

Abstract

This research was aimed to describe the current practice of finance department among Assumption College network in term of Service Quality, to design the Service Quality Model that can improve the Service Quality of finance department at ACU, and to inquire feedback from participants on the Service Quality Model to determine the relevance and effectiveness.

The result of model development gave the ACU Financial Model which was consisted of core competency for improving service quality in term of increasing customer satisfaction. The model can be applied for both academic practice and future research studies that are interest to improve service quality within their organization.

