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EXAMINING THE EFFECTS OF ENVIRONMENTAL, SOCIAL, GOVERNANCE, AND ISLAMIC SOCIAL REPORTING ON ISLAMIC BANK REPUTATION: THE MEDIATING ROLE OF FIRM PERFORMANCE

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Abstract:

Background: The increasing demand for transparency and accountability in Islamic banking highlights the importance of identifying the determinants of reputation as a strategic asset.
Purpose: This study examines the effects of environmental, social, and governance performance and Islamic Social Reporting (ISR) on Islamic bank reputation, with firm performance serving as a mediating variable.
Design/methodology/approach: This study employs a quantitative explanatory design using panel data from 12 Islamic commercial banks in Indonesia over the 2020–2024 period, resulting in 60 data sets. The data were analyzed using path analysis and the Sobel test to assess the direct and indirect relationships among the variables.
Findings: Environmental performance and Islamic Social Reporting do not significantly affect Islamic bank reputation, whereas social and governance performance have significant effects. Firm performance does not mediate the relationships between environmental performance, social performance, or Islamic Social Reporting and Islamic bank reputation. However, firm performance mediates the relationship between governance performance and Islamic bank reputation. These findings highlight the role of governance quality in strengthening firm performance and corporate reputation.
Conclusion: The findings indicate that social and governance performance are significantly associated with Islamic bank reputation, whereas environmental performance and Islamic Social Reporting are not. The results suggest that different sustainability dimensions may generate different levels of stakeholder recognition.
Originality/value: This study contributes to the literature by simultaneously examining environmental, social, governance, and Islamic Social Reporting dimensions and the mediating role of firm performance in explaining Islamic bank reputation.

Keywords: reputation of islamic banks, environmental, social, governance, islamic social reporting, firm performance

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INTRODUCTION

Over the past two decades, Islamic banking has grown significantly globally, including in Indonesia, in line with the increasing demand for Sharia-based financial services (Perdana et al. 2025). Total national assets increased from IDR 608.9 trillion in 2020 to IDR 980.3 trillion in 2024 with an annual growth of 9.88% (OJK, 2024), emphasizing the importance of reputation as a strategic asset that determines the perception and trust of stakeholders (Donelson et al. 2024). As an intangible asset, reputation reflects corporate responsibility and the level of public trust (Fourati & Dammak, 2021), thus forming the basis of banking competitiveness and sustainability (Hosain, 2025). In the context of sharia, reputation is influenced by financial stability, sharia compliance, social responsibility, and service quality (Hammami & Othmani, 2024), and is a cumulative evaluation of past performance consistency (Singh & Misra, 2021). A positive reputation increases investor attractiveness as a signal of strong prospects (Hou et.al., 2019), strengthens stakeholder loyalty (Salam et al. 2022), and reduces information uncertainty (Shin & Son, 2025). However, reputation is an asset that takes time to build but can be quickly damaged by operational failures or violations of stakeholder interests (Anita et al. 2024). Conversely, a reputation that earns stakeholder trust can empower an organization to capitalize on opportunities and increase business success (Masdupi et al. 2025).

Environmental performance is reporting within the concept of sustainability that manages The Effect of operational activities on the environment (Lin et al. 2025), encompassing various initiatives such as energy efficiency, waste management, carbon emission reduction, natural resource conservation, and the application of environmentally friendly technologies (Veeravel et al. 2024). Sustainable development theory is based on the view that economic development should not undermine the environment's capacity to meet the needs of future generations. Transparent environmental disclosure increases dividends and strengthens a company's reputation (Feng et al. 2025), while also being a strategy for creating long-term value (Gull et al. 2022). Effective environmental strategies have been shown to strengthen a positive reputation (Veeravel et al. 2024). Proactive environmental investments have also been shown to enhance reputation (Wu & Tham, 2023; Yulazri et al. 2025). Environmental disclosure plays a crucial role in managing reputational risk (Gerged et al. 2021). Conversely, excessive environmental investment can undermine a company's reputation (Chen & Li, 2024).

