

Job Satisfaction Of Banking Sector Employees In The

Customer Satisfaction of Banking Services
A Conceptual Framework for Understanding Customer Satisfaction in Banking Sector
Customer Satisfaction for Banking Services - A Comparative Analysis
Customer Satisfaction in the Banking Sector
Factor Variation on Job Satisfaction of Banking Employees
Service Quality and Customer Satisfaction in Private and Public Sector Banks in Kerala: A Comparative Study
Customer Satisfaction in Banking
Service Quality Versus Customer Satisfaction in Banking Sector
Effects of Mobile Banking Service Quality on Customer Satisfaction. The Case of Commercial Bank, Ethiopia
Customer Satisfaction and Retail Banking
Managing Service Quality with Technological Innovations in the Banking Industry
Improvement of Customer Satisfaction in Mortgage Banking
CUSTOMER SERVICES AND SATISFACTION IN BANKING SECTOR
Customer Satisfaction and Trust in Obtaining Online Banking Services
Customers' Price Satisfaction in Banking Industry of Pakistan
Loyalty and Satisfaction Construct in Retail Banking - An Empirical Study on Bank Customers
Psychological Empowerment and Job Satisfaction in the Banking Sector
Corporate Customer Satisfaction in the Banking Industry of Asia
The Theory and Practice of Banking
Consumer satisfaction for retail banking. Israa Nooruldin Ali Amitav Saha Surabhi Singh Sundeep Jhowry K.W.S.N. Kumari Laly Antoney Sue Schneck Sunayna Khurana Tarekegn Balango ANUBHAV ANAND MISHRA Sheerali Arya Markus Koop Nigamananda Biswas Irfan Khan Ihtsham Ali Mohammad Shamsuddoha Elizabeth George Boon Seng Tan Henry Dunning Macleod Hareshkumar Trivedi

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Banks in Kerala: A Comparative Study Customer Satisfaction in Banking Service Quality Versus Customer Satisfaction in Banking Sector Effects of Mobile Banking Service Quality on Customer Satisfaction. The Case of Commercial Bank, Ethiopia Customer Satisfaction and Retail Banking Managing Service Quality with Technological Innovations in the Banking Industry Improvement of Customer Satisfaction in Mortgage Banking CUSTOMER SERVICES AND SATISFACTION IN BANKING SECTOR Customer Satisfaction and Trust in Obtaining Online Banking Services Customers' Price Satisfaction in Banking Industry of Pakistan Loyalty and Satisfaction Construct in Retail Banking - An Empirical Study on Bank Customers Psychological Empowerment and Job Satisfaction in the Banking Sector Corporate Customer Satisfaction in the Banking Industry of Asia The Theory and Practice of Banking Consumer satisfaction for retail banking. *Israa Nooruldin Ali Amitav Saha Surabhi Singh Sundeep Jhowry K.W.S.N. Kumari Laly Antoney Sue Schneck Sunayna Khurana Tarekegn Balango ANUBHAV ANAND MISHRA Sheerali Arya Markus Koop Nigamananda Biswas Irfan Khan Ihtsham Ali Mohammad Shamsuddoha Elizabeth George Boon Seng Tan Henry Dunning Macleod Hareshkumar Trivedi*

several of organizations aim at attracting high and comprehensive satisfaction of the customers this can be done through developing the performance and to do better jobs to satisfy the customers needs to overcome competitive the organization that may depend on the customer satisfaction becomes an expert in customers forming and not only in forming goods and services this is due to the fact that if a customer is slightly satisfied a customer will be simply deviated to other offers unlike highly satisfied customers who will be less deviated to other offers and organizations of better services the current research aims to test the effect of the medium variable customer satisfaction in the relationship between quality service and customer loyalty and seeks to demonstrate its impact in enhancing customer loyalty data has been collected using the questionnaire and then randomly selected 87 from 100 customers who is dealing with 4 privet banks in erbil the results may have a significant correlation between quality of service and customer loyalty and the results indicate that there is an impact on the dimensions of customer satisfaction in the relationship between quality of service and customer loyalty based on these results a number of conclusions were drawn including the realization of the research sample that the quality of service was somewhat good from the point of view of

