



The investigation of the relation between ergonomics level and the quality of giving services based on servqual Model

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ABSTRACT

The present study was aimed to investigate the relation between ergonomics level and the quality of giving services to the users in water and waste water Co. This research is applied in terms of objective and from the view of method is descriptive-survey research. The sample population is the staffs of water and waste water Co. (the subject of Ergonomics) and the users of the company (the subject of services quality). 171 samples were selected randomly for ergonomics subject and 384 samples for service quality. Data collection tool was questionnaire and Ergonomic questionnaire was divided into administrative and technical questionnaires. From the view of the staffs, services quality questionnaire of Servqual model was distributed. To determine the correlation between the variables, Spearman correlation coefficient was used. The results of the research indicated the lack of relation between ergonomics level and the quality of giving services in water and water waste company.

Keyword:

Ergonomics; Servqual Model ,services quality

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