

Financial Performance and Service Quality in the Iran's Private Banks Compared with Active Private Banks in the India and World Bank index

Mohammad Manoochehri Pour*, Behnam Gilaniniay,

In this study has been investigated to study the financial performance and quality of services in private banks in Iran compared to private banks active in India and the World Bank index. This research has 5 main hypotheses. The present study is descriptive in terms of collecting data, and in terms of purpose, applied and causal. The statistical population of this research includes all private sector banks in Iran and India. Considering the time and cost factors researcher privately owned private sector banks in Iran has chosen 5 banks including Mellat Bank, Eghtesad Novin Bank, Saman Bank, Parsian Bank and Pasargad Bank that analyzes the research hypotheses in these five sample banks and for comparison with private banks in the private sector, India has also ed five banks, Oksis Bank, Anion Bank, ICC Bank, HDFC and IDB Bank. In this research, for the first hypothesis, a researcher-made questionnaire with Likert five-point spectrum was used to evaluate the variables. For the second and third hypotheses this research and their variables were investigated using data panel method. The results of the research showed that all the research hypotheses were confirmed and financial performance and quality of service in Iranian private banks are appropriate compared to privately owned banks in India and the World Bank index.

Keywords : Quality of Service, Financial Status, Efficiency and Performance, Private Banks, World Bank Index

[Islamic Azad University, Rasht Branch - Thesis Database](#)
[دانشگاه آزاد اسلامی، واحد رشت - سامانه بانک اطلاعات پایان نامه ها](#)