

## **DETERMINANTS OF CUSTOMER LOYALTY IN THE BANKING SECTOR OF IRAN**

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Key words: customer loyalty, switching cost, banking sector

**Statement of problem.** During the past decade, the financial service sector has undergone drastic changes, resulting in a market place which is characterized by intense competition, little growth in primary demand and increased deregulation. Government of Iran has privatized quite a number of banks which further increases the competition and complexity among the banks. Finding a place in this heating sun becomes vital to the long range profitability and ultimate survival of the bank. This can be done both by maintenance or having new ones. In this research we tried to find the main determinants of the customer loyalty in banking industry of Iran in order to help this key industry to have a wider look for supporting their customers and finally having more loyal ones.

**Background.** Loyalty to a bank can be thought of as continuing patronage over time. The degree of loyalty can be gauged by tracking customer accounts, over defined time periods and noting the degree of continuity in patronage (Yi and Jeon, 2003). During the past decade, the financial service sector has undergone drastic changes, resulting in a market place which is characterized by intense competition, little growth in primary demand and increased deregulation (Chaudhuri and Halbrook, 2002).

In the new market place, the occurrence of committed and often inherited relationships between a customer and his or her bank is becoming increasingly scarce (Lee and Feick, 2001). Several strategies have been attempted to retain customers. In order to increase customer loyalty, many banks have introduced innovative products and services (Alam and Khokhar, 2006). Marketing success requires understanding and frequently monitoring the product and service attributes which increase loyalty and share of wallet.

The goal of this research is to find the factors of customer loyalty for banking industry of Iran. In order to do this, the previous studies were reviewed. According to (Beerli et al., 2004) the factors which have influenced the customer loyalty in banking industry have been selected which are perceived quality, satisfaction and switching cost. Also more models in this category were reviewed to see whether there are more factors that can be considered in banking industry or not (Moutinho and Smith, 2000; Lauren and Lin, 2003). So the loyalty model for other industries was considered in the

reviewing of the literature. And finally according to Lauren and Lin, 2003; Lin and Wang, 2006 two more factors which were mentioned in the loyalty model and could be considered in banking industry are trust and commitment. So we added them as well and tried to find their relation with the loyalty as well as their relationship among each other. Perceived quality, satisfaction, switching cost, commitment and trust are the factors which we have selected for our research after analyzing the cultural and socio economic situation of Iran. Our proposed model has five factors and we will analyze the impact of these factors on the loyalty of the customers towards their respective banks and we will also analyze their impact on each other.

Banking has traditionally operated in a relatively stable environment for decades. However, today the industry is facing a dramatically aggressive competition in a new deregulated environment. Government of Iran has privatized quite a number of banks which further increases the competition and complexity among the banks. The net result of the recent competition and legislation is that traditional banks have lost a substantial proportion of their domestic business to essentially non bank competition. Competition will undoubtedly continue to be a more significant factor.

With the phenomenal increase in the country's population and the increased demand for banking services; commitment, service quality and customer satisfaction are going to be key differentiators for each bank's future success. Banks begin to realize that no bank can offer all products and be the best/leading bank for all customers. They are forced to find a new basis for competition and they have to improve the quality of their own products/ services (Zineldin, 1996; Olsen, 1992). A bank has to create the customer relationship that delivers value beyond the provided by the core product. This involves added tangible and intangible elements to the core products, thus creating and enhancing the "product surrounding".

The research questions are:

- Can a model for customer loyalty in banking industry of Iran be specified?
- What factors influence the customer loyalty in banking Sector of Iran?
- What are the relationships between these factors?
- In order to answer to the research questions we defined some more detailed questions such as:
  - Does customer satisfaction influence the loyalty of the customer in the banking industry of Iran?
  - Does switching cost influence the loyalty of the customer in the banking industry of Iran?

- Does perceived quality influence the loyalty of the customer in the banking industry of Iran?
- Does trust influence the loyalty of the customer in the banking industry of Iran?
- Does commitment influence the loyalty of the customer in the banking industry of Iran?