customers as they have generally strengthened their loyalty towards the bank's research sample services but are not at the required level and it is advisable to be interested with more customer satisfaction because its role is reflected in customer loyalty. The most important recommendations are the need to pay attention to the quality of services provided to customers so that the bank is able to compete with banks now and in the future through the knowledge of the views of customers using the example of the questionnaire or the establishment of research studies or the use of specialists in order to provide consultancy in order to verify the quality of services to the bank but in another side in present time there is international attention care about financial products to protect the environment by international environmental protection organization that mean the financial institutions must change the quality of their services through providing banking services that supporting eco friendly products green finance that is a new financial pattern to integrate environmental protection with economic profits emphasizing green and finance two of which are controversial issues but unfortunately these concepts are not common among most of the bankers the research will be included four topics devoted to the first research methodology while the second chapter dealt with the acsi american customer satisfaction index as the national economic indicator of customer evaluations of quality of products and services available to household consumers in usa while chapter we will address the literatures view fourth chapter the practical results of the questionnaires and fifth aspect of the main findings of the research conclusions and recommendations

with the economic intensification of a country is on accelerating mode role of banking industry is also important in this growth in a hyper competitive market all commercial banks in bangladesh are faced with challenges of retaining the existing and attracting new customers the aim of the research is to take the opinions of different peoples in rajshahi city bangladesh about the service quality in different commercial banks samples of 51 customers who have their bank account with different commercial banks having operations in rajshahi city are selected on convenience basis this paper presents an original survey in the banking sector of rajshahi city bangladesh to achieve the main goal of the research the authors of the paper developed questionnaire designed for bank clients after going for long analysis we have found that five factors playing important role in order to make customer happy regarding the banking services therefore customer satisfaction is the key for many banks to stay alive in competition

the advent of new forms of technology had created highly competitive market conditions for banks therefore it becomes crucial for service providers to meet or exceed the target customers satisfaction with quality of services expected by them hence the present research was planned with the specific objectives to study various aspects of services provided by the public private and foreign banks and access of customers to these services to analyze the constituent factors affecting customer satisfaction with the quality of services provided by the banks and to determine and compare the extent of customer s satisfaction with quality of banking services on the basis of different constituent factors the present study was conducted in public sector private sector and foreign banks of delhi the analysis of data pertaining to age of respondents revealed that it ranged from 20 to 80 years analysis indicated that youth were switching more to private and foreign banks in comparison to public sector banks majority of the respondents were males in all the three categories of banks

among the various fields of management marketing is perhaps the most ambitious and interesting one since long time marketing have evolved from being production oriented to customer oriented the purpose of this study was to assess one of the components of customer relationship management in the banking sector with relation to the banking services provided which is customer satisfaction the data collected for this study was by the means of a survey questionnaire the aim was to have a better idea of the areas in the banking services which banks must exploit so that to enhance long term relationship with customers and to attract new customers from competitors the services in which some amendments must be made are revealed in the discussions and analysis chapter

in the competitive banking industry the success of the organization totally depends on the workforce the level of job satisfaction of the employee implies the image of the organization and it leads to the accomplishment of the goals of the organization and may vary with the banking sector public versus private the main purpose of this study is to compare the job satisfaction level of bankers and analyze significant influencing factors on job satisfaction in accordance with the sector the data were collected through a questionnaire from 150 employees in badulla district sri lanka the chi squared test and ordinal logistic regression model

was used to identify the significant determinants according to the regression analysis there were positive significant effects from empowerment job security recognition and appreciation relationship with the staff and work life balance on public bank employees job satisfaction the most significant causative factor was the empowerment of employee and when there was an advance in empowerment a person is 4.116 times more likely to be satisfied however in the private sector other than the work life balance all other significant causes were varied the ability to utilize skills the possibility of growth salary work life balance and working environment were positively affected on job satisfaction in the private sector dominant significant impact factor was work life balance and employee was 6.619 times more likely to be in satisfying level when there is an increase in the work life balance it implies that the impact factors on job satisfaction in the banking industry vary with the sector

quality and satisfaction are the key indicators of corporate competitiveness measurement of customer satisfaction based on the service quality is to be done independently and objectively to establish baseline for improvements in service delivery assessing customer satisfaction periodically allows bank management and policy makers to identify customers needs expectations perception and the perception expectation gaps the current study covers a comparative analysis of service quality and customer satisfaction among the customers of public and private sector commercial banks in kerala the research questions that are addressed in this study are on expectations and perceptions of retail customers from their preferred banks relationship between service quality and customer satisfaction and the difference between the satisfaction level among private and public sector banks in kerala in order to answer the above research questions the problem is stated as service quality and customer satisfaction a comparative study between public sector and private sector banks of kerala a descriptive and analytical research was carried out by collecting responses from customers of three prominent banks from private and public sector each this was done through an online structured questionnaire based on servqual model during july 2015 to july 2016 prior to sbi consolidation primary data is analysed using spss v 21 kolmogorov smirnov test for the normality is used to ensure normality of data distribution cronbach alpha coefficient is used to measure reliability and validity is tested with the panel of experts mean s.d percentage cross tabulation are used for descriptive and univariate analysis structural equation modelling confirmatory factor analysis and

