

Article Title The social media adoption of public sector in the Kingdom of Bahrain: an effective commu
 Authors External, Dr.Sutan Emir Hidayat
 Research Field Multidicipline Business Area Publication Year 2016

Abstract

Published in 7th Gulf Reseach Meeting 2016
 Publisher Gulf Research Centre, University of Cambridge, UK Publication Type Conference Paper
 Country Cambridge, UK Vol. Issue ISBN

Article Title A survey on depositors' awareness towards corporate social responsibilities practices of Isla
 Authors External, Dr.Sutan Emir Hidayat
 Research Field Islamic economics, Banking and Finance Publication Year 2016

Abstract

Published in Journal of Islamic Economics, Banking and Finance
 Publisher IBTRA Publication Type Journal Paper
 Country Vol. 12 Issue 1 ISBN

Article Title Islamic banking windows Vs Islamic banking subsidiary: educators' opinion in Bahrain
 Authors External, Dr.Sutan Emir Hidayat
 Research Field Multidicipline Educational Areas Publication Year 2016

Abstract

Published in International Journal of Pedagogical and Innovations
 Publisher Natural Science Publishing Compa Bahrain Publication Type Journal Paper
 Country Bahrain Vol. 12 Issue 1 ISBN

Article Title The application of international financial reporting standing (IFRS) by Islamic Financial Insti
Authors Dr.Sutan Emir Hidayat
Research Field Islamic Economics Banking and Finance Publication Year 2016
Abstract
Published in Journal of Islamic Economics Banking and Finance
Publisher IBTRA Publication Type Journal Paper
Country Vol. 12 Issue 2 ISBN

Article Title Ithmaar Bank and Bahrain Islamic Bank customers' awareness towards Shariah principles
Authors External, Dr.Sutan Emir Hidayat
Research Field Islamic Economics, Banking and Finance Publication Year 2016
Abstract
Published in Journal of Islamic Financial Studies
Publisher University of Bahrain Publication Type Journal Paper
Country Vol. 2 Issue 2 ISBN

Article Title Challenges in implementing musharakah mutanaqisah Islamic home financing in Malaysia
Authors External, Dr.Sutan Emir Hidayat
Research Field Islamic Economics, Banking and Finance Publication Year 2016
Abstract
Published in Journal of Islamic Financial Studies
Publisher University of Bahrain Publication Type Journal Paper
Country Vol. 2 Issue 2 ISBN

Article Title The influence of service quality and customer satisfaction on customer attitudetowards Is
Authors External, Dr.Sutan Emir Hidayat
Research Field Islamic Economics, Banking and Finance Publication Year 2016

Abstract

Published in Journal of Islamic Financial Studies

Publisher University of Bahrain Publication Type Journal Paper

Country Vol. 2 Issue 2 ISBN

Article Title Macprudential regulation and policy for the Islamic Financial Industry: theory and applic
Authors External, Dr.Sutan Emir Hidayat
Research Field Isalmic Economics, Banking and Finance Publication Year 2016

Abstract

Published in

Publisher Springer International Publishng Publication Type Book

Country USA Vol. Issue ISBN

Article Title Contemporary issues and developments in Islamic Finance: thoughts of an Indonesian dias
Authors Dr.Sutan Emir Hidayat
Research Field Islamic Economics, Banking and Finance Publication Year 2016

Abstract

Published in

Publisher The Embassy of the Republic of Ind Publication Type Book

Country Bahrain Vol. Issue ISBN

Article Title Correlation analysis between service quality and customer satisfaction: an empirical study

Authors Dr.Saad Mateen Ahmed, Dr.Sutan Emir Hidayat

Research Field Marketing Publication Year 2016

Abstract

Published in 7th Global Islamic Marketing Conference

Publisher Publication Type Conference Paper

Country Morocco Vol. Issue ISBN

Article Title Impact of service quality on customer satisfaction and customer loyalty: an empirical stud

Authors External, Dr.Saad Mateen Ahmed

Research Field Marketing Publication Year 2016

Abstract

Abstract

The quality of service plays a vital role in any service-related economic sector, including in the banking services industry. While the service sector is a major contributor to economic activity, in-depth study on service quality and its impact on customer satisfaction have been largely overlooked. Moreover, all organizations seek quality, particularly those in the service sector, and this holds true in the banking sector. The role of service quality in the survival and success of Bahraini banks have failed to acknowledge its significant impact on the industry's competitiveness. In service organizations, enhancing service quality is now considered as the most important step in gaining a competitive edge in the market.

Bahraini Islamic banking services quality is the focus of this study. To measure Islamic banks services quality, as perceived by market followed by customer satisfaction and loyalty, eventual increased market share and increase in potential customers, enhanced productivity, increased profitability in Islamic banking business in Bahrain, are inevitable. Hence the objectives for this study would be to examine the impact of service quality on customer satisfaction and customer loyalty.

The present research is expected to acknowledge achievement of customer satisfaction and customer loyalty through the measurement of service quality and to provide recommendations in developing an effective Islamic banking service quality. Therefore, any research effort undertaken to enhance the service quality of the Islamic Banks in Bahrain should be considered as an important attempt to significantly contribute and support the Islamic banking institution. This study will also provide practitioners innovative ideas for refining quality of services with the purpose of achieving a competitive advantage in the Islamic Retail Banking sector in Bahrain.

Published in Journal of Islamic Thought and Civilization (Al Shajarah Journal)

Publisher International Islamic University Ma Publication Type Journal Paper

Country Malaysia Vol. Issue specia ISBN