

# **“E-banking”**

Dissertation submitted to

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**BACHELOR OF COMMERCE**

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(Affiliated to Mahatma Gandhi University

Accredited by NAAC with “A+” Grade)

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# BHARATA MATA COLLEGE

## DEPARTMENT OF COMMERCE

(Affiliated To Mahatma Gandhi University-Kottayam Accredited  
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### BONAFIDE CERTIFICATE

This is to certify that this dissertation entitled “E-BANKING”, has been prepared by **Muhammad salman cm, Pavan t Pradeep, Mahadev mp** under my supervision and guidance in partial fulfilment of the requirement for the Degree of Bachelor of Commerce of Mahatma Gandhi University. This is also to certify that this report has not been submitted to any other institute or university for the award of any degree.

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## **DECLARATION**

We, **Muhammad salman cm, Pavan t Pradeep, Mahadev mp**, B.Com Final year students, Department of commerce (Computer Application), Bharata Mata College Thrikkakara, hereby declare that the Dissertation submitted for the award of Bachelor's Degree is our original work. We further declare that the said work has not previously been submitted to any other University or Academic Body.

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**MUHAMMAD SALMAN CM**

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**CHAPTER - 1**  
**INTRODUCTION**

# INTRODUCTION

## 1.1 INTRODUCTION

India has been witnessing a digitalization trend recently. People are encouraged to carry out their financial transactions through the digital methods. The banking industry has seen many technological changes in the recent years which has shaped it from manual intensive industry into one that is technology dependent. A major factor that helped India in achieving the digitalization of financial transaction is online banking facility provided by banks and financial institutions. Online banking is simply the use of electronic and telecommunications network for delivering various banking products and services. Through E-Banking a customer can access his account and conduct many transactions using his computer or mobile phone. For the customers, it is the realization of their 'Anywhere, Anytime, Anyway' banking dream. Internet banking provides personal and corporate banking services offering features such as viewing account balances, obtaining statements, checking recent transactions, transferring money between accounts and making payments. Digital banking plays a vital role in today's world where people are looking beyond the traditional way of going to bank for doing their bank transactions. Internet banking enables customers to carry out most of their banking transactions using a safe website, which is opened by their respective banks. The primary reason why it is so famous and mostly used is that, customers are allowed to bank at non-banking hours. Electronic banking is the latest in the series of technological wonders of the recent past. It is a powerful value-added tool to attract new customers and retain existing ones. With the proliferation of internet and computer usage, the electronic delivery of e-banking service has become ideal for banks to meet customer's expectations. ATM's, telebanking, internet banking, mobile banking, credit cards and debit cards, have emerged as effective delivery channels for traditional banking products. Delivery of bank's service to a customer at his office or home by using electronic technology can be termed as e-banking. In other words, e-banking refers to doing banking transactions electronically through various e-channels like ATM, credit/debit cards, internet banking, mobile banking, telebanking, Electronic Fund Transfer (EFT) etc. Ebanking has facilitated bank

customers by providing anytime and anywhere banking services. The quality, range and price of these e-services decide a bank's competitive position in the industry. Businesses rely on efficient and rapid access to banking information for cash flow reviews, auditing and daily financial transaction processing. E-banking offers ease of access, secure transactions and 24-hour banking options. From small start-up companies to more 2 established entities, small businesses rely on e-banking to eliminate runs to the bank and to make financial decisions with updated information

## 1.2 SIGNIFICANCE OF THE STUDY

Banking through internet has emerged as a strategic resource for achieving higher efficiency, control of operations and reduction of cost by replacing paper based and labour-intensive methods with automated processes thus leading to higher productivity and profitability. Banking sector is investing huge amount in digital initiatives in order to maintain a competitive edge and to deliver the maximum service to customers. By adopting digitalization, banking sector provides sophisticated services to their customers at any time and by anywhere. Internet banking enables people to carry out most of their banking transactions using a safe website, which is operated by their respective banks. The prospect of digital banking depends on customers. Therefore, understanding customer requirement and meeting their demand and expectation is becoming a challenge. Although the e-banking services are offered by all banking sectors it is necessary to study how much the customers are aware of the online banking services.

## 1.3 STATEMENT OF THE PROBLEM

Internet banking is used widely by masses and has numerous benefits to offer. All the banks provide online banking facility to their customers as an added advantage. As days gone, when one has to transact with bank which was only in his bank limits. Online banking has opened the doors for all customers to operate beyond boundaries. Now a days, people are so busy in their work lives, that they don't have time to go to the bank for conducting banking transactions. Online banking provides various features to the customers and enables them to view their account balance, transfer money from one account to other, view their account summary etc. The necessary things that a person needs for using online banking services are an active bank

account, debit or credit card number, customer user id, bank account number etc. The primary reason why it is so famous and mostly used is that, customers are allowed to bank at non-working hours. Although the e-banking services are offered by all the banks, it is necessary to study how much the customers are aware of the online banking services. This study attempts to evaluate customers awareness towards online services offered by banks.

#### 1.4 OBJECTIVES OF THE STUDY

- To find out the customer perception towards online banking services.
- To identify the factors influencing the adoption and usage of e-banking services in Ernakulam City.
- To analyse various issues and challenges in using online banking services.
- To come out with suggestions about the importance of online banking services.