regression path analysis are used to conduct inferential and multivariate analysis z test independent t test chi square anova pearson correlation and post hoc tests are used for testing of hypothesis and comparative analysis modelling is done using structural equation modelling approach and path analysis the study reveals that the antecedents of customer satisfaction of retail banking customers of kerala are reliability assurance empathy and tangibles responsiveness dimension do not affect customer satisfaction of banks in kerala there exists a gap between expected service quality and perceived service quality study reveals that there is significant positive correlation between service quality and customer satisfaction in the retail commercial banking services in kerala the level of customer satisfaction in public sector banks and private sector banks are not significantly different but same similarly it is also found that there is no significant difference in the customer satisfaction between sample banks like state bank of india state bank of travancore canara bank from public sector and federal bank south indian bank and icici bank from private sector

all banks in india offer similar services but are different in terms of service quality this paper analyzes the literature regarding service quality and customer satisfaction in the retail banking industry and explains the relationship between service quality and customer satisfaction and their effect the findings suggest that improved service quality should be adopted to give maximum satisfaction to the customer the paper also contributes knowledge and background for banks to apply these findings to better shape and focus their position in the market and also to provide maximum satisfaction to the customer

seminar paper from the year 2023 in the subject business economics business management corporate governance grade 3 85 course master of business administration language english abstract it was proven that perceived service quality had a positive relationship with customer satisfaction and the researcher think this supports the argument of linking mobile banking service and customer satisfaction they use the servqual model but rather the dimension only scale to assess service quality other than website design and responsiveness the researcher therefore think using the servqual model miykelsisaye model would be a contribution to existing research mobile banking context this is the current research gap and in order to fill the gap the researcher

was try to measure service quality and customer satisfaction the study aimed at examining the effect of five online banking service quality dimensions on the customers satisfaction in the case of cbe the study followed an explanatory research design identifying the dimensions of service quality for online services namely reliability responsiveness personalization web design and security as independent variable and customer satisfaction as dependent variable primary data was collected for the analysis based on five points likert scale from 396 sample respondents who are customers of cbe online banking services the data was coded and analyzed using spss version 25 software the reliability of the instrument was checked using cronbach s alpha test the data analysis employed both descriptive and inferential statistical methods the descriptive statistics was used for summarizing the background of respondents and computing average score of cbe on each dimensions of service quality and customers satisfaction correlation and multiple regression analysis were conducted to examine the relationship between the dependent and independent variables

the retail banking sector is undergoing wide sweeping changes due to heightened competition and the initiation of modern technology now the customers have become more aware than they were in the past and as a result are continuously looking for better quality of services from their retail banks that can provide them with satisfaction this book helps in the identification of the relationship dimensions that are responsible for satisfying the customers and also enables in the assessment of the influencing power of these factors this in turn would help in the enhancement of the relationship between the retail banks and their customers and thus aid the decision makers of these banks to identify the major factors that determine the satisfaction of the customers this book has put forward a number of implications that have a practical relevance for those bank managers who seek to identify the levels and factors of satisfaction of their customers managers can also be benefited because of the identification of the hierarchical importance of these factors apart from professionals the analysis should also be beneficial for researchers and academicians as well as students of marketing

academic paper from the year 2019 in the subject business economics customer relationship management crm language english

abstract this research tries to examine the impact of service quality on customer satisfaction in banking industry of india the researcher has collected primary data from 850 customers of public private and foreign sector banks operating in the northern region of india namely delhi ncr uttar pradesh rajasthan and punjab the researcher also took feedback from 50 bankers including one senior manager from each bank to analyze their perspective and initiatives taken at strategic level to ensure optimum customer satisfaction is provided the data was collected through a structured questionnaire for both customers and bankers the secondary data was collected from academic journals bank annual reports and credible websites the aim of this research is specifically to analyze the dimensions of the perceived and expected service quality and its effects on customer satisfaction customer satisfaction is paramount to any sector which provides service and needs to sustain its advantage over the competitors the banking industry of india is highly competitive with the advent of recent entrants into the market functioning along with well established banks it becomes imperative for senior management of banks to focus on quality of services and products offered to customers to ensure their growth and retention banks need to continuously innovate their methodologies and techniques to remain at the fore front even though the different sector of banks in india are making huge efforts in achieving this objective there is not enough proof to demonstrate comparative analysis of how customer satisfaction is impacted by the quality of their services leaving a major gap in indian literature

