

**Title of Article:** Impact of customer service on Customer satisfaction; Empirical Evidences from Nigerian Banking Industry.

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**Abstract:** It is the performance of service that creates true customers: customers who buy more and who influence others to buy. Two hypotheses were formulated in this study and appropriate statistical techniques employed to test the hypotheses were multiple regression and correlation. It was discovered that there is a relationship between customer service and customer satisfaction. The results also show that there is a relationship between gender and customer service. Conclusion was drawn and it was recommended based on the findings of the study that the banks should focus more on their customers rather than on the products and services, which they sell because customers are the true business of every company.