#### 1.5 SCOPE OF THE STUDY

The banking industry has seen many technological changes in recent years which has shaped it from manually intensive industry into one that is technologically dependent. Alteration to traditional branch banking have attracted increasing attention as internet usage started to spread among people. The prospect of digital banking depends on customers. Therefore, understanding customer requirement and meeting their demand and expectation is becoming a challenge. This study is designed to examine internet users' perspective on online banking. This study also aims to find out the awareness level and the effectiveness of internet banking services provided by banks to customers. This study also examining the factors influencing the adoption and usage of e-banking services and analyse various issues and challenges in using online banking services.

## 1.6 RESEARCH METHODOLOGY OF THE STUDY

### 1.6.1 TOOLS FOR DATA COLLECTION

- PRIMARY DATA

The primary data is collected through questionnaire method. Questionnaire were distributed to the people in Ernakulam City who are using digitalized banking services.

- SECONDARY DATA

The secondary data is collected through books, journals, internet etc.

### 1.6.2 SAMPLING DESIGN

- SAMPLE SIZE

The sample size taken for the study is 60 and it represents the number of respondents.

- SAMPLING TECHNIQUE

Simple random technique is used for the study.

- STATISTICAL TOOL

Statistical tools like percentage method, bar diagram and pie chart are used for analysing and interpreting the data.

## 1.7 LIMITATIONS OF THE STUDY

- The study is carried out only with the sample of 60 respondents, hence the results cannot be considered for generalisation.
- Bias of the respondents may affect the study.

## 1.8 CHAPTERISATION

- Chapter – 1 Introduction includes significance, statement of the problem, objectives, scope, research methodology and limitations of the study etc.
- Chapter – 2 Review of Literature includes the study of the prevalent materials which are related to topic of research.
- Chapter – 3 Theoretical Framework includes history, features, modes, advantages and disadvantages of internet banking, factors influencing the usage, security and attacks.
- Chapter – 4 Data Analysis & Interpretation includes tables, figures and interpretations of each question answered by the respondents.
- Chapter – 5 Findings, Suggestions & Conclusion includes the reports made on valuing each graph

**CHAPTER - 2**  
**REVIEW OF LITERATURE**

## **REVIEW OF LITERATURE**

The study of the most widely used materials that are related to the subject of the research is called a review of the literature. This helps the researcher gain a clear understanding of the particular field. The researcher's successful completion of the research is crucial. In addition, it is intended to facilitate information exchange in the hopes of preventing respondents from determining what is already known from similar research. For marketing research, having knowledge of other research literature is crucial. In order to either support or refute his findings, a specific number of published works have been examined and listed.

### **Rajesh Kumar Srivastava - 2017**

In his study, "Customer's perception on usage of internet banking," he discusses the fact that internet banking is still in its infancy. While many studies focused on internet banking usage, many factors that prevented users from using it were overlooked. The purpose of this study was to confirm the conceptual model of internet banking. In order to make internet banking accessible to a wider audience, the causative factors were identified and investigated by addressing them. The banking operations will be able to save money as a result of this. Customers' perceptions of internet banking and the factors that motivate customers are the primary focus of the study. The focus of this study was on how consumers have accepted internet banking and how to increase usage. Utilizing a questionnaire, qualitative exploratory research was carried out. After initial screening, 500 respondents were selected for the study. They were all customers of the bank. According to the study, income, gender, and education all play a significant role in internet banking usage. Because they were more concerned with people's acceptance of technology than anything else, very little research has been done in these areas.



The conceptual framework, which states that consumers will be more likely to use internet banking if skills can be improved, was supported by the research. Price, trust, gender, education, culture, religion, security, and other barriers may have little effect on consumers' attitudes toward online banking.

**Hernan Raiquelme & Khalid A. Mekkaoui – 2019**

In their exploration named on "Web Banking Consumer loyalty and Online Help Credits" The reason for the review was to (a) recognize which client support and online traits foresee by and large fulfilment, (b) to decide whether fulfilled clients utilize more internet banking highlights than. (c) to identify characteristics of less satisfied customers and (l) to lose satisfied customers. One of Kuwait's major Middle Eastern banks served as the sample. The data were analysed using discriminate and multiple regression techniques. The findings suggest that enhancing courtesy, content, timeliness, and the products and services offered can increase customer satisfaction. The latter is the most significant factor in determining customer satisfaction with internet banking. According to the findings, the majority of customers in the sample are satisfied or very satisfied with the attributes of the service and online systems. The findings of the investigation do not corroborate previous findings that satisfied customers use more products and services or use internet banking for longer periods of time. It would appear that consumers are more satisfied online when they deal with businesses that have a diverse selection of products for sale and relevant content on their websites.

**Rita E. Ochuko, Andrea J. Cullen, Daniel Neagu - 2019**

"Overview of Factors for Internet Banking espousal" is the title of their research paper. The review presents the central point for Web banking embracing and looks at the degrees of reception dynamically nations, to make out more effectively what elements to think about most while provided that financial administrations over the Web. Web security, Internet usage, economy status, high branch concentration, competition, government prioritization regulations, and literacy level were recognized as the primary factors that influenced adoption of Internet banking, according to previous studies. The adoption rate is defined by this study using fuzzy

inference systems (FIS). No matter how high government priority, literacy level, Internet users, or animosity among Internet service providers are, the adoption rate will remain at its lowest level as long as there are low security levels, as demonstrated by our experimental results. We conclude that, overall, Internet banking adoption is driven primarily by bank-specific factors.