**Literature review.** Acquiring a new customer is always expensive because it costs higher in the acquisition of a customer than in retention customers as falls it happens only with customers has they repeatedly purchase the products and services and the volume of purchases increases. The firms and do not invest much in attracting the loyal customers towards their products and services. These findings prompted business decision makers and executive to search for new innovative strategies to keep their existing customers loyal towards their products and services, and also to further increase the base of loyal customers (Darrell et al., 2003).

**Loyalty.** Srinivasan (2007) says that these are two main categories of loyal customers. The first category is of loyal customers. Within the loyal category there are satisfied and unsatisfied customers. The satisfaction is not an essential requirement for loyalty, so satisfied customers do not have to be loyal but there is a correlation between the satisfied customers and loyal customers.

Sometimes unsatisfied customers are also loyal due to attachment and commitment with the supplier. And satisfied customers, if lack the trust commitment and attachment with the suppliers products and services will always deflect once they find a competitor with better quality of products and services.

This type of loyalty is sometimes called False Loyalty in which unsatisfied customers remain loyal to their suppliers. The reason for this false loyalty is the factors due to which the customer feels hurdles and obstacles in his/her way, which stops him/her from switching or choosing another supplier. These hurdles are called switching costs.

**Perceived quality.** A concept which is very closely related with satisfaction and loyalty is perceived quality, and the differences between these have not always been very clearly defined. They have been used on occasion in an indistinct manner. In an attempt to clarify the distinction between satisfaction and perceived quality, Anderson and Sullivan, (1993) consider that satisfaction requires previous consumption experience and depends on price, whereas quality can be perceived without previous consumption experience and does not normally depend on price.

However in circumstances where there is little available information or where quality evaluation is difficult, price can be an indicator of quality. In this sense, Stephanie (2007); starting from Oliver's (1997, 1999) conceptual model of service

quality and service satisfaction, concluded that these constructs are distinct and have different determinants.

Service quality has been found to have a profound input on customer satisfaction and loyalty as a whole and is defined as the result of the comparison that customers make between their expectations about a service and their perception of the way the service has been performed (Chumpitaz et al.,2004).

**Customer satisfaction.** The satisfaction is yet another important trait which must be taken in to account when shaping the overall loyalty of the customers towards their service providers. In banks, the customers ask themselves about the level of the services and decide about the lack of importance given to them and decide about repurchase behavior after using the services.

The level of satisfaction is always high when the customer gives minimum price and gets maximum of usage and profit (Jamal and Kamal, 2004). Dissatisfaction usually occurs when the pricing issues are not suiting the needs of the customers. In banking industry also, the interest rates on loans and charges on the usage of online services such as ATM machines and the processing fee is a major bone of contention between the bank and its customers.

If the customer thinks that the charges are more than the needs he churns. The customer initially tries to compromise with the bank but at a certain point he decides to defect. Nowadays, it has become too easy to open an account in any other bank so the switching cost is also minimal. These all factors help customers to switch from the current bank. The response of customer plays a pivot role in the overall satisfaction graph of the provider. If a customer is satisfied, the loyalty injects automatically and the customer remains with the current providers for a longer and longer period of time (Fox and Poje, 2002).

**Switching cost.** As defined by Jones et al. (2002), a switching barrier is any factor that makes it difficult or costly for customers to change providers. Another brand loyalty determinant is known as switching costs, which can be defined as the technical, financial or psychological factors which make it difficult or expensive for a customer to change brand (Shergill and Bing, 2006).

For this reason, a switching cost can be seen as a cost that deters customers from demanding a rival firm's brand (Aydin and Ozer, 2005). It can be defined as the technical, financial or psychological factors which make it difficult or expensive for a customer to change brand (Selnes, 2007).

When the costs of switching brand are high for the customer, there is a greater probability that the customer will remain loyal in terms of repeat purchase behavior,

because of the risk or expense involved in switching and because of the accompanying decrease in the appeal of other alternatives (Kon, 2004).

