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| Title | Customers' Perception about the Determinants of Service Quality of Foreign and Domestic Banks: An Empirical Study on Bangladesh | | |
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| Abstract |  |
| This paper investigates the determinants of perceived service quality among the customers of domestic and foreign banks in Dhaka, Bangladesh, using a modified version of the SERVQUAL model. It finds that, in general, the foreign banks provided marginally better measures in most dimensions than domestic banks. For domestic private banks, reliability, communication, credibility, security, and tangibility significantly affect service quality. On the other hand, for foreign banks, reliability, credibility, and tangibility are the only significant factors influencing their service quality. | |

**Please specify which Sustainable Development Goal (SDG) (s) falls under your research:**

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| --- | --- | --- | --- |
| Goal 1 | No Poverty | Goal 2 | Zero Hunger |
| Goal 3 | Good Health and Well-Being | Goal 4 | Quality Education |
| Goal 5 | Gender Equality | Goal 6 | Clean Water and Sanitation |
| Goal 7 | Affordable and Clean Energy | Goal 8 | Decent Work and Economic Growth |
| Goal 9 | Industry, Innovation and Infrastructure | Goal 10 | Reduced Inequalities |
| Goal 11 | Sustainable Cities and Communities | Goal 12 | Responsible Consumption and Production |
| Goal 13 | Climate Action | Goal 14 | Life below Water |
| Goal 15 | Life on Land | Goal 16 | Peace, Justice and Strong Institutions |
| Goal 17 | Partnerships for the Goals |  |  |

Goal 9- Industry, Innovation and Infrastructure