Social performance reflects a company's responsibility towards the well-being of employees, the community, and stakeholders (Wu et al. 2025). Social performance encompasses aspects of human rights, occupational health and safety, diversity and inclusion, community development, and responsibility to consumers (Ding & Lee, 2024). Implementing sound social performance demonstrates a company's commitment to creating social value alongside economic value (Azmi et al. 2021). CSR activities help build a positive corporate image by demonstrating the company's commitment to ethical principles, environmental preservation, and the welfare of the wider community (Fajri & Agbo, 2025). Strong social initiatives can enhance a firm reputation (Jao et al. 2024; Liu & Song, 2024; Sari et al. 2025). Implementing social programs can strengthen relationships with stakeholders (Bustamante et al. 2023) and foster public trust (Vergara-Romero et al. 2020). However, if social activities are purely symbolic, reputation can suffer (Garg & Gupta, 2020). In certain contexts, corporate involvement can actually negatively impact reputation (Pekovic & Vogt, 2021).

Governance reflects the extent to which a company implements the principles of transparency, accountability, fairness, and independence in managing its organization (Dossa et al. 2025). From an agency theory perspective, governance performance reflects a company's ability to manage agency conflicts between principals and agents that arise from differing interests and information asymmetry (Jensen & Meckling, 1976). Governance information includes board independence and diversity, compensation policies, defenses against takeovers, anti-corruption programs, and the strength of internal audit and control mechanisms (Yu et al. 2018). Moderate governance disclosure has been shown to enhance reputation and (Salehi & Bashirimanesh, 2024; Shafeeq Nimr Al-Maliki et al. 2023; Zahrani et al. 2025), strengthening investor and public trust (Srairi, 2024). Meanwhile, weak governance actually undermines public trust (Banerjee et al. 2020). In some cases, governance represented by employees on the board of directors creates negative perceptions despite high corporate governance scores (Nekhili et al. 2021). Islamic Social Reporting (ISR) is a form of Sharia-based social responsibility disclosure that encompasses economic, moral, religious, and social aspects, including

zakat (alms), qardhul hasan (charity), distribution of Islamic values, social programs, and Sharia compliance (Hassan et al. 2021). ISR is conceptually rooted in Sharia Enterprise Theory, which views companies as trusteeship entities accountable not only to capital owners but also to Allah SWT (vertical dimension), humanity, and nature (horizontal dimension). Corporate reporting from a Sharia perspective is not only oriented toward economic information but also encompasses social, moral, and spiritual aspects that reflect Islamic values (Triyuwono, 2007, 2011). ISR influences the reputation of Islamic banks (Anggraeni & Gultom, 2024; Arifin & Yaqin, 2023; Bachtiar & Abdullah, 2025) and supports the legitimacy of the Islamic banking industry (Ghardallou, 2023; Sarea et al. 2022). Research on ISR and reputation is still limited, especially in the Islamic banking sector (Harahap, 2023).

Firm performance serves as a mediating mechanism that links the influence of environmental, social, governance and islamic social reporting on reputation. Consistent ESG implementation improves operational efficiency, reduces risk, and strengthens profitability, thereby boosting reputation through more stable financial fundamentals (Galletta et al. 2023; Mandas et al. 2024). Islamic social reporting also strengthens sharia legitimacy and public trust, which encourages customer loyalty and an increase in third-party funds, and is ultimately reflected in company performance (Arifin & Yaqin, 2023). However, environmental, social, governance and islamic social reporting disclosure in Islamic banks does not always result in improved reputation due to fluctuating performance and operational issues that weaken stakeholder perceptions (Hadani, 2021). Firm performance serves as a bridge connecting ESG and ISR implementation with the reputation of Islamic banks (Siska et al. 2025). From a firm performance perspective, leveraging unique tangible and intangible resources can be a source of sustainable competitive advantage. This advantage enables a firm to achieve superior performance compared to its competitors (Masdupi et al. 2025).