**Trust.** Trust has been defined as the willingness to rely on an exchange partner in whom one has confidence (Ostrom and Iacobucci, 1999) or confidence in an exchange partner's reliability and integrity (Morgan and Hunt, 2004). Chaudhuri and Holbrook (2002) define brand trust as the customer's willingness to rely on the ability of the brand to perform its stated function. Trust causes dedication because it reduces the costs of negotiating agreements (Berry, 2007) and lessens customers' fear of opportunistic behaviour by the service provider (Bendapudi and Berry, 1997). In social psychology trust is considered to consist of two elements: trust in the partner's honesty, and trust in the partner's benevolence ('Wetzels et al., 1998). Honesty is the belief that a partner stands by his word, while benevolence is the belief that the partner is interested in the customer's welfare, and will not take actions with negative impact on the customer. In the marketing literature, Morgan and Hunt (1994) also suggest that brand trust leads to brand loyalty and commitment because trust creates exchange relationships that are highly valued.

**Commitment.** Commitment is frequently defined as a desire to maintain a relationship (Moorman, Deshpande and Zaltman 1993; Morgan and Hunt, 1994). Dwyer et al. (1987) describe it as a pledge of continuity, and Pritchard, Havitz and Howard (1999) as resistance to change. In a conceptualization and study of employees' commitment to an organization, Allen and Meyer (1990) identified three types of commitment to an organization: affective, continuance and normative. Affective (or emotional) attachment exists when a strongly committed individual identifies with, is involved in, and enjoys membership in an organization (Allen and Meyer, 1990). Affective commitment is defined as an affective state of mind that is based on a person sharing, identifying with and internalizing the values of an organization and thereby implies liking and emotional attachment (Morgan and Hunt, 2004). Trust in a relationship partner has been positioned as a central factor for customer loyalty (Chaudhuri and Holbrook, 2002) and is a principal factor causing dedication (Berry, 2007).

**Research objectives.** The overall objective is to analyze the factors which influence the customer loyalty in the banking industry of Iran and to propose a model for customer loyalty: to analyze the influence of satisfaction, perceived quality, commitment, trust and switching cost on Loyalty; to analyze the influence of perceived quality on satisfaction; to analyze the influence of trust on commitment.

**Research methodology.** The research used self-administered questionnaire method for collecting the primary data. More importantly replicated a study that had been done in Taiwan by Lin and Wang (2006) and in Spain by Beerli et al. (2004)'s questionnaire and in Iran by Abdollahi (2007). Hence in this research we combine

those three questionnaires and added some more to them. First the duplicated questions were omitted. Then because of the different environment between the banking industry of Iran and other countries, questions had to be checked to see whether they needed localization changes or not. Some of the questions were edited for this reason. And a few questions were added to some of the factors. Finally a questionnaire was designed which comprised of 42 questions. In this study, a lot of data has been collected by distributing questionnaires. All of this data was numerical and as a result the methodological research approach in his thesis is quantitative. The questions in the questionnaire tried to find the factors of customer loyalty in Iran. The above opinions were measured by requesting respondents to indicate, on a seven point Likerttype scales, anchored on "1 = to a very little extent" through "7 = to a very great extent", their agreement or disagreement with a series of statements that characterize the factors for loyalty model of the customers in banking industry in Iran. A total of 350 questionnaires were distributed among the respondents out of which we got 325 filled questionnaires. After validating the model, in order to apply it in the Irani Banking Industry, a questionnaire was designed and distributed among the studied sample. So the method employed to gather primary data was through questionnaires. The sampling frame for any probability sample is a complete list of all cases in the population from which your sample will be drawn. As the research questions in this study concern bank customers, so the sampling frame is a complete list of all banking customers in Iran.

While employing all probability samples, it is very important to consider the response rate. According to (Saunders et al., 2000), response rates in business surveys are usually as low as 15.20% for postal surveys and also response rate of between 50.92% for questionnaire surveys and of 73.99% for telephone interviews.

