

## Ranking the Elements of Relationship Market Orientation Banks (Case Study: Saderat Bank of Iran)

**Authors :** Sahar Jami, Iman Valizadeh

**Abstract :** Today banks not only should seek for new customers but also should consider previous maintenance and retention and establish a stable relationship with them. In this term, relationship-manner marketing seeks to make, maintain, and promote the relationship between customers and other stakeholders in benefits to fulfill all involved parties. This fact is possible just by interactive transaction and promises fulfillment. According to the importance of relationship-manner marketing in banks, making context to make relationship-manner marketing has high importance. Therefore, the present study aims at exploring intention condition to relationship-manner marketing in Iran Province Iran Limited bank, and also prioritizing its variables using hierarchical analysis (AHP). There is questionnaire designed in this research to paired comparison of relationship-manner marketing elements. After distributing this questionnaire among statistical society members who are 20 of Iran Limited bank experts, data analysis has been done by Expert Choice software.

**Keywords :** relationship marketing, relationship market orientation, Saderat Bank of Iran, hierarchical analysis

**Conference Title :** ICIBPM 2015 : International Conference on Information and Business Process Management

**Conference Location :** Venice, Italy

**Conference Dates :** August 13-14, 2015