Legitimacy theory states that companies must align their practices with socio-economic norms and expectations to maintain public acceptance (Lee & Raschke, 2023). Proactive responses to social pressures strengthen institutional legitimacy and mitigate reputational risk (Bitektine & Haack, 2020). Reputation, as a cumulative evaluation by stakeholders, is strongly influenced by effective organizational communication in shaping risk perceptions and positive expectations (Jiang et al. 2022). In Islamic banking, ESG disclosures affirm commitment to sustainability, while ISR reinforces religious legitimacy through reporting zakat, qardhul hasan, and sharia compliance (Rahman & Bukair, 2023). Social responsibility aligned with public values enhances reputation (Ijabadeniyi & Govender, 2024), and the accumulation of such socio-economic legitimacy strengthens stakeholder trust in the institution's sustainability, sharia integrity, and financial performance (Fatemi et al. 2021).

To address this research gap, this study develops an integrated research model that examines the influence of environmental performance, social performance, governance performance, and Islamic Social Reporting (ISR) on Islamic bank reputation, with firm performance included as a mediating variable. This study employs a quantitative explanatory approach using panel data from 12 Islamic commercial banks during the period 2020–2024. Path analysis and the Sobel test are applied to evaluate direct and mediating effects. This approach provides a more comprehensive understanding of the mechanisms through which sustainability practices influence corporate reputation and identifies which sustainability dimensions most effectively contribute to strengthening Islamic bank reputation.

This study aims to examine the influence of environmental performance, social performance, governance performance and Islamic social reporting on the reputation of Islamic banks mediated by firm performance.

METHODS

This study uses a quantitative research approach with an explanatory design to examine the influence of Environmental, Social, and Governance (ESG) performance and Islamic Social Reporting (ISR) on the reputation of Islamic banks, with firm performance as a mediating variable. The population consists of all Islamic Commercial Banks (BUS) operating in Indonesia. The sample was selected using a purposive sampling technique based on three criteria: (1) Islamic Commercial Banks operating in Indonesia, (2) Banks that consistently operated as Islamic Commercial Banks during the 2020–2024 period, and (3) Banks that published complete annual reports and sustainability reports during the observation period. Based on these

criteria, 12 Islamic Commercial Banks were selected, resulting in 60 research data sets. The operational definitions and measurement methods for each variable are presented in Table 1.

This study used secondary data. Data were collected using a documentary method. The researchers collected and reviewed annual reports, sustainability reports, and financial statements published by the sample banks during the 2020–2024 period.

The data were analyzed using path analysis with panel data regression to examine the direct and indirect relationships between variables. The analysis employed the Feasible Generalized Least Squares (FGLS) estimation approach under the Random Effects Model (REM), which is suitable for panel data consisting of cross-sectional and time-series observations. The selection of the REM also aligns with the study's panel data characteristics, which exhibit inter-bank variation over the observation period (Oktaviana, 2025). Data processing was performed using R software to estimate structural coefficients and evaluate the relationships between Environmental Performance, Social Performance, Governance Performance, Islamic Social Reporting, Corporate Performance, and Corporate Reputation. The mediation effect was assessed through path analysis and the Sobel test to determine the significance of the indirect effect. The significance level used is 5% (0.05) or t-table 2.005.

This study proposes eight hypotheses, formulated based on the relationships between the variables, as follows.

H1: Environmental performance affects Islamic bank reputation.

H2: Social performance affects Islamic bank reputation.

H3: Governance performance affects Islamic bank reputation.

H4: Islamic Social Reporting affects Islamic bank reputation.

H5: Firm performance mediates the relationship between environmental performance and Islamic bank reputation.

H6: Firm performance mediates the relationship between social performance and Islamic bank reputation.

