

**SERVICE QUALITY AND CUSTOMERS
SATISFACTION IN NEPALESE COMMERCIAL BANKS**

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DECLARATION

I hereby, declared that this lending research report entitled **SERVICE QUALITY AND CUSTOMERS SATISFACTION IN NEPALESAE COMMERTIAL BANKS** submitted to Research Department, Central Department of Tribhuvan University is my original work. This work has been carried out in the form of partial fulfillment of the requirements for the degree of master in business studies under the supervision of **Prof. Dr. Bhoj Raj Aryal**, Central Department of Management, Tribhuvan University.

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LIST OF ABBREVIATIONS

CS	:	Customer satisfaction
RES	:	Responsiveness
TAN	:	Tangibility
EMP	:	Empathy
ASSU	:	Assurance
REL	:	Reliability
SPSS	:	Statistical Package for the Social Sciences
WAM	:	Weighted Average Mean
HR	:	Human Resource
SA	:	Strongly Agree
SD	:	Strongly Disagree
Std. Dev	:	Standard Deviation
SLC	:	School Leaving Certificate
SEE	:	Standard Error of Estimate
F	:	Frequency