

**TINJAUAN SERVICE QUALITY BANK SYARIAH  
DI EKS KARESIDENAN SURAKARTA**

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***Abstract***

*The aim of this study is to understand the customer's perception of service quality Islamic banking in ex residency of Surakarta. This study adopted and modified form of SERVQUAL model from Parasuraman et al. (1988) and the service quality model called CARTER as proposed by Othman and Owen (2001) to measure service quality in Islamic banking in ex residency of Surakarta. The model is based on thirty two statements includes six dimensions of service quality (compliance, assurance, reliability, tangibles, empathy and responsiveness) and three statements for customer satisfaction. Primary data was collected through personally administered questionnaires from a sample of 110 respondents. The customers are from four Islamic banks in ex residency of Surakarta. Data analysis used descriptive quantitative with compute mean of percentage dimensions service quality. Method of sampling used in this study is non probability purposive sampling. The data process by SPSS 19.0. The results indicate that the customer perception Islamic banks are relatively highest on the assurance area while tangibles area is lowest. Overall the percentage of dimensions of service quality and customer satisfaction show high category.*

*Keywords: Islamic banking, service quality*