H7: Firm performance mediates the relationship between governance performance and Islamic bank reputation.

H8: Firm performance mediates the relationship between Islamic Social Reporting and Islamic bank reputation.

The model below illustrates (Figure 1) the effects of environmental performance (x1), social performance (x2), governance performance (x3), and Islamic social reporting (x4) on the reputation of Islamic banks (y), mediated by firm performance (z).

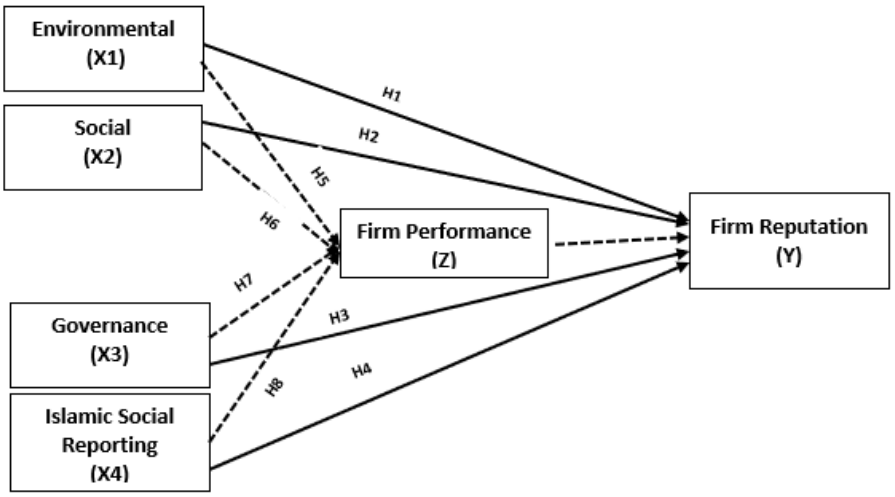


Figure 1. Research hypothesis model of environmental, social, governance and ISR on Islamic bank reputation mediated by firm performance

RESULTS

Descriptive Statistics

Based on Table 2, descriptive statistics show significant variation in the values of each research variable. Firm Reputation (measured by market share) has an average of 0.07323, with the lowest value of 0.002 recorded by Bank Aladin Syariah (2020) and the highest value of 0.615 achieved by Bank Syariah Indonesia (2024). Environmental Performance (measured by the GRI 300 Index) shows an average of 0.6328, ranging from a minimum value of 0.4480 observed at Bank Victoria Syariah (2020 and 2021) to a maximum value of 0.9655 recorded by Bank Syariah Indonesia (2024). Social performance (measured by the GRI 400 Index) had an average of 0.7996, with a minimum value of 0.688 recorded by Bank Bank Jabar Banten Syariah (2020 and 2021), Bank BTPN Syariah (2020 and 2021), Bank Victoria Syariah (2020), and a maximum value of 0.84 also achieved by Bank Syariah Indonesia (2024). In addition, governance performance (measured by the GCG Index) had an average value of 0.935, with the lowest value of 0.86 recorded by Bank BCA Syariah (2020) and the highest value of 1 achieved by Bank Muamalat Indonesia, Bank Jabar Banten Syariah, and Bank Syariah Indonesia. Islamic Social Reporting (measured by the ISR Index) had an average value of 0.8341, with the lowest value of 0.5930 recorded by Bank Victoria Syariah (2020) and the highest value of 0.9830 achieved by Bank Jabar Banten Syariah, and BCA Syariah (2024). Firm performance (measured by the Tobin'Q) had an average value of 0.4470, with the lowest value of 0.19 recorded by Bank Aceh Syariah (2020) and the highest value of 1 achieved by Bank Syariah Indonesia.

