Higher education sector is one of the fundamental and energetic fields in any developing country. It had become a very competitive one as a result of globalization and increase in the demand for education. Thus, most, if not all universities are competing to level up among others and provide high quality services. The objective of this study is to propose an adaptation of the SERVQUAL scale’s generic questionnaire for the Admission and Registration services at Qatar University. This paper is aimed to assess the quality of the services provided through SERVQUAL. SERVQUAL is a method that assesses client satisfaction as a result of the difference between expectation and the performance obtained. The main aim is to adopt the SERVQUAL scale to Admission and Registration service activity and to present the results of its application.

The SERVQUAL generic questionnaire was adapted to the characteristics of admission and registration services at Qatar University. It was then applied to students at Qatar University. After applying the questionnaire, data were tabulated and interpreted. The adapted SERVQUAL questionnaire was used in the study to measure the five gaps in the service quality model, and the main results were presented through analysis of data in each dimension. This study resulted in identifying the most serious dimension that needs attention and work, in order to reach customers’ satisfaction.

This research aims to develop a new economic policy of insurance with a new Islamic template that relies on waqf in order to revive Islamic concepts, and activate their role in global economic policies, showing Islamic economic system’s ability to interact with both the economic and social developments, and its ability to achieve high competitiveness with global institutions, by having additional positive features on the humanitarian side, social side and others. In greater detail, this research seeks to achieve several goals, namely:

First: avoiding of the prohibition inflicted on commercial insurance in Islamic jurisprudence and law, and obtaining services that are compatible with Islamic law, with what that entails of effects on the Muslim’s life.

Second: avoiding the suspicions brought about by the Islamic mutual (takaful) insurance as it stands now.

Third: surpassing both insurances (commercial & mutual) in the role this insurance is developing small project economics, by providing free-of-charge services or for nominal fees to the owners of small enterprises thus gravely affecting the economy and the income level.

Fourth: exploring the possibility of applying this type of insurance in the State of Qatar (a study on Qatar’s laws), giving a preliminary design for the proposed endowment insurance company in terms of laws, activities and the distribution of money.

Through this research we will look into:

First: the need for insurance in countries in general, and in Muslim countries in particular.

Second: reasons for the inviolability of the commercial insurance.

Third: doubts and objections from scholars on Islamic mutual (takaful) insurance.

Fourth: the core of the endowment insurance and how it overcomes the problems of the two latter insurances.

Fifth: How to guide insurance surplus in endowment insurance proposal towards small business owners, and the impact of that on the achievement of social justice and economic and social development.

Sixth: how can the endowment insurance institution be created within the laws and regulations in the State of Qatar (an example).

Seventh: a projection for the endowment insurance in terms of labor regulations and the laws, in comparison to an insurance institution to a similar endowment institute that was established in South Africa, giving scholarly solutions to objections that we faced, and how can they be developed to serve the social/economic issues.

And finally: despite the novelty of this proposal, it directs scientists’ and researchers’ energy towards working on the development of economic, social & other policies, where various Islamic concepts (such as endowment, recompense, zakat, and kharaj etc…) play a role in human development on all levels, thus showing the greatness of Islamic regime which has been created to suit every time and place.