### **Mary Waithira Maitha - 2018**

According to Macerich's study titled "The Effects of E-Banking in Commercial Banks in Kenya in Promoting International Business," the fundamental function that banks play in both national and international economies is to connect those who have capital (such as investors or depositors) with those who seek capital (such as individuals seeking a loan or businesses seeking to expand), which is the broad definition of banking. Banks are "so active players in the financial markets" and are an essential part of the financial system. A much wider range of electronic banking products and services for retail and corporate banking customers has been made possible by ongoing technological innovation and competition between established banking organizations and new market entrants. Consequently, E-Banking services like telephone banking, online banking, SMS banking, mobile banking, and interactive television were introduced. Banking. According to the findings of the research project, the banks that provided E-Banking Services only provided a limited number of services. Cost savings, expanding the reach of the program to new demographics, increased productivity, and improved customer service and contentment were also identified as the primary advantages. Based on these facts, the primary goals of the study were to determine the effects of e-banking services on Kenyan commercial banks' promotion of international business and ways to mitigate their negative effects.

### **Bindiya Tater, Manish Tanwar, and Krishna Murari - 2011**

This study, titled "CUSTOMER ADOPTION OF BANKING TECHNOLOGY IN PRIVATE BANKS OF INDIA," investigates how Indian customers perceive the use of technology in terms of convenience, privacy, and security. customers are able to adopt Banking Technology because of its ease of use, accessibility in real time, and accurate record of various transactions. Other factors that prevent adoption, such as a slow transfer speed, technical failure, fraud, and customer

ignorance, are also tested. The findings indicate that demographic factors like gender, age, education, and income have a positive impact on banking technology adoption. Information technology is being used strategically by all banks to remain competitive with other players. There is no huge distinction between reception paces of banking advancements by the clients of various confidential banks. The paper also demonstrates that banking technology contributes to improved bank performance, customer satisfaction, and loyalty.

#### **Muhammed s. Alnsour & Khalil Al-Hvari - 2011**

"Internet banking and Jordanian corporate customers:" is the title of their study. Trust and security concerns Although there is a significant amount of research in this paper on the reception behaviours of technology, it is largely dispersed and inconsistent in the context of developing economies like Jordan. The paper aims to provide insight into two crucial factors in the acceptance behaviours of Jordanian customers, namely trust and security. The proposed modes are tons exalt cast using structural equation modelling based on input from 353 corporate customers. Five of the keypaths-sized associations looked at were statistically significant and headed in the right direction. The findings provide some fish insights into the interrelationships of the constructs used, in addition to confirming most of the findings of previous research on the subject. Bankers, corporate online Isere, and business educators could use the empirically tested model as a diagnostic and monitoring tool to explain the acceptance behaviour of Jordanian business users of online banking, according to the study's findings. In order to explain corporate customers' acceptance behaviour, this study concludes that trust and safety should be combined with alleged usefulness and ease of use.

#### **Neetu Jain & DR. Pooja Malhotra - 2012**

In their study, "Demographic Factors Affecting the Adoption of Internet Banking in India," the authors set out to determine the demographic factors that influence Indians' adoption of Internet banking and electronic banking in general. A self-administered, structured survey of bank customers served as the foundation for this study's data, which were collected through convenience sampling. Age, education, income, and occupation are the most significant demographic factors that influence Internet banking usage, according to the findings of this study. 40 percent of Indian consumers who responded to this survey were already using,

according to a mailed questionnaire with a response rate of 38.9 percent. Services for banking online the study's findings contribute to our comprehension of Internet banking users as well as nonusers and provide interesting additions to our understanding of electronic banking.

### **Amruth Raj Nippatlapalli - 2013**

"A Study on Customer Satisfaction of Commercial Banks:" is the title of his research paper. Case Study on the Indian State Bank The term "customer satisfaction," which is frequently used in marketing, refers to how well a company's products and services meet or exceed customer expectations. "The number of customers, or percentage of total customers, whose reported experience with a firm, its products, or its services (ratings) exceeds specified satisfaction goals" is the definition of customer satisfaction. The final decades of the 18th century saw the introduction of banking in India. The General Bank of India, which was established in 1886, and the Bank of Hindustan, which was established in 1790, were the initial financial institutions. Both of these institutions are currently out of business. The State Bank of India, which was founded in the Bales region in June 1806, is India's oldest bank. It almost immediately became the Bank of Bengal. This was one of the three presidency banks, along with the Bank of Bombay and the Bank of Madras, which all received charters from the British East India Company. Like their successors, the Presidency banks operated as quasi-central banks for a considerable amount of time. The Imperial Bank of India was created when the three banks merged in 1921.

