

Final Project 1

Code: MGM 496-PMG496

Project Template

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Project title

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24\07\2026

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1. Chapter 1: Introduction

1.1. Research Background

Service Quality Overview

These days, showing customers they matter shapes the core of many companies' approach. Once just a standard task, support now serves as a main stage for standing apart. Instead of offering quick solutions, firms must craft moments that match what people hope for. As standards climb, skimping on attention risks more than ever before. Over time, results often trace back to getting this right, consistently.

Now appearing often in studies about helping customers, a method called SERVQUAL started with three minds - Parasuraman, Zeithaml, and Berry. Quality here breaks down differently: how things look, whether work gets done right every time, quick replies when needed, trust built through talking, along with care shown just for you. With these pieces together, businesses gain clearer eyes on where their words fall short of what people actually experience.

This research looks closely at what service quality really means, moving through different fields before focusing on its effect on customer happiness in a specific industry. From there, real-world suggestions appear - methods designed to improve service delivery gradually. What matters grows clear only after seeing the full picture unfold slowly.

1.2. Research Problem

People are starting to understand how important it is to have service quality. Many organizations still have problems with delivering services consistently. This inconsistency hurts customer satisfaction and loyalty.

1.2.1. Theoretical Gaps

Lots of studies have looked at how good a service's in certain areas or places but this does not really tell us much about other areas or places with different cultures or ways of doing things. The service quality models that have been tested are pretty limited because they were only used in sectors or regions. This means we do not know for sure if the results would be the same in cultural or organizational contexts. Service quality models are what we are talking about here. We need to know more, about how they work in different service quality contexts.

1.2.2. Practical Gaps

A lot of companies do not have systems in place to measure what customers think about the service quality of these companies. Many organizations need to find a way to figure out what customers really think about the service they get from these organizations. Many organizations have to understand that customers have their ideas, about the service quality they get from these organizations.

1.3. Research Significance

The significance of this study lies in its contribution to both academic knowledge and managerial practice. By examining service quality and its impact on customer satisfaction, the research provides value at multiple levels

1.3.1. At the theoretical level

The research uses the SERVQUAL model that was created by Parasuraman, Zeithaml and Berry. This model is really helpful in figuring out if the SERVQUAL model is still useful today. The SERVQUAL model is applied to see if it is still valid and relevant, in today's world. By doing this the research can tell us if the SERVQUAL model is still a tool to use.

1.3.2. At the practical level

This study is important because it helps us understand what customers think. When organizations know what customers like and do not like they can make changes that will make customers happier with the service they get from the customer service. Understanding customer perceptions is really useful for organizations to make things better, for customers. This will directly make customer satisfaction levels better. The customer perceptions are very important for organizations to know so they can make the right changes to improve customer satisfaction levels.

1.4. Research Questions

1. How connected are the organization's service quality and customer satisfaction?
2. Which service aspects are more correlated with higher customer satisfaction?
3. How much do reliability/reaction/assurances/sympathy/attractiveness impact on customer satisfaction?
4. How can organizations improve their service quality?

1.5. Research Objectives

The objectives of this research are:

1. To investigate how service quality influences customer satisfaction.
2. To find out the main criteria of service quality.
3. To analyze the experience of clients regarding the quality of services rendered.
4. To provide solutions for service enhancement and improvement in customer satisfaction.

1.6. Research Hypotheses

H0 (Null Hypothesis):

No significant link exists between the quality of service and customer satisfaction.

H1 (Alternative Hypothesis):

There is a positive association between service quality and customer satisfaction.

Sub-hypotheses:

- H1a: Reliability positively influences the satisfaction of customers.**
- H1b: Responsiveness positively impacts customer satisfaction.**
- H1c: Assurance is positively related to customer satisfaction.**
- H1d: Empathy positively affects customer satisfaction.**
- H1e: Tangibles have a positive effect on customer satisfaction.**

1.7. Research Model



1.8. Research Methodology

This particular investigation will adopt a quantitative methodology for its overall research approach. The data sample will be gathered using structured surveys that will be issued to the customers working within the Saudi banking sector. A simple random sampling technique will be utilized for selecting participants in this study. The information gathered will be analyzed via SPSS in order to test the research hypotheses. Descriptive statistics, reliability assessments, correlation analyses, and regression analyses will be performed in order to find out about the relationship between customer satisfaction and the quality of service.

1.9. Scope of The Study

This research concentrates on assessing the levels of service quality in the selected organization according to the opinions of the clients. It is related to the concept of the dimensions of service quality such as reliability, responsiveness, assurance, empathy, and tangibles. It should be emphasized here that the scope of this research is related to the clients of this company only during the period of data collection.

1.10. The Suggested Project Structure

Chapter 1: The general framework of the study

Chapter 2: Theoretical Framework

Chapter 3: Research Methodology

Chapter 4: Statistical Analysis

Chapter 5: Discussion and final

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