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Title of Thesis: Customer satisfaction towards airline services: An analytical Study.

Supervisors:

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Degree: Ph.D.

Department : Tourism Studies Department.

Approval: ٣ / ٩ / ٢٠١٦.

Abstract

The thesis consists of five chapters:

The First chapter: "Introduction"

It includes the background of the study, significance of the research, research focus, aim and objectives, study hypotheses, methodology, and thesis outline.

Second chapter: "Literature review"

It contains the review of relevant literature which discusses the nature of the airline industry, the identity of air industry, service quality, and customer satisfaction.

Third chapter: "Materials and methods"

It describes the research process, the methods that will be employed in this research. It discusses the study's research design, sample selection, and data collection.

Fourth chapter: "Results and Discussions"

It argues the results obtained from the empirical study.

Fifth chapter: "Summary and Conclusion"

The final chapter includes research conclusion and recommendations of the thesis.