Therefore we asked the customer in my sample population to fill the questionnaires. Those who didn't want to participate mentioned the lack of time was the reason. The response rate in this research performing the above method of data gathering was calculated as 93 percent and this is because the questionnaires were given one by one and face to face. In this research, survey method is employed to have an analysis on the model of customer loyalty in banking industry of Iran. The research approach is deductive and quantitative; survey would be a good choice. In order to find the factors and also the relationship between these factors, a questionnaire is designed. For doing so the factors of models which were mentioned in the literature review are used. Because one of those models is for e commerce industry, we had to check the factors to see whether they are appropriate for banking in Iran or not. So we had a discussion with some experts in banking industry to show them the factors which were going to be used in the new model. After the discussion all of the considered factors were accepted. after finalizing the factors the questionnaire of those researches were

combined together, then among those questions some had little changes, some were eliminated, some were added and the rest were not changed. Then a complete translated questionnaire was ready. In this research cross sectional study is performed.

The proposed model emphasizes that commitment, satisfaction and switching cost have positive influence on loyalty. The greater the satisfaction, commitment and switching cost, the greater will be customer loyalty (Beerli, 2004). As the banks provide online services, trust of customers on the services of the banks is very important. Trust also has positive influence on commitment which in turn has a positive influence on Loyalty (Lin, 2003). Perceived Quality increases satisfaction that is the greater the perceived quality of the products and services of the companies provided to customers, the greater will be the satisfaction (Zikmund, 2000; Lin and Wang, 2006).

**Analysis.** The reliability of the items was high as Cronbach’s alpha for all the items was above 0.7. The validity determines the extent to which a scale measures a variable of interest. In this research, we have conducted a principal components factor analysis with varimax rotation to investigate the distinctions among Perceived Quality, Trust, Satisfaction, Switching Cost, Commitment and Loyalty (Beerli, 2004). The six factors emerged with no crossconstruct loadings above 0.5, indicating good discriminant validity. The research also demonstrated convergent validity with factor loadings exceeding 0.5 for each construct. The research has six factors in total with one dependent factor and five independent factors which are determining their effect on the dependent factor that is Loyalty (Table 1).

**Table 1.** Factor analysis results: Principal component extraction.

PQ	Extraction	T	Extraction	S	Extraction
PQ1	0.941	T1	0.898	S1	0.949
PQ2	0.591	T2	0.970	S2	0.965
PQ3	0.833	T3	0.884	S3	0.805
PQ4	0.624	T4	0.890	S4	0.924
PQ5	0.799	T5	0.521	S5	0.897
PQ6	0.944	T6	0.825	S6	0.733
PQ7	0.876	T7	0.928	S7	0.842
PQ8	0.936	T8	0.862	S8	0.956
PQ9	0.695	T9	0.924		
PQ10	0.589				
SC	Extraction	CMT	Extraction	LOY	Extraction
SC1	0.918	CMT1	0.849	LOY1	0.807
SC2	0.836	CMT2	0.791	LOY2	0.665
SC3	0.591	CMT3	0.615	LOY3	0.819
SC4	0.582	CMT4	0.829	LOY4	0.695
SC5	0.807	CMT5	0.579		
		CMT6	0.813		

Note: PQ is for Perceived Quality, T for Trust, S for Satisfaction, SC for Switching Cost, CMT for Commitment and LOY for Loyalty.

**Table 2.** Correlation results

	LOY	PQ	T	SC	S	CMT
LOY	1	0.516	0.254	0.376	0.741	0.563
PQ	0.516	1	0.303	0.291	0.608	0.200
T	0.254	0.303	1	0.171	0.125	0.405
SC	0.376	0.291	0.171	1	0.035	0.162
S	0.741	0.608	0.125	0.035	1	0.127
CMT	0.563	0.200	0.405	0.162	0.127	1

The correlation matrix between different factors is shown in Table 2. Correlation is significant at the 0.05 level (2tailed). By looking at the correlation matrix between the factors we can understand that satisfaction is the most correlated element with loyalty. The correlation of 0.741 between these two factors shows that a little change in the satisfaction has a major influence on the loyalty of the customer towards his/her bank. The managers must meet the basic needs of the customers to make them satisfied such as the prompt and error free services and pricing issues (margins on loans, charges on usage of ATM services). Once the customer is satisfied, the chances of his/her becoming loyal to the bank increases considerably.