### **Ankit Kesharwani & Gajulapally Radhakrishna - 2013**

Drivers and Inhibitors of internet banking adoption in India' in their research paper. This paper examines a variety of banks with the assumption that e-banking services will revolutionize their profits. Because internet banking is still in its infancy in India, it is critical for end-customer banking institutions to increase internet use as a banking channel. 362 internet banking

customers were subjected to an investigative factor analysis, which was followed by a positive factor analysis. Perceived benefit, risk of hacking and fraud, performance risk, computer self-efficacy, technology complexity, social influence, and pricing concerns were the seven findings. Because the drivers outperformed the inhibitors over time at a rate that was influencing, the findings suggest that the acceptance and use of internet banking services may become a fundamental issue for research in the foreseeable future. In addition, the findings of this study are compared to the existing literature on diffusion of innovation and several additional factors that may influence India's adoption of internet banking were identified.

#### **Ms. Fozia - 2014**

The goal of this paper is to find out how customers feel about e-banking services. There were 196 customers who participated in the study. The analysis of variance method is used to investigate the significant relationship between the age of the customer and their perception of e-banking services and the occupation of the customer. The study's findings make it abundantly clear that e-banking services are perceived differently by customers of varying ages and occupations. The findings also suggest that age and occupation, in particular, have a significant impact on internet banking behaviour. Last but not least, the findings of this study suggest that bankers will be able to better understand their customers' needs if they have a better understanding of how customers perceive the banking services provided by public and private banks.

#### **Mrs. Ani Smriti, Mr. Rajesh Kumar - 2021**

E-banking, also known as virtual banking, online banking, or internet banking, is a system that enables online financial transactions like cash deposits and withdrawals, loan and EMI payments, and money transfers.

E-banking is necessary for modern banking to function. It is generally accepted that electronic banking is safer and more secure than traditional banking methods. It guarantees high-quality banking operations in comparison to traditional banking. E-banking is still in its infancy as a growth and development field in India. Competition and advancements in technology have led to shifts in the banking sector.

The study's objective is to emphasize the concept of electronic banking. The secondary data listed in various online databases of books, research papers, and e-banking-related articles were used in this study's research method.

The purpose of this study is to examine the advantages and disadvantages of e-banking in India and to describe its current state. The banking industry is seeing an increase in customer satisfaction and loyalty as a result of e-banking. Banks should make their customers' lives easier by making it easier for them to access online services and by offering services through multiple distribution channels.

### **Swati Watts – 2017**

Electronic banking is being seriously considered for the development of banking in India as a means of expanding financial services to a larger population at a lower cost. Furthermore, it upholds work across a scope of enterprises and advances development and seriousness. In comparison to other nations, e-banking is still in its infancy in India, and the government is working to change consumers' attitudes toward it. A number of initiatives are being implemented by the Indian government and the Reserve Bank of India to encourage the expansion of e-banking in the country. The purpose of this study is to compare India to other countries in the field of electronic banking. In order to alleviate the burden of non-performing assets, relax monetary policy, and reap other benefits, we are attempting, through this paper, to conduct in-depth **research into the banking sector.**

### **A. SUNITHA – 2017**

As a result of the widespread use of computer technologies in nearly all spheres of life, businesses connected to the Internet have begun expanding their services to their customers to include new applications and services that please their customers. One of these new applications is e-banking. Online banking, also known as e-banking, refers to banking transactions that can be carried out at any time, from any location, and through the use of an electronic device. To access their accounts, users need an electronic device and access to the network.

In the electronic banking (e-banking) industry, this paper investigates the potential for e-banking, or the use of mobile devices and wireless media, to enhance existing banking services. Because

mobile and other technologies can be utilized at any time and from any location, e-banking may provide opportunities for widespread access to banking services.

**D.Sc. Samuel Anbu Selvan, Vivek Nagarajan – 2019**

The Indian banking system was once based on a physical model. The banking industry operates today under the click and portal model, a fully digitalized, technology-based system, as a result of technological advancements over the past decade. Various mobile apps, such as Ind Pay for Indian Bank, state bank buddy for SBI, and the like, are available for transactions through mobile phones. Additionally, one can make entries in their pass book with the assistance of an entry machine. One can deposit through a deposit machine.

**CHAPTER - 3**  
**THEORETICAL FRAMEWORK**



## **E-banking**

The most recent addition to the list of recent technological marvels is electronic banking. It's a powerful way to add value to your business and keep current customers coming back. The electronic delivery of e-banking service has become ideal for banks to meet customer expectations due to the proliferation of the internet and computer use. Credit and debit cards, telebanking, mobile banking, internet banking, and ATMs have emerged as efficient delivery methods for traditional banking products. E-banking is the process by which a bank provides customer service from a customer's office or home using electronic technology.

At the end of the day, e-banking alludes to doing banking exchanges electronically through different e-stations like ATM, credit/check cards, web banking, versatile banking, telebanking, Electronic Asset Move (EFT) and so on. Customers of banks now have access to banking services at any time and from any location thanks to e-banking. A bank's competitive position in the industry is determined by the quality, variety, and cost of these e-services.

### **Scope of E-banking in India**

E-banking is a service that allows a bank customer to manage his accounts from an electronic device from a location that has been predetermined, such as at home or at work.

