

**PERCEIVED SERVICE QUALITY OF AIRLINES THAT FLY
TO NEUQUEN (PATAGONIA, ARGENTINA)**

*María Alejandra Gazzera
Lizi Lorena Lombardo
Universidad Nacional del Comahue
Neuquén – Argentina*

The aim of this study was to continue and expand the validation model creation by the research team of Tamagni et al. (2003) in order to detect gaps in service quality. The said model consisted in the adaptation of SERVQUAL to airline companies flying to the International Airport of Neuquen, port of entry to the Argentine Patagonia. Outcomes of the second stage made to passengers flying to and from this airport.

KEY WORDS: expectations, gaps, quality, air transport.