The next factor which is more important is the commitment. The correlation between commitment and loyalty is 0.563 which shows that the highly committed customers are always loyal to the bank. The next factor which is more important is the tangible perceived quality with a correlation of 0.516 which shows a strong relationship with loyalty. The managers should emphasize the quality factors such as the availability of modern looking equipment and services and ensure that all the services of the bank are present in every branch. These are the most important factors which show strong correlation with the loyalty. The rest of the factors are also correlated but not as much as the satisfaction, commitment, perceived quality. Then we analyze the correlation of each factor with other factors. The perceived quality is most correlated with the satisfaction factor and least correlated with trust factor. So for having more satisfied customers, perceived quality factors are more important to be considered by the banks. If the banks are successful in increasing the tangible quality of the services, they also become successful in increasing the number of satisfied customers. Intangible perceived quality has a good correlation with commitment and satisfaction. This means by providing error free services and paying special attention to the queries of the customers, the commitment of the customers can be increased. The highly committed customers are those who received high standard of intangible quality of services provided by the banks. In trust column, the commitment factor is more correlated than the others. This means that when a customer is committed to a bank, his/her trust on the

bank is increased more and more. Trust on the services of the banks is also increased depending on the standard of the tangibility provided by banks in their services. So changes in commitment or tangibility cause changes in the trust of the customer on the bank. The switching cost factor is most correlated with the loyalty. This means that when the customers are loyal in using the services of the bank, they do not switch easily from their bank. The more loyal the customers are, the higher the number of the barriers in switching from one bank to another bank. The hypothesized relationships were tested using the multiple regression analysis using SPSS. The average scores of the items representing each of the six factors were used in the data analysis. The R2 was used to assess the model's overall predictive fit. Properties of the causal paths, including standardized path coefficients, t values, and variance explained for each equation in the hypothesized model are presented in Figure 1.

The regression model is as follows:  $LOY = 1.05 + 0.32 SC + 0.46 S + 0.38 CMT$ , where, LOY is Customer Loyalty (dependent variable) and the independent variables are: SC for Switching Cost S for Satisfaction CMT for Commitment. In our model, two factors have strong influence on commitment which are satisfaction and trust. So the regression model for commitment is:  $CMT = 0.75 + 0.34 T + 0.28 S$

As expected, perceived quality ( $\beta = 0.196$ ,  $tvalue = 3.033$ ,  $p < 0.01$ ) had a strong positive influence on the satisfaction. Similarly, satisfaction ( $\beta = 0.393$ ,  $tvalue = 6.367$ ,  $p < 0.001$ ), commitment ( $\beta = 0.378$ ,  $tvalue = 5.948$ ,  $p < 0.001$ ) and switching cost ( $\beta = 0.321$ ,  $tvalue = 5.992$ ,  $p < 0.001$ ) had a significant positive effect on the loyalty. Therefore, hypotheses H2b, H3 and H4 are supported. We found that the proposed model explained a significant percentage of variance in loyalty ( $R^2 = 79.9\%$ ,  $F\ value = 84.571$ ,  $p < 0.001$ ). It means that about 80 percent of the variance in loyalty was accounted for by satisfaction, switching cost and commitment. According to the path coefficients, satisfaction exhibited the strongest direct effect on loyalty.