The primary characteristics of e-banking systems:

- The high level of security

- Numerous communication options
- Comfort
- Ease of use
- Openness of the system
- Networking,
- Definition of users and their rights
- Automatic data transmission
- And the opportunity to establish a composite signature specimen

An E-banking framework commonly contains two parts: a program or application on the computer of the client and one on the computer of the bank to guarantee a secure connection. The bank programmer serves as a communication server.

It takes calls from customers, verifies their identities, gathers information from them, creates digital receipts, and distributes the information to customers after verifying their digital signatures.

Practical applications are made safer by data validation, client authentication, and data encryption.

Customers are identified by using passwords or codes. The customer chooses some of these, while the bank gives and assigns others. A password that is composed of a variety of characters, such as special symbols, lowercase and uppercase letters, and digits, is recommended.

### **Features of E-banking**

The following are the features of E-banking:

- It involves the use of internet for delivery of banking products and services.
- It helps customers to manage their finances quickly and efficiently by replacing the time-consuming paper-based aspects of traditional banking.

- It helps customers to carry out their banking tasks during the day or night, from home or office. It promotes any time- anywhere banking.
- It facilitates the expansion of customer base through increased geographical reach and helps to serve millions of customers at the same time.
- It has built in security features such as encryption, prescription of maximum monetary limits and authorizations.
- It offers quick and speedy information on various banking products and services.
- It eliminates costly paper processing.
- It helps customers to obtain banking services as per their conveniences.
- It has the ability to generate income, attract new customers, enhance image, and reduce customer attrition rate and combat competition.

## **Benefits of E-banking**

### **Benefits for patrons**

#### **1. Less waiting time**

The value structure is significantly cheaper than traditional distribution routes, and it provides less waiting and more convenience than the old normal standard industry.

Additionally, it lessens the time and location restrictions and offers customers a variety of benefits, making banking activities more comfortable for them.

#### **2. Ease and Convenience**

In terms of ease of use and convenience, internet banking is seen as being cheaper. It enables customers to do transactions online from the convenience of their home or place of business without leaving. Additionally, it enables customers to monitor their transactions or account

activity from their home, place of business, or other locations, making them feel happy and handy.

### **3. 24\*7 Availability**

With the use of web banking, individuals will be able to access their banking services and facilities around-the-clock, or 24 hours a day, 365 days a year, from any location and at any time. They shouldn't anticipate the chronological sequence of bank branches.

### **4. Save time and money**

Customers no longer need to visit to a branch for using banking services. This has a range of advantages, including time and fuel savings, avoiding traffic, protecting the environment by minimizing the use of motorized vehicles, and lowering waiting times.

### **5. Self-service**

Internet banking gives customers a self-service option for many financial services so they don't have to rely on bank employees or find another way to use their services. One of the most popular self-service banking technologies is web banking. The perceived value of self-service technology by consumers is essential to its further usage.

## **II. Benefits for banks**

### **1. Cost-efficient method**

The customer has the option of using the self-service channel offered via online banking. This makes it easier for the banks to reduce the number of employees they have by a certain percentage, which lowers the executive compensation that the banks must pay. Web banking is more economical than traditional banking since it requires less labor and executive costs for bank transactions.

## **2. Inquire wherever there are no nearby branches.**

By utilizing more affordable electronic delivery means, internet banking has expanded its customers and geographic reach. In fact, several banks really operate in this way; they only offer financial services online in particular regions since such regions lack bank offices. While many financial institutions use online banking as a branching banking to please their current clients and draw in new ones from the perspectives of convenience and cost-effectiveness.

## **3. Eco-friendly**

The fact that web banking is environmentally friendly is another significant benefit. Web banking decreases pollution and paper use since it doesn't need people to travel physically and doesn't produce any more carbon emissions. Implementing e-banking capabilities within banks demonstrates the importance of the bank to the environment and, therefore, may help the banks create an eco-friendly reputation.

## **Difference between Traditional banking and E -banking**

The delivery of banking services to customers by banks through face-to-face interaction between bank employees and customers is known as conventional banking. It is frequently used to portray

processes in which clients can perform banking exchanges by visiting an actual financial foundation.

It is also known as traditional banking or 'bricks' and 'mortar' banking.

The major difference between conventional banking and e-banking are as follows:

- Conventional banks offer real world people-to-people interaction, e-banking does not offer such interaction
- Conventional banks follow fixed time schedule and are opened for limited hours in a day, closed on holidays. E-banking offers 24/7 availability of banking services.
- Travelling time and queuing time at bank branches makes conventional banking time consuming and costly. -banking is speedy and less costly because banking transactions are conducted through electronic channels without visiting a physical branch.
- Banking services under conventional banking are available within a limited geographical location only because of the requirement of physical presence of customers at bank branches. Banking services under e-banking are accessible everywhere.
- Safety of transactions in conventional banking is more than shanking because e-banking is prone to hacking, spyware program, computer virus and breaking online passwords.

### **Various Modes of E-banking**

Electronic banking refers to the delivery of retail and low-value banking goods and services via electronic channels. There are many different ways to conduct electronic banking, including ATMs, the internet, telebanking, credit and debit cards, Real Time Gross Settlement (RTGS), mobile banking, and cheque truncation.

