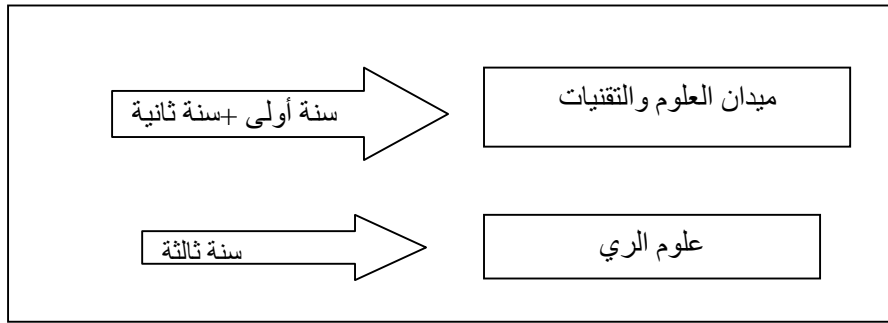


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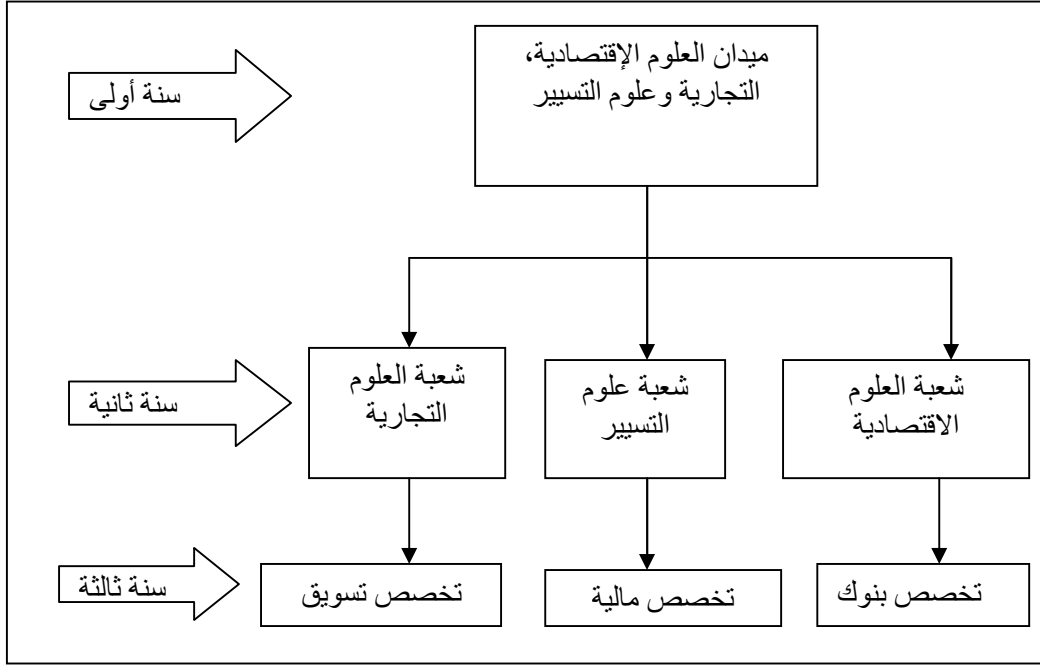
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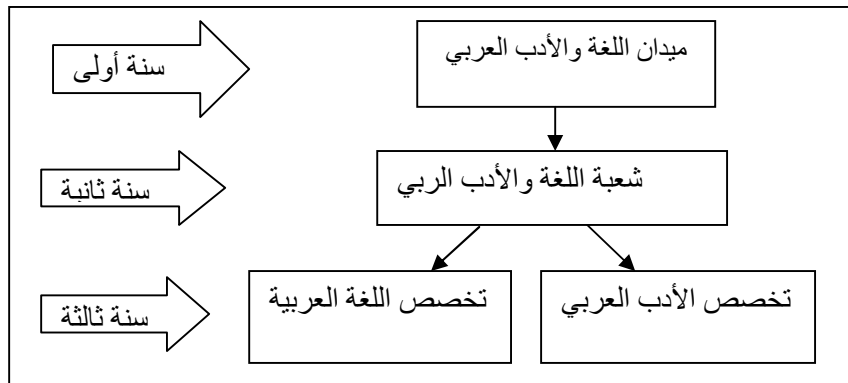


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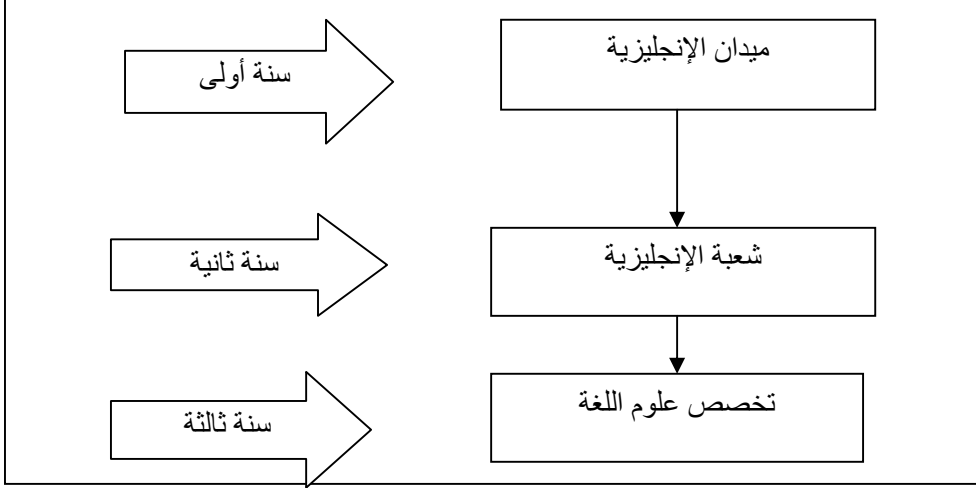
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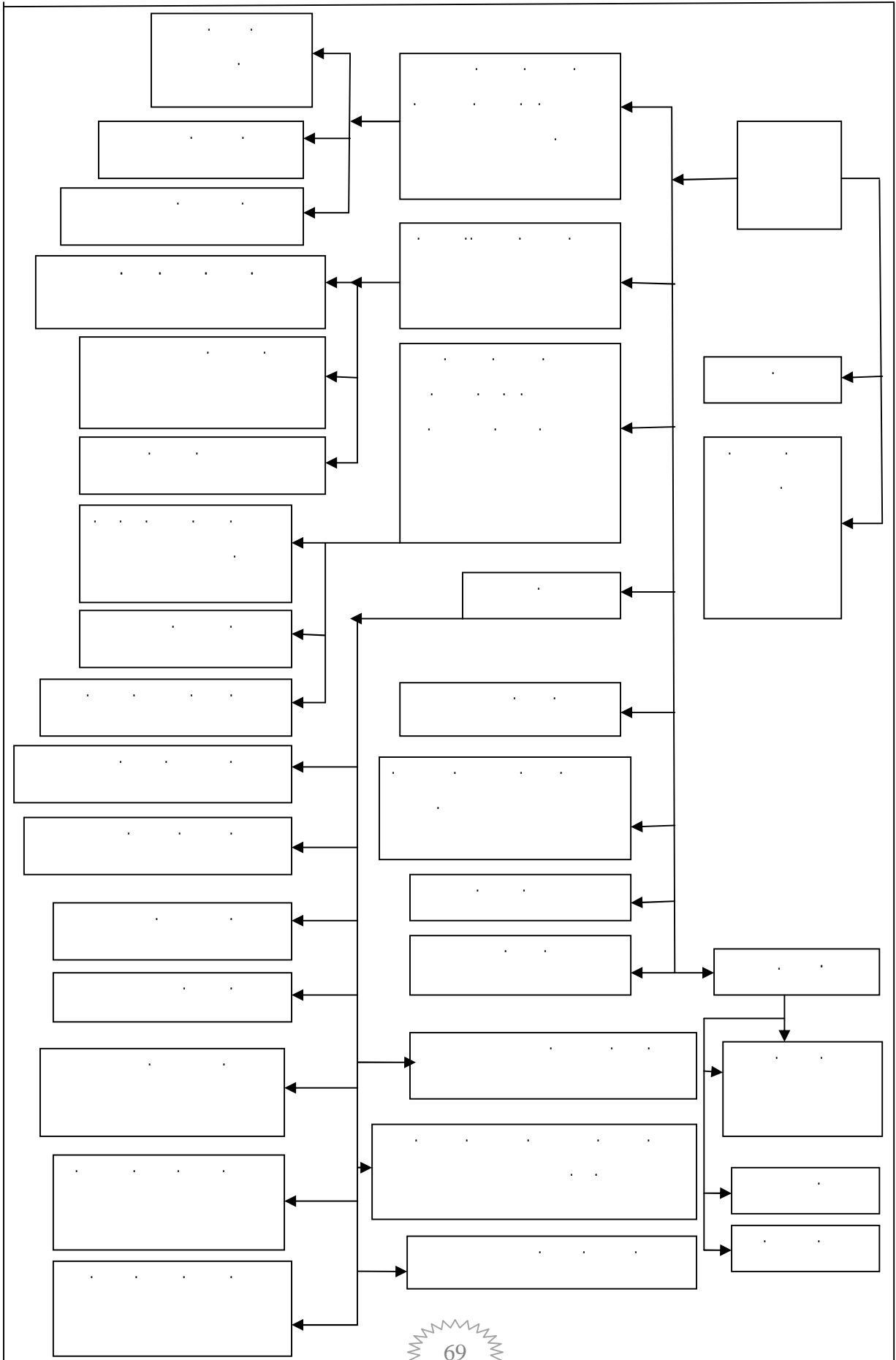
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| 1499 | 0 | 64 | 0 | 66 | 298 | 441 | 630 | |
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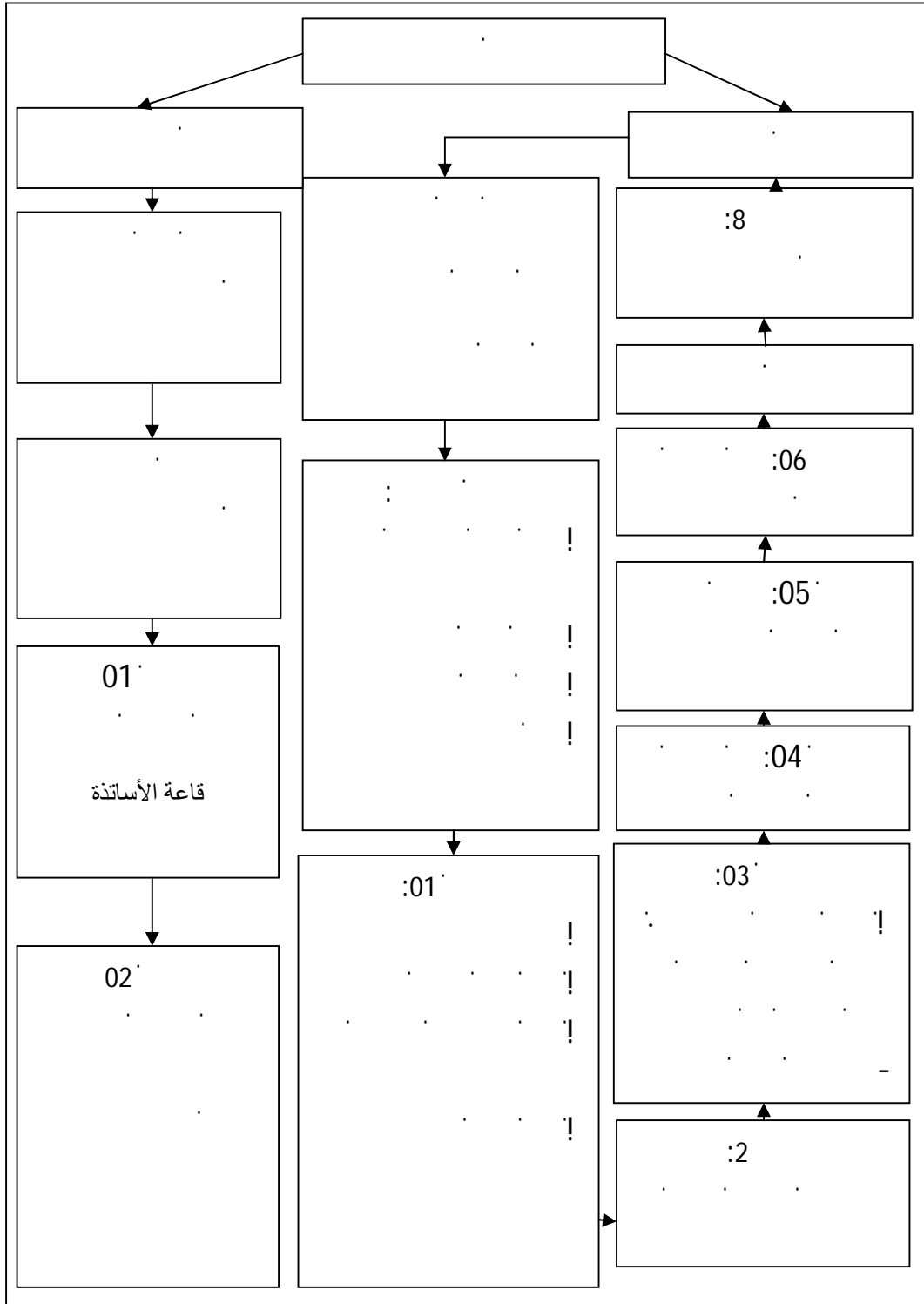
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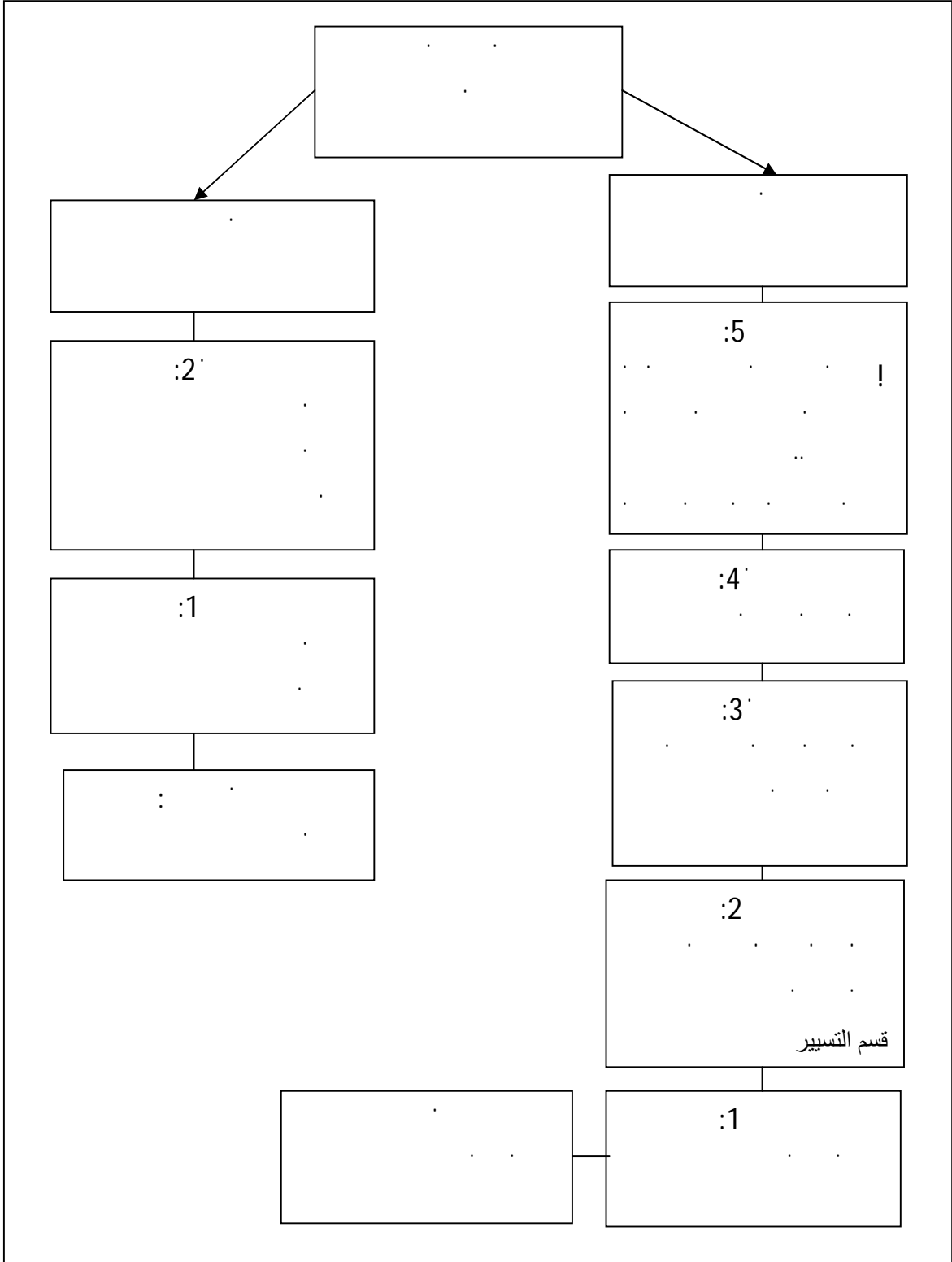
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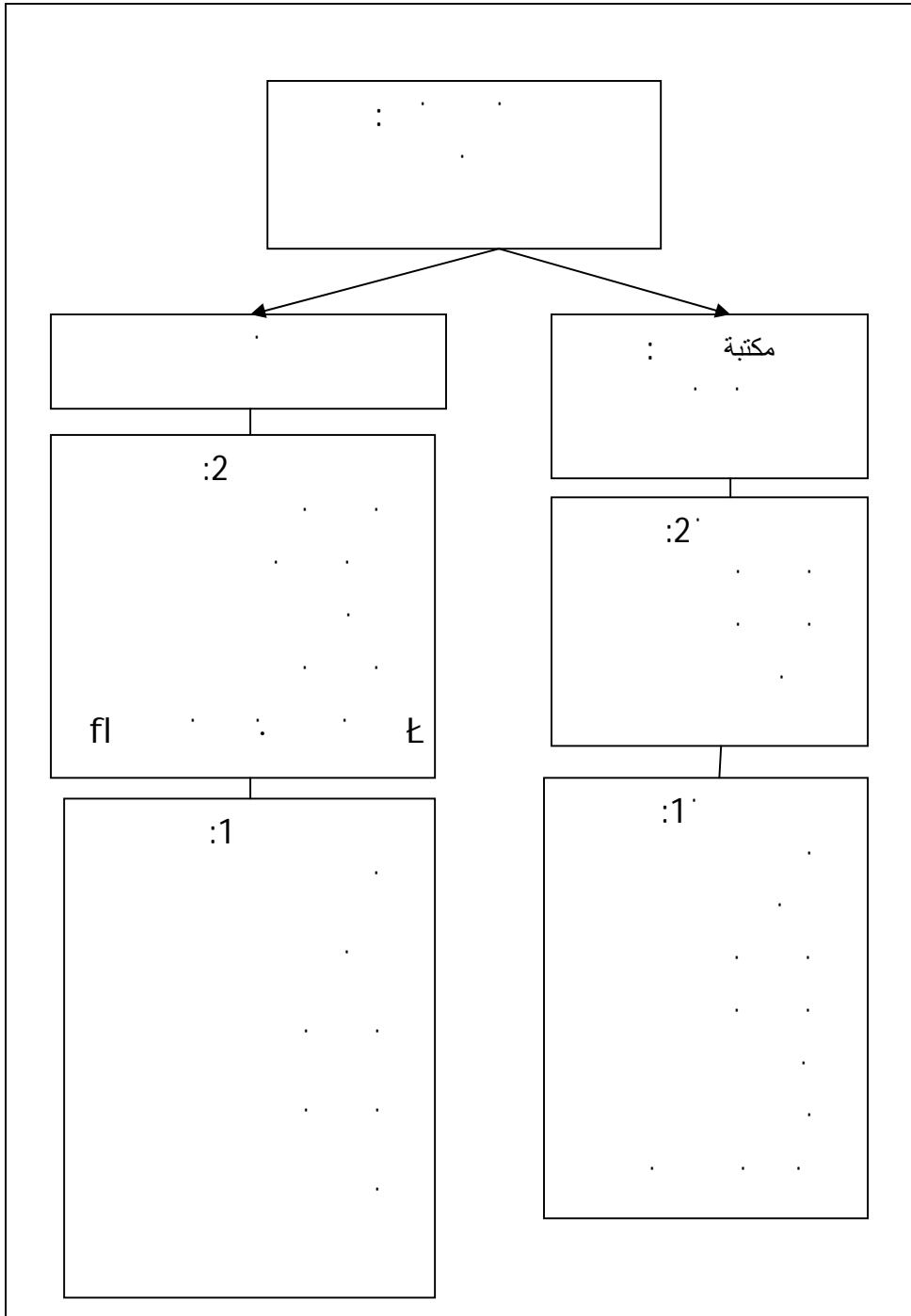
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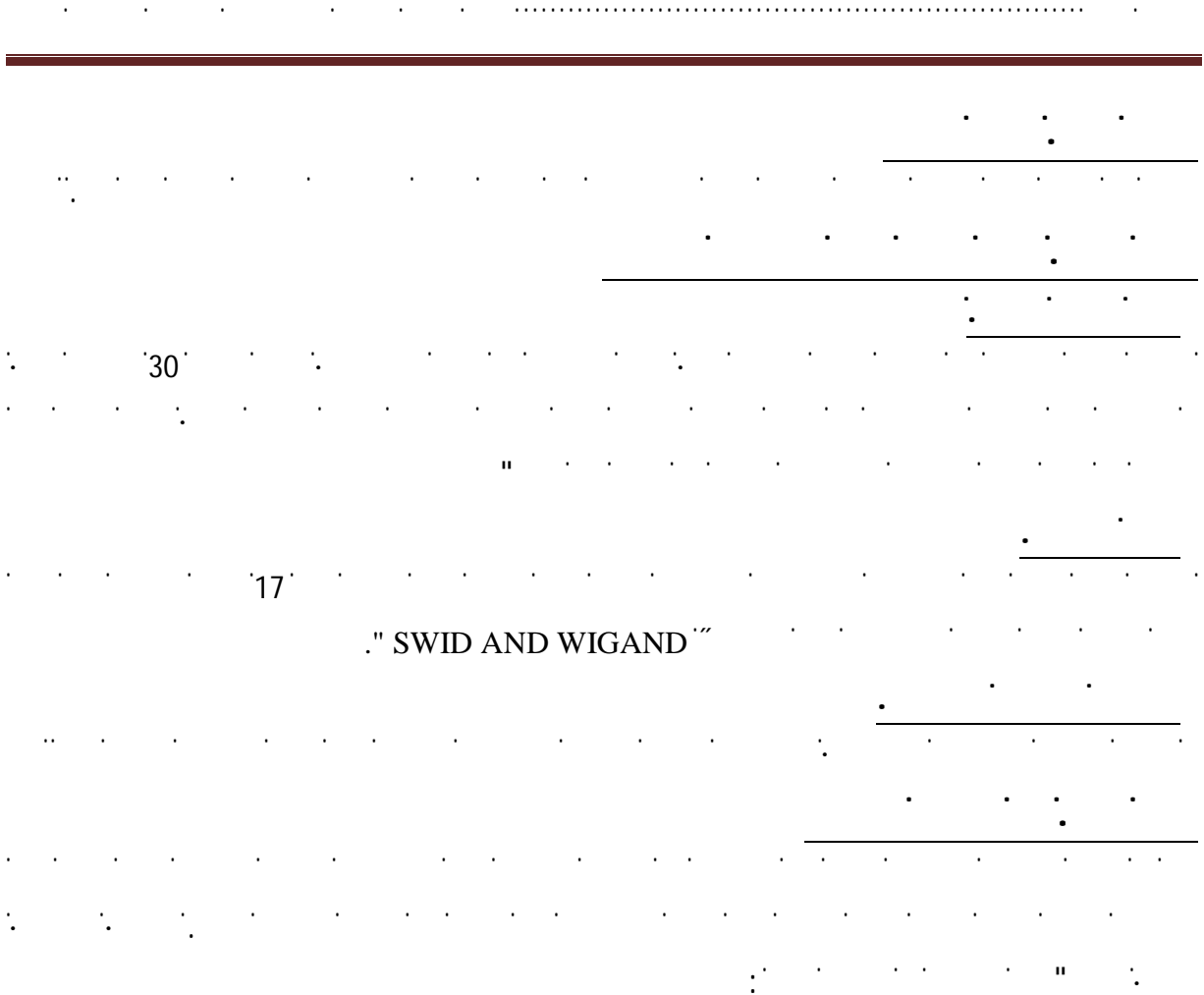
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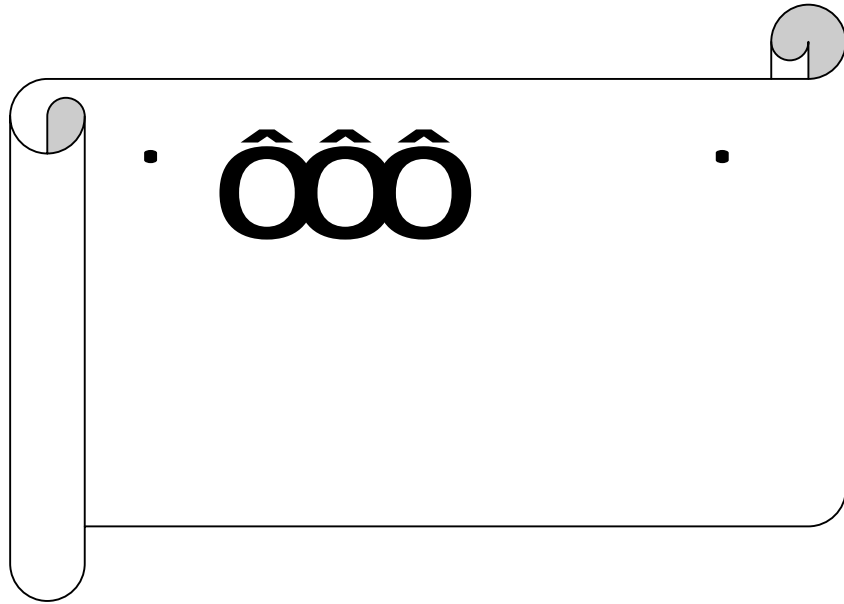
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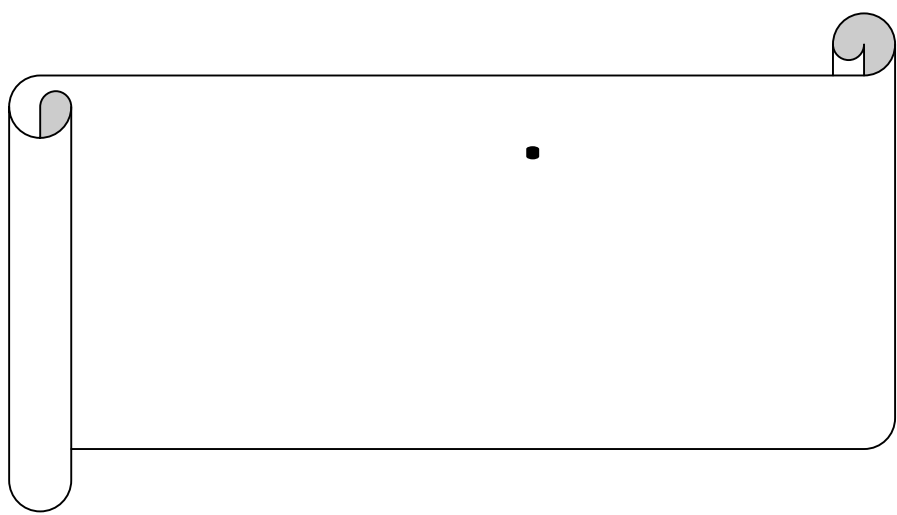
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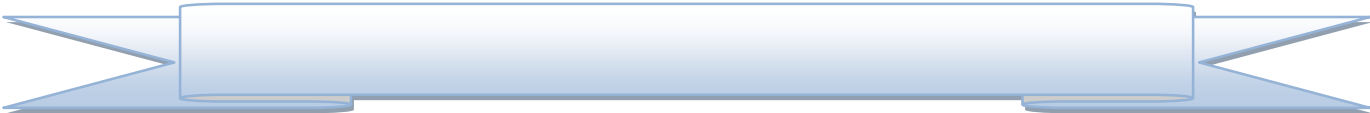
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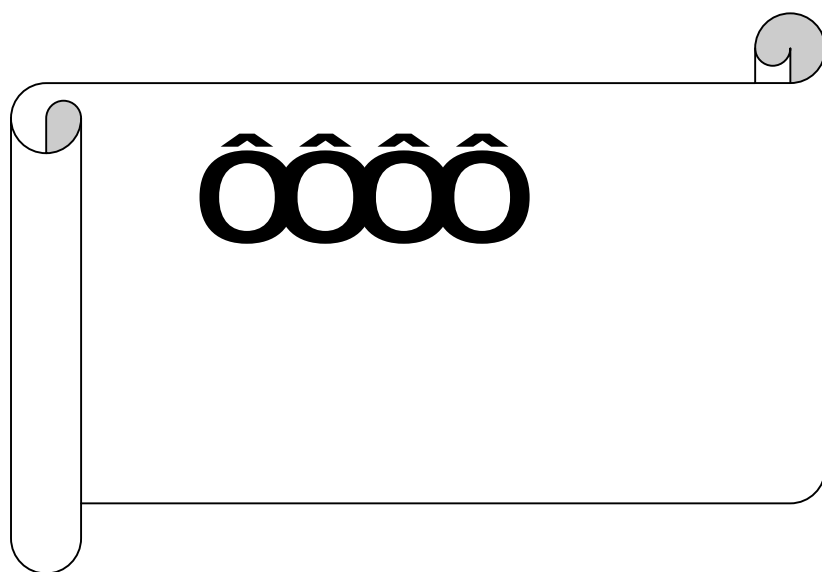
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| | | | | | | | | | | | تقديم الخدمة على الموقع الإلكتروني من أول طلبها | |
| | | | | | | | | | | | توفير خدمة الاستجابة الآلية أو البشرية للمستخدم | |
| | | | | | | | | | | | دقة الاستجابة عن طريق البريد الإلكتروني | |
| | | | | | | | | | | | عرض عناوين الموقع الإلكتروني بوضوح في جميع الوثائق ومطبوعات وإعلانات المركز الجامعي | 4 |
| | | | | | | | | | | | تقديم خدمة المساعدة باهتمام كمستخدم للموقع الإلكتروني | |
| | | | | | | | | | | | عرض كافة سبل الاتصال بالمركز الجامعي | 5 |
| | | | | | | | | | | | موقع المركز الجامعي يتميز بالسرية والخصوصية | |
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نشكر لكم حسن التعاون والتجاوب.