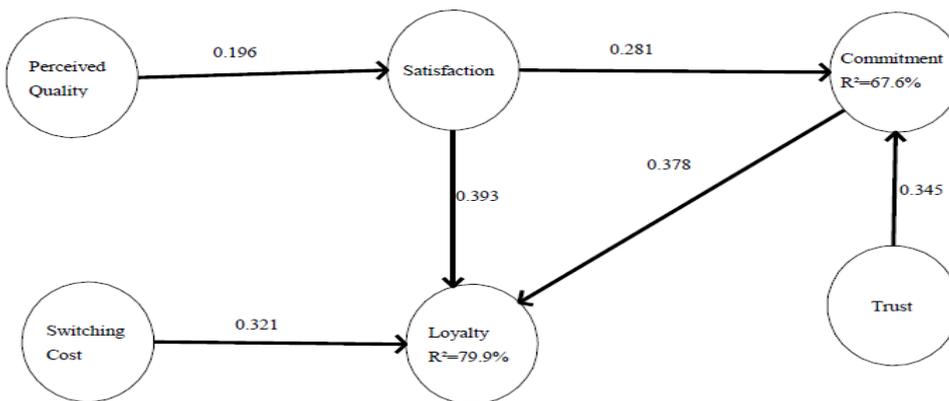
Hypotheses H2a and H5 examine the paths from satisfaction and trust to commitment. Trust ( $\beta = 0.345$ ,  $t\ value = 5.370$ ,  $p < 0.001$ ) and satisfaction ( $\beta = 0.181$ ,  $t\ value = 2.393$ ,  $p < 0.001$ ) had a significant positive effect on commitment thus supporting the hypotheses. About 53% of the variance in commitment was accounted for by trust, customer satisfaction, and perceived value. The influence of trust on loyalty was not strong as t value was 1.034 and p value was 0.065 which is not significant. The total effect of customer satisfaction on loyalty was  $0.461 = (0.393 + 0.281 * 0.378)$ . The model with the regression coefficients values is given in Figure 1.

The analysis shows that satisfaction has a link with loyalty. This link is very strong, and it shows that if the bank managers want to make the customers loyal, they should have some special strategies to satisfy the customer. A satisfied customer never takes the risk of changing or moving to other competitors. Thus, managers should

always consider the needs of the customers. The loyalty comes in the customers once their stated as well as unstated needs are fulfilled by the managers of the banks. It can be the current needs or the ones which could be desired in the future. The unstated needs can be the future needs of the customers. The point is, the managers should not only think of few basic needs of the customers. They should focus on providing extra pleasures to their customers. This means that the managers should have a team which can estimate the future requirements by having the fast movement in the world and technology, specially in the developing countries like Iran, this movement could be a little faster, so the research team of the banks should consider the environment and by having the focus on the culture requirements estimate the future needs of the customer.

The next link which is valid, and its tvalue is greater than 2 is the link between switching cost and loyalty. By analyzing the answers of the three questions of this part, the relationship between the loyalty of the customer and the switching cost can be explained as below: when a customer is not sure about the new bank which might be chosen, it makes him/her not move simply and suddenly. He or she thinks that should spend more time in order to be able to make a good decision. This process makes the customer stay more with the current bank, because he/she considers the risk of not being satisfied with the new bank and tries to think more about switching. By doing so, staying with the bank for a longer time is more possible than choosing a new one carelessly. The next factor is influence of perceived quality on the satisfaction of the customer. It means that by providing a better service, banks can make their customers more satisfied. At the next step, they can make them loyal.

**Figure 1.** The Loyalty Model with Beta values.



**Main findings.** The effect of satisfaction and trust on commitment is positive and significant and the greater the satisfaction the greater is commitment and the greater the trust the greater is the commitment. For Similar results also see (Lin, 2003; Shergill and Li 2006; Aydin and Ozer, 2005; Turkyilmaz and Ozkan 2007).

The effect of perceived quality on satisfaction is positive and significant but low. The value of path coefficient is 0.196 which is in accordance to the literature. For similar results see also (Ladebo, 2006; Hang, 2008 and Laurn, 2003).