### **ATM Cards (Automatic Teller Machine Cards)**

A computerized banking terminal known as an Automatic Teller Machine (ATM) is operated by the customer himself with the assistance of a Video Display Unit and a keyboard. In order to

provide their customers with banking services throughout the day and night, almost all Indian banks have installed ATMs either inside their offices or in other busy locations. The bank's computer server is connected to all of the ATMs.

### **Cash Deposit machine (CDM)**

CDM is a self-administration terminal like an ATM machine which permits banking clients to store cash straightforwardly into their financial balance. Customers' accounts are immediately credited with the CDM deposit amount.

When cash is deposited, CDM generates a transaction receipt confirming the updated account balance.

### **Real Time Gross Settlement (RTGS)**

The quickest method for sending money via the banking channel is RTGS. The RTGS went live on March 20, 2004. A "real time" and "Gross" method of transferring funds from one bank to another (interbank funds transfer) is known as the Real Time Gross settlement system. During the processing day, a real-time settlement system can settle on a continuous basis. It indicates that payment transactions are settled immediately after being processed. The term "gross settlement" refers to the process of settling funds one at a time, without adjusting debits against credits or bunching with other transactions.

### **National Electronic Fund Transfer (NEFT)**

NEFT is a national electronic payment system that was launched in October 2005 and uses a secure method to move money from one bank branch to another. End-to-end security is provided by NET, which relies on the Indian Financial Network (INFINET) to connect bank branches for electronic fund transfers. NET uses the Public Key Infrastructure (PI) technology. For being essential for the NET finances move organization, a bank office must be NEFT-empowered. The total amount of money that can be transferred using NEFT is unrestricted, either in terms of the minimum or maximum amount.

## **Privileges of Credit Card Holder**

A credit card holder enjoys the following privileges or facilities:

### **1. Cash withdrawal through ATMs**

Most of the banks provide the card holder the facility of cash withdrawal through ATMs subject to service charges. However, cash withdrawal through ATMs is restricted to a certain amount of withdrawal limit, say, 20,000 per month.

### **2. Special discounts**

A credit card holder enjoys the benefit of special discounts from hotels, airlines and business establishments with whom the credit card issuing bank has made arrangements.

### **3. Use by a person other than the card holder**

The card holder can nominate a person for using the credit card in his absence. Such nomination facility helps the family member / spouse of the card holder to make payments on his behalf.

### **4. Issue of drafts and pay order**



A credit card holder can get a draft or pay order without going to the bank. Once the card holder informs the details of draft or pay order with the credit card number, the bank will send the draft to the customer for a nominal service charge.

### **5. Insurance coverage**

Banks provide insurance coverage to the card holder ranging from 2 lakhs to 8 lakhs. The amount of coverage depends up on the types of cards.

Some banks extend the insurance coverage to spouse of the card holder also.

### **6. Flexible repayment options**

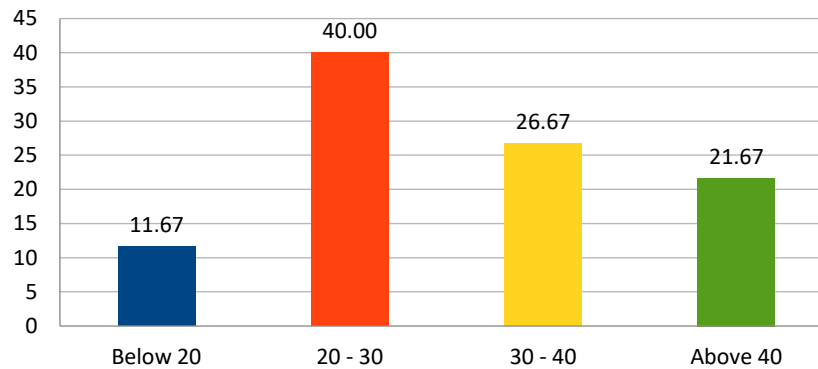
It is not necessary to reimburse the bank the entire amount due on the billing statement. After making payment of the minimum amount, the balance amount can be rolled over to next billing cycle. Interest at a certain rate will be charged on the outstanding amount.

**CHAPTER - 4**  
**DATA ANALYSIS AND INTERPRETATION**

**TABLE 4.1**

**AGE OF RESPONDENTS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Below 20	7	11.67
20 - 30	24	40.00
30 - 40	16	26.67
Above 40	13	21.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



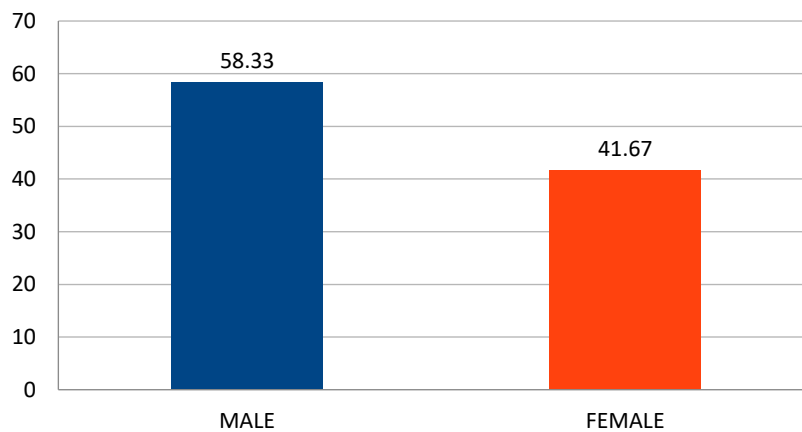
**INTERPRETATION:**

The majority of respondents (40%) fall in the age group 20-30. 26.67% of the respondents belong to the age group 30-40. 21.67% of the respondents belong to the age group Above 40. 11.67% of the respondents belong to the age group below 20.