Hypothesis Testing Results

Based on the partial t-test results presented in Table 3 (The significance level used is 5% (0.05) t-table 2.005), environmental performance (ENV) does not have a significant effect on corporate reputation (REP), as indicated by the calculated t value of 0.758, which is less than the t-table value of 2.005, and the p-value of 0.451622 > 0.05, so H1 is rejected. Social performance (SOC) shows a significant effect on corporate reputation (REP), with a calculated t value of 3.481 > 2.005 and a p-value of 0.000997 < 0.05, so H2 is accepted. Meanwhile, governance performance (GOV) shows a significant effect on corporate reputation, with a calculated t value of 2.584 and a p-value of 0.012506 < 0.005, so H3 is accepted. Islamic social reporting (ISR) shows no significant influence on corporate reputation, with a t-value of 0.513 and a p-value of 0.610108 > 0.05, thus rejecting H4. Table 4 presents the direct effects and four hypotheses regarding indirect effects (calculation data derived from Table 3). Regarding point 10, the calculation is based on the direct effect value of ENV–FP–REP added to the indirect effect (ENV–FP multiplied by FP–REP); this applies to the subsequent points as well.

Table 1. Operational definition of variables islamic banking' reputation, environmental, social, governance, islamic social reporting, firm performance

Variable	Proxy	Symbol	Measurement
Reputation of Islamic banks	Market share	REP	Total Assets/Total assets of all Islamic banks
Environmental Performance	GRI Index 300	ENV	Dummy variable with 29 disclosure items
Social Performance	GRI Index 400	SOC	Dummy variable with 32 disclosure items
Governance Performance	GCG Index	GOV	Dummy variable with 65 disclosure items
Islamic Social Reporting	ISR Index	ISR	Dummy variable with 59 disclosure items
Firm Performance	Tobin's Q	FP	(MVE + Value of Debt)/Value of total aset

Table 2. Descriptive statistics about islamic bank reputation, environmental, social, governance, islamic social reporting, and firm performance

	Mean	Max	Min	Std.Dev
Reputation of Islamic banks (REP)	0.07323	0.615	0.002	0.16007
Environmental Performance (ENV)	0.6328	0.9655	0.448	0.14513
Social Performance (SOC)	0.7996	1	0.688	0.07436
Governance Performance (GOV)	0.935	1	0.860	0.04225
Islamic Social Reporting (ISR)	0.8341	0.983	0.593	0.09536
Firm Performance (FP)	0.4470	1	0.19	0.22603

Table 3. Regression Output about islamic bank reputation, environmental, social, governance, islamic social reporting, and firm performance

	Variable	Coefficient	t-value	p-value	Information
Model 1	ENV - REP	0.10273	0.758	0.451622	No significant
	SOC - REP	0.95146	3.481	0.000997	Significant
	GOV - REP	1.22994	2.584	0.012506	Significant
	ISR - REP	0.10972	0.513	0.610108	No Significant
	FP - REP	0.07033	0.805	0.424076	No significant
Model 2	ENV - FP	-0.4842	-2.436	0.0181	Significant
	SOC - FP	0.2653	0.631	0.5307	No significant
	GOV - FP	-1.5504	-2.200	0.0320	Significant
	ISR – FP	0.8048	2.580	0.0126	Significant

Note: Reputation of Islamic banks (REP); Environmental Performance (ENV); Social Performance (SOC); Governance Performance (GOV); Islamic Social Reporting (ISR); Firm Performance (FP)

Table 4. Path Analysis Output about islamic bank reputation, environmental, social, governance, islamic social reporting, and firm performance

Path	Direct Effect	Indirect Effect	Total Effect
ENV – REP	0.10273	-	0.10273
SOC – REP	0.95146	-	0.95146
GOV – REP	1.22994	-	1.22994
ISR – REP	0.10972	-	0.10972
FP – REP	0.07033	-	0.07033
ENV – FP	-0.4842	-	-0.4842
SOC – FP	0.2653	-	0.2653
GOV – FP	-1.5504	-	-1.5504
ISR – FP	0.8048	-	0.8048
ENV – FP – REP	-	-0.03405	0.06868
SOC – FP – REP	-	0.018659	0.970119
GOV – FP – REP	-	-0.10904	1.1209
ISR – FP – REP	-	0.056602	0.166322