The effect of satisfaction, switching cost and commitment on customer loyalty is positive and significant. However, the effect of satisfaction on customer loyalty is quite low as compared to Beerli (2004) model. Switching cost has more influence on loyalty than mentioned in original model.

### **Recommendations.**

- The managers must try to maintain long term relationship with their customers.
- The customers must believe firmly that their respective banks deliver what they promise in their advertisement and they are not opportunistic but honest.
- The managers should regularly take the feedback of the customers and should incorporate the changes desired by the customers in their feedbacks.
- The managers must arrange training programs for their employees in order to make them more effective while dealing with the customers.
- There should be spacious parking facilities for the customers' vehicles.
- The ATMs should be prompt and managers must try to minimize inconvenience at ATMs for the customers.
- Managers must ensure that customer complaints are addressed with top most priority.
- Managers must ensure that all main services are available in each branch of bank.
- The customer service representatives should be knowledgeable.
- The customer should feel secure when they use products and services of the bank and consider it an honest and worthwhile bank.
- Managers must ensure efficiency in their operations so that customers do not have to suffer or wait for long time for their intended work.
- The managers should ensure that whatever services they advertise should be available to the customers in every branch of the banks in order to increase their trust.

The managers should always consider the needs of the customers. The loyalty comes in the customers once their stated as well as unstated needs are fulfilled by the managers of the banks. It can be the current needs or the ones which could be desired in the future. The unstated needs can be the future needs of the customers. The point is, the managers should not only think of few basic needs of the customers. They should focus on providing extra pleasures to their customers. This means that the managers should have a team which can estimate the future requirements by having the fast movement in the world and technology, specially in the developing countries like Iran, this movement could be a little faster, so the research team of the banks should consider the environment and by having the focus on the culture requirements estimate the future needs of the customer.

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**Seyed Abdollah Ebrahimzadeh PANEKOLAEI**  
**Determinants of customer loyalty in the banking sector of Iran**

*Key words: customer loyalty, switching cost, banking sector*

The concept of customer loyalty has received much consideration and attention from both academics and practitioners in different industries. In increasingly competitive markets, being able to build consumer loyalty is seen as the key factor in winning market share and developing a sustainable competitive advantage. Banking industry is no exception as it has high interaction with the customers, so managers must understand the factors which influence the loyalty of the customers towards their respective banks.

**Сейед Абдолла Эбрахимзаде ПАНЕКЛОАИ**  
**Детерминанты лояльности клиентов в банковском секторе Ирана**

*Ключевые слова: лояльность клиентов, переключение стоимости, банковский сектор*

Понятие лояльности клиентов получило большое внимания со стороны ученых и практиков в различных отраслях промышленности. На более конкурентных рынках, формирование лояльности потребителей рассматривается как ключевой фактор в завоевании доли рынка и образовании устойчивого конкурентного преимущества. Банковское дело не является исключением, так как это имеет тесную взаимосвязь с клиентами, поэтому менеджеры должны понимать факторы, которые влияют на лояльность клиентов по отношению к их соответствующим банкам.

**Սեյեդ Աբդոլա Էբրահիմզադե ՊԱՆԵԿՈԼԱԻ**  
**Իրանի բանկային համակարգում հաճախորդների վստահության  
դետերմինանտները**

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Հաճախորդների վստահության հասկացությունը մեծ ուշադրության է արժանացել տարբեր ոլորտների գիտնականների և մասնագետների շրջանում: Առավել մրցակցային շուկաներում հաճախորդների վստահության ձևավորումը դիտարկվում է որպես առանցքային գործոն՝ շուկայի մասնաբաժին նվաճելու և կայուն մրցակցային առավելություն ձևավորելու համար: Բանկային ոլորտը ևս բացառություն չէ, քանի որ այն ունի հաճախորդների հետ սերտ փոխազդեցություն, հետևաբար կառավարիչները պետք է հասկանան այն գործոնները, որոնք ազդում են բանկերի հանդեպ հաճախորդի վստահության վրա: