

LIST OF GRAPHS

Sr. No.	Graph Number	Title of the Graph	Page Number
01	5.I.01	Component-Wise Scree Plot of Eigen values for Selected Customers' Experience on 'Location of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	291
02	5.I.02	Component-Wise Scree Plot of Eigen values for Selected Customers' Experience on 'Timings of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	293
03	5.I.03	Component-Wise Scree Plot of Eigen values for Selected Customers' Experience on 'Ambiance of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	295
04	5.I. 04	Component-Wise Scree Plot of Eigen values for Selected Customers' Experience on 'Counter Services of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	297
05	5.I.05	Component-Wise Scree Plot of Eigen values for Selected Customers' Experience on 'Access and Availability of Information at the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	300
06	5.I.06	Component-Wise Scree Plot of Eigen values for Selected Customers' Experience on 'Behaviour of Staff of the Post Office' of the in the Selected Post Offices in Vadodara City in the Gujarat State	302
07	5.I.07	Component-Wise Scree Plot of Eigen values for Selected Customers' Experience on 'Complaint Solving of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	304
08	5. II.01	Component-Wise Scree Plot of Eigen values for Selected APAs' Experience on 'Ambiance of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	332
09	5. II.02	Component-Wise Scree Plot of Eigen values for Selected APAs' Experience on 'Counter Services of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	335
10	5.II.03	Component-Wise Scree Plot of Eigen values for Selected APAs' Experience on 'Availability of information at the Post Office' of the in the Selected Post Offices in Vadodara City in the Gujarat State	337
11	5.II.04	Component-Wise Scree Plot of Eigen values for Selected APAs' Experience on 'Behavior of the Staff of the Post Office' of the in the Selected Post Offices in Vadodara City in the Gujarat State	339

12	5.II.05	Component-Wise Scree Plot of Eigen values for Selected APAs' Experience on 'Complaint Solving of the Post Office' of the in the Selected Post Offices in Vadodara City in the Gujarat State	342
13	5.II.06	Component-Wise Scree Plot of Eigen values for Selected APAs' Experience on 'Motivation to APAs of the Post office' of the in the Selected post offices in Vadodara City in the Gujarat State	344