seminar paper from the year 2007 in the subject business economics offline marketing and online marketing grade 1 7 murdoch university murdoch university business school course services marketing language english abstract customer satisfaction darum geht es in dieser arbeit anhand einer führenden australischen bank zeigt diese arbeit wie kundenzufriedenheit entsteht wie man sie beeinflusst und verbessern kann dies umfasst die problemerkennung situationsanalyse ermittlung von diversen strategien zur behebung des kundenzufriedenheitsproblems evaluierung der strategien auf realisierbarkeit und erfolgsprognose sowie anweisungen zur umsetzung im operationellen geschäft the objective of this report is to increase customer satisfaction of commonwealth bank of australia s cba first homebuyers mortgage in regards to this cba currently has a low level of customer satisfaction in comparison with the other main banks based on the conceptual framework customers tend to feel dissatisfied with

the mortgage service provided by cba due to the period of time for the mortgage s approval process as well as the lack of convenience and flexibility of cba s services in an effort to increase satisfaction the current situation is reviewed resulting in access points to cba s weakness in customer satisfaction several potential strategies are introduced to tackle the problem the most promising ones are describes and evaluated in terms of costs and effectiveness to increase customer satisfaction finally a one stop mortgage centre strategy is recommended for implementation in order to decrease customers non financial costs and increase their convenience in first home buyer mortgages

the book entitled customer services and satisfaction in banking sector an empirical study on indian context will be a very useful book for the researchers academicians professionals and the students in india and across the world the book primarily emphasized on different traditional and modern services offered by the banks in india after liberalization privatization and globalization since 1991 the book also presented the qualitative and quantitative paradigm shift in indian banking sector over the years the research work also presented here has determined the level of customer satisfaction from the services rendered by the indian banks it identified the major factors responsible for customer satisfaction level in the bank particularly on indian context the book suggested some measures to enhance the customer satisfaction level in the banks to survive in the turbulent and competitive market

in recent years the banking industry along with many corporal industries is undergoing faster transformations banks are at the front position in internet and technology adoption processes in today s world customers expect superior quality services from banks which if contented could end up in improved customer satisfaction levels this quantitative one shot research study mainly focuses on investigating the key factors that influence online customers satisfaction customer satisfaction in case of online banking is seen in terms of bank website quality and the overall bank quality bank website quality is judged by variables such as interactivity and customization perceived security risk and the bank quality is seen by responsiveness and brand image this study also helps in assessing the rules of these factors in the online banking that would help the bank management not only in

improving the satisfaction level and trust but also strengthening the connection between banks and their clients resulting in expanding their overall customer base

customer s price satisfaction is the one of research in the literature which is all about the price satisfaction in banking industry of pakistan it will be helpful for banking industry to improve their customer satisfaction and to increase their business in growing and competitive markets this is not only for pakistan but also for the every bank situated in any country researchers and students can also get help from this dissertation

this study investigates customer satisfaction as the most important factor behind loyalty in retail banking various study showed that satisfaction plays an important role to establish loyal customer base this study points out that satisfaction and loyalty relationship is critical for retail banks understanding the factors behind loyalty as well as the antecedents of customer satisfaction is an important issue for academic research as well as for marketing in financial services the major aim of this study is to identify satisfaction as the major factor behind customer loyalty in retail banking to comply with the aim two basic questions has been investigated where one is related to determine the relationship between satisfaction and loyalty in retail banking and the second one is to determine the role of dimensions of service quality towards satisfaction the research has been carried out through secondary research and primary research survey method has been used for primary research personal contact approach through questionnaire has been introduced to conduct the survey the findings reveal that satisfaction and loyalty are related to each other moreover satisfaction has a positive and direct impact on loyalty in banking

this book explores how psychological empowerment can influence and enhance job satisfaction the authors argue that in today s working climate the wellbeing and involvement of employees is of utmost importance to any company s overall success and that management techniques like empowerment are the most effective means of achieving this goal based on an empirical study examining job satisfaction amongst employees of several private sector public sector and new generation banks in kerala india

as well as extensive literature review this book discusses the role psychological empowerment plays in enhancing job satisfaction both locally and internationally it goes on to analyze four dimensions of psychological empowerment and the role of job satisfaction in the relationship between psychological empowerment and job related stress this book will be of great interest to scholars in management and psychology and is essential reading for industrialists and managers wanting to apply empowerment strategies in their own workplace

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