Note: Reputation of Islamic banks (REP); Environmental Performance (ENV); Social Performance (SOC); Governance Performance (GOV); Islamic Social Reporting (ISR); Firm Performance (FP)

The results of the mediation analysis using the Sobel test, as shown in Table 5, indicate that corporate performance (FP) does not mediate the relationship between environmental performance (ENV) and corporate reputation (REP), as indicated by the Sobel test statistic with a p-value of 0.3026 > 0.05, thus rejecting H5. Corporate performance (FP) does not mediate the relationship between social performance (SOC) and corporate reputation (REP), as indicated by the Sobel test statistic with a p-value of 0.08823 > 0.05, thus rejecting H6. On the other hand, corporate performance (FP) successfully mediates the relationship between governance performance (GOV) and corporate reputation (REP), as indicated by the Sobel test statistic with a p-value of 0.007256 < 0.05, which supports the acceptance of H7. Company performance (FP) does not mediate the relationship between Islamic social reporting (ISR) and company reputation (REP), as shown by the Sobel test statistic with a p-value of 0.5445 > 0.05, thus rejecting H8.

The Effect of Environmental Performance on Reputation of Islamic Banks

he present study finds that environmental performance does not significantly affect Islamic bank reputation. This finding is consistent with previous evidence suggesting that environmental initiatives do not necessarily translate into reputational benefits in all contexts (Khan et al. 2024). The absence of a significant effect may indicate that environmental initiatives are not yet sufficiently salient to influence stakeholders' perceptions of Islamic banks (Chen & Li, 2024; Wu, 2024). The effectiveness of an environmental strategy depends heavily on a company's ability to manage costs and environmental risks (Tabur & Bildik, 2025). In sustainable development theory, these results are inconsistent with the theory, as in practice, the environmental dimension is often not a top priority for stakeholders. This insignificant effect may be attributed to several factors, including the relatively low direct environmental impact of the Islamic banking sector compared to the manufacturing sector (Batae et al. 2021), the limited level of public literacy and awareness regarding environmental issues in the banking context (Khan et al. 2023), and the tendency of companies to provide symbolic rather than substantive environmental disclosures (Ruiz & Garcia, 2021).

The Effect of Social Performance on Reputation of Islamic Banks

Based on the results of hypothesis testing, social performance has a significant effect on the reputation of Islamic banks (Ding & Lee, 2024; Garrido-Ruso et al. 2024). This finding indicates that Islamic banks are not only profit-oriented but also consider social aspects as part of their responsibilities (Liu & Song, 2024). This influence can be explained by increased stakeholder trust in banks that actively engage in social activities (Vergara-Romero et al. 2020). Effective social activities encourage the formation of positive perceptions regarding corporate ethics and responsibility, thereby strengthening the bank's reputation in the eyes of the public (Jao et al. 2024). From the perspective of Corporate Social Responsibility (CSR Theory), companies have a social responsibility towards society and the environment as part of efforts to build legitimacy and business sustainability. In the banking industry, reputation is a crucial asset that is greatly influenced by the level of trust of customers and stakeholders (Bustamante et al. 2023). Furthermore, the social aspects of ESG can improve company performance, reduce information asymmetry, and strengthen public reputation (Xu et al. 2024).