**TABLE 4.2**

**GENDER OF RESPONDENTS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
MALE	35	58.33
FEMALE	25	41.67
TOTAL	60	100.00



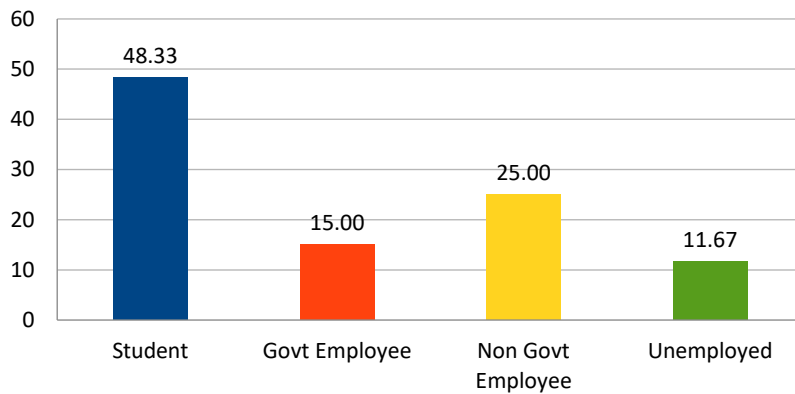
**INTERPRETATION:**

The majority of respondents (58.83%) fall in the gender male. 41.67% of the respondents belong to the gender female.

**TABLE 4.3**

**OCCUPATION OF RESPONDENTS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Student	29	48.33
Govt Employee	9	15.00
Non Govt Employee	15	25.00
Unemployed	7	11.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



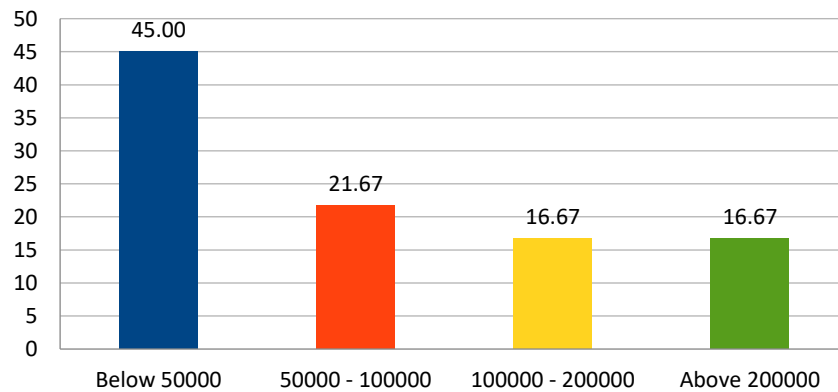
**INTERPRETATION:**

The majority of respondents (48.33%) fall in the occupation student. 25% of the respondents belong to the occupation Non govt employee. 15% of the respondents belong to the occupation Govt employee. 11.67% of the respondents belong to the occupation unemployed

**TABLE 4.4**

**ANNUAL INCOME OF RESPONDENTS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Below 50000	27	45.00
50000 - 100000	13	21.67
100000 - 200000	10	16.67
Above 200000	10	16.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



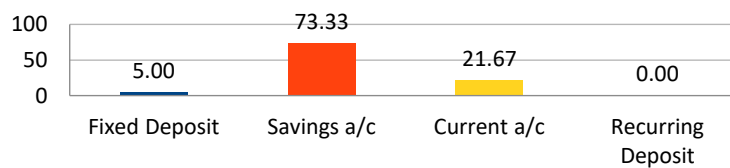
**INTERPRETAION:**

The majority of respondents (45%) have ANNUAL INCOME below 50000. 21.67% of the respondents belongs to 50000-100000. 16.67% of the respondents belong to 100000-200000.16.67% of the respondents belong to the Above 200000.

**TABLE 4.5**

**TYPE OF ACCOUNT**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Fixed Deposit	3	5.00
Savings a/c	44	73.33
Current a/c	13	21.67
Recurring Deposit	0	0.00
TOTAL	60	100.00



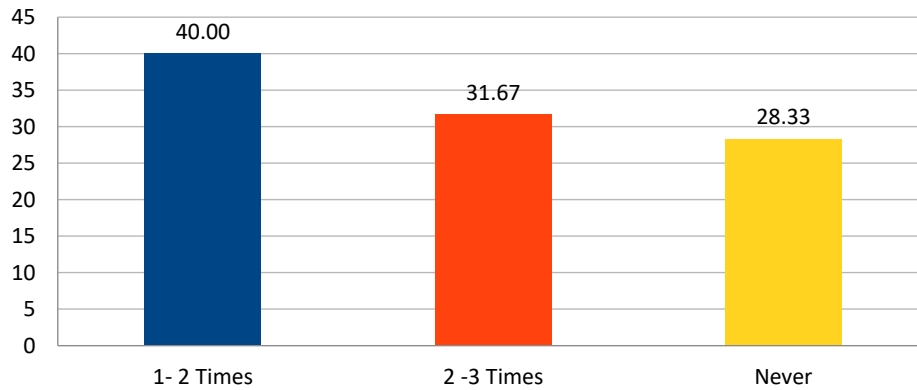
**INTERPRETATION:**

The majority of respondents (73.33%) have Savings account. 21.67% of the respondents belongs to current account. 5% of the respondents belongs to fixed deposit .NO Recurring deposit respondents.

