

Article Title Client awareness and perception of CSR activities ion Islamic and conventional banks: a sur  
 Authors Dr. Abdulla Hamza Al-Hadrami, Dr.Sutan Emir Hidayat  
 Research Field Multidicipline Business Publication Year 2017

Abstract

Published in 40th International Business Research Conference  
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 Country Dubai, UAE Vol. Issue ISBN

Article Title Customers satisfaction towards Baytikljarah Card: a case study of Kuwait finance house- B  
 Authors External, Dr.Sutan Emir Hidayat  
 Research Field Islamic Economics, Banking and Finance Publication Year 2017

Abstract

Published in International Joruanl of excellence in Islamic Banking and Finance  
 Publisher Hamdan bin Mohammed Smart Un Publication Type Journal Paper  
 Country Vol. 12 Issue 2 ISBN

Article Title The important selection criteria in choosing Islamic banks: a survey in Bahrain  
 Authors External, Dr. Abdulla Hamza Al-Hadrami, Dr.Sutan Emir Hidayat  
 Research Field Islamic economics, Banking and Finance Publication Year 2017

Abstract

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 Country Vol. 9 Issue 2 ISBN

Article Title Benefits and challenges of Sharjah convergence: educators' opinion in Bahrain

Authors Dr.Sutan Emir Hidayat

Research Field Multidiscipline Educational Area Publication Year 2017

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Article Title Application of leadership style in government organizations: a survey in the Kingdom of B

Authors External, Dr.Sutan Emir Hidayat

Research Field Islamic economics, management, banking Publication Year 2017

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Published in International Journal of Islamic and Middle Eastern Finance and Management

Publisher Emeralds Publishing Publication Type Journal Paper

Country Vol. 10 Issue 4 ISBN

Article Title The role of waqf in financing education: a case study of the Waqf fund of Central Bank of B

Authors External, Dr.Sutan Emir Hidayat

Research Field Islamic Financial Studies Publication Year 2017

Abstract

Published in Journal of Islamic Financial Studies

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Article Title Service Quality and Customer Satisfaction: A Case of Islamic Banks in Bahrain  
 Authors Dr.Saad Mateen Ahmed, Dr.Sutan Emir Hidayat  
 Research Field Marketing Publication Year 2017

Abstract

The quality of service plays a vital role in any service related economic sector including the banking services industry. In service providing companies, improving service quality is now regarded as the most significant act in attaining a competitive edge in the market. Bahraini Islamic banking services quality is the focus of this study. Hence the objective of this study is to investigate the correlation between service quality and customer satisfaction. A structured questionnaire was employed to collect data from 237 customers of six retail Islamic banks in Bahrain. The current study is likely to recognize the accomplishment of customer satisfaction through the measurement of service quality and to provide recommendations in developing an effective Islamic banking service quality. The outcomes of the present study, apart from bridging the gap in the literature, also provide practitioners with ingenious ideas for improving service quality with the intention of accomplishing a competitive advantage in the Islamic retail banking sector in Bahrain.

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Article Title What are the important selection criteria for the customers in choosing Islamic Banks? A survey  
 Authors External, Dr. Abdulla Hamza Al-Hadrami, Dr.Sutan Emir Hidayat  
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