Table 5. Sobel test results of the effects of environmental, social, governance , and islamic social reporting on Islamic bank reputation through firm performance

Regression Model	p-value	Information
ENV - FP - REP	0.3026	No significant
SOC - FP - REP	0.08823	No significant
GOV - FP - REP	0.007256	Significant
ISR - FP - REP	0.5445	No significant

Note: Reputation of Islamic banks (REP); Environmental Performance (ENV); Social Performance (SOC); Governance Performance (GOV); Islamic Social Reporting (ISR); Firm Performance (FP)

The Effect of Governance Performance on Reputation of Islamic Banks

Corporate governance performance has a significant impact on the reputation of Islamic banks (Putri et al. 2024; Salehi & Bashirimanesh, 2024). Governance aspects within the ESG framework contribute to a bank's reputation and operational risk reduction (Galletta et al. 2023). Good governance mechanisms can improve a company's social reputation and strengthen stakeholder trust (Kuzey et al. 2024). Effective governance plays a role in improving bank stability and performance, which ultimately impacts reputation (Abid et al. 2021). A bank's reputation is strongly influenced by the quality of governance and managerial decisions (De Jong, 2025). The significant influence of governance performance on the reputation of Islamic banks can be explained by the governance's ability to create transparency and accountability (Sultan & Ratnadi, 2024). Banks with good governance systems will present company information clearly, accurately, and timely (Wu et al. 2023).

The Effect of Islamic Social Reporting on Reputation of Islamic Banks

Islamic corporate social responsibility (ISR) has no significant impact on reputation (Muhibuddin et al, 2023; Rizwanti et al. 2023). ISR has a greater impact on long-term aspects such as company value and sustainability (Wijayanti, 2022). ISR disclosure is often solely to fulfill regulatory obligations without accompanying communication to the public (Kholqi & Septiarini, 2021). Consequently, social activities undertaken do not significantly impact reputational improvement (Sidiq et al. 2025). From a Sharia Enterprise Theory (SET) perspective, the insignificant effect of ISR on the reputation of Islamic banks indicates a gap between the normative concept of SET and empirical reality. Theoretically, SET expects Islamic value-based social disclosure to increase public trust and positive perceptions of Islamic banks.

The Effect of Environmental Performance on Reputation of Islamic Banks Mediated by Firm Performance

This study shows that firm performance cannot mediate the effect of environmental performance on the reputation of Islamic banks (Drempetic et al. 2020; Simandjuntak & Sudibyo, 2022). This insignificant effect can be explained by the characteristics of the Islamic banking industry, which does not directly interact with environmental exploitation activities such as the manufacturing or mining sectors. Consequently, even if environmental performance improves, it does not significantly affect reputation perceptions, either directly or through firm performance (Serafeim, 2020). Environmental activities require significant costs (Dyck et al. 2023). The relationship between social responsibility and firm performance remains inconclusive, often showing insignificant results (Conte et al. 2024). Environmental performance does not automatically improve reputation through firm performance (Sindhu et al, 2024).

The Effect of Social Performance on Reputation of Islamic Banks Mediated by Firm Performance

This study shows that firm performance cannot mediate the effect of social performance on the reputation of Islamic (Haryono et al. 2025). In some cases, social performance can even negatively impact performance due to the high costs of implementing social programs (Salem et al. 2024). In the banking context, social activities are often viewed as a cost center rather than a strategic investment that directly increases profitability (Bitektine & Haack, 2020). The relationship between ESG, particularly social aspects, and bank performance yields mixed findings, ranging from positive to negative to insignificant (Sihotang & Siregar, 2025). In the context of Islamic banks, legitimacy is derived more from adherence to sharia principles than from social activities, thus limiting the contribution of social performance to reputation.

The Effect of Governance Performance on Reputation of Islamic Banks Mediated by Firm Performance

This study shows that governance performance has a significant impact on the reputation of Islamic banks, mediated by firm performance (Duan et al. 2023; Hamida et al. 2024). Firm performance acts as an intermediary variable explaining the mechanism by which governance performance can optimally enhance reputation (Listiadi, 2023). Good governance ensures transparency, accountability, and effective management oversight, thereby increasing corporate efficiency and productivity (Qin, 2023). Reputation is shaped not only by perceptions of governance but also by tangible results in the form of good corporate performance (Wardhana

& Hersugondo, 2025). Governance performance can be said to be the foundation that strengthens firm performance, which then translates into public reputation (Wu et al. 2023). Meta-analytical studies in the banking sector show that corporate governance mechanisms have a positive relationship with bank performance, particularly through the role of the board of directors and an effective oversight structure (Bhatia & Gulati, 2021). In addition, other studies show that governance is an important factor in improving firm performance through risk management and operational efficiency (Widarwati et al. 2022).

The Effect of Islamic Social Reporting on Reputation of Islamic Banks Mediated by Firm Performance

Based on the results of hypothesis testing, this study indicates that firm performance cannot mediate the effect of Islamic social reporting (ISR) on Islamic bank reputation (Harahap, 2025). The implementation of ISR in Islamic banking still faces various obstacles, such as a lack of standardization and variations in disclosure levels between banks (Putri et al. 2026). This inconsistency results in unclear information received by stakeholders, making it difficult to form a strong reputation perception. ISR has not been fully integrated with firm performance, thus limiting its role as a variable that can enhance reputation through performance. Islamic banks need to improve the integration between ISR activities and business performance to achieve a more tangible impact. ISR particularly on transparency and effective communication strategies is needed to ensure stakeholders understand the bank's social contributions (Risqi & Septriani, 2021).

Managerial Implications

The findings of this study imply that Islamic banks should prioritize improving social performance and governance performance, as both were found to be significantly associated with Islamic bank reputation. Management should strengthen governance through greater transparency, accountability, effective risk management, and stronger Sharia governance while implementing social programs that provide tangible benefits to stakeholders.

Although environmental performance and Islamic Social Reporting (ISR) do not significantly influence reputation, Islamic banks should continue improving the quality of environmental initiatives and ISR disclosures by emphasizing substantive implementation and effective communication rather than merely fulfilling reporting requirements. This strategy is expected to strengthen stakeholder trust and support sustainable reputation development in the long term.

CONCLUSIONS AND RECOMMENDATIONS

Conclusions

The study shows that environmental performance does not significantly affect the reputation of Islamic banks. The service industry does not have as significant a direct environmental impact as the manufacturing sector (Batae et al. 2021), and public literacy and awareness regarding environmental issues remain low (Khan et al. 2024). Social performance significantly influences the reputation of Islamic banks; social programs and corporate responsibility initiatives can enhance stakeholder perceptions and trust (Xu et al. 2024). However, Salem et al. 2024 demonstrate that high costs associated with social programs can negatively impact corporate performance. Governance performance also significantly affects the reputation of Islamic banks; good governance enhances transparency, accountability, oversight, and stakeholder trust. These findings align with those of (Putri et al. 2024; Salehi & Bashirimanesh, 2024). ISR does not have a significant impact on the reputation of Islamic banks. This situation can be attributed to the public's limited understanding of ISR and disclosure practices that remain focused on fulfilling reporting obligations (Sidiq et al. 2025).

Mediation analysis reveals that corporate performance does not act as a mediator in the relationship between environmental performance, social performance, and Islamic social reporting and the reputation of Sharia banks. These findings indicate that these three sustainability dimensions do not significantly contribute to enhancing corporate performance; consequently, no indirect effect on reputation is evidenced. Conversely, corporate performance is shown to mediate the relationship between governance performance and Sharia bank reputation. Good governance can enhance performance through oversight, efficiency, and risk management (Duan et al. 2023). On the other hand, corporate performance does not always serve as a mediating mechanism for environmental or social aspects regarding reputation (Drempetic et al. 2020).

Recommendations

This study is subject to several limitations. First, it relies on secondary data, which may not fully capture the qualitative depth and authenticity of firms' sustainability practices. Second, the measurement of environmental, social, and governance performance is based on quantitative indicators that might overlook nuanced aspects influencing corporate reputation. Third, the sample coverage and observation period are limited, which may restrict the generalizability of the findings to broader institutional or cross-country settings.

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