**TABLE 4.6**

**FREQUENCY OF VISIT TO BANK BRANCH PER MONTH**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
1- 2 Times	24	40.00
2 -3 Times	19	31.67
Never	17	28.33
TOTAL	60	100.00



**INTERPRETATION:**

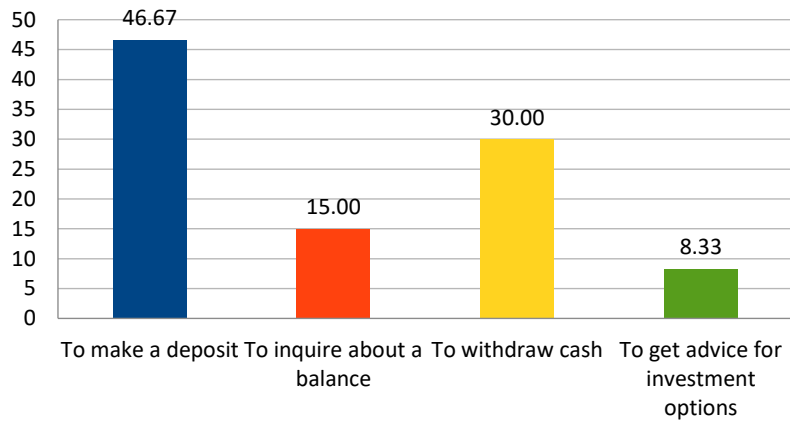
The majority of respondents(40%) frequency respondents visit to bank branch 1-2times .31.67% of the respondents visits bank branch 23times. 28.33% of the respondents never visits the bank branch per month.



**TABLE 4.7**

**Main Reason to Visit Your Bank Branch**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
To make a deposit	28	46.67
To inquire about a balance	9	15.00
To withdraw cash	18	30.00
To get advice for investment options	5	8.33
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



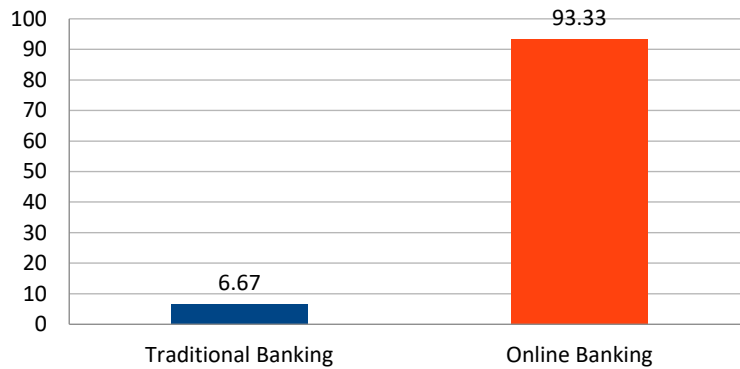
**INTERPRETATION:**

The majority of respondents (46.67%) visit bank branch to make a deposit. 30% of the respondents' visits bank to inquire about a balance. 15% of the respondents' visits bank to withdraw cash. 8.33% of the respondents visits bank to get advice for investment options.

**TABLE 4.8**

**TYPE OF BANKING SERVICE PREFER THE MOST**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Traditional Banking	4	6.67
Online Banking	56	93.33
TOTAL	60	100.00



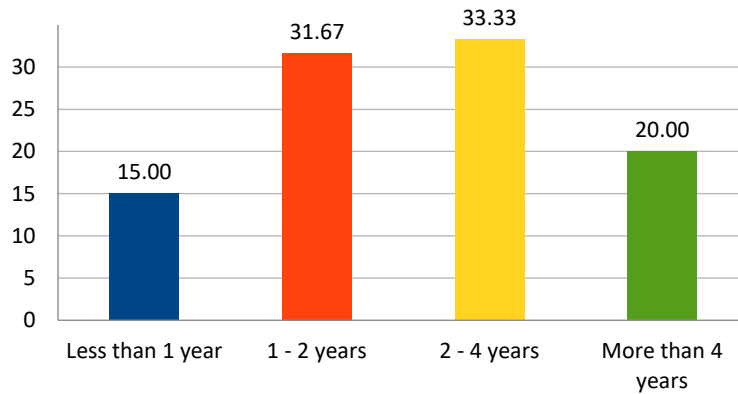
**INTERPRETATION:**

The majority of respondents (93.33%) prefer online banking. 6.67% of the respondents prefer traditional banking.

**TABLE 4.9**

**FREQUENCY OF USAGE OF ONLINE BANKING SERVICES**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Less than 1 year	9	15.00
1 - 2 years	19	31.67
2 - 4 years	20	33.33
More than 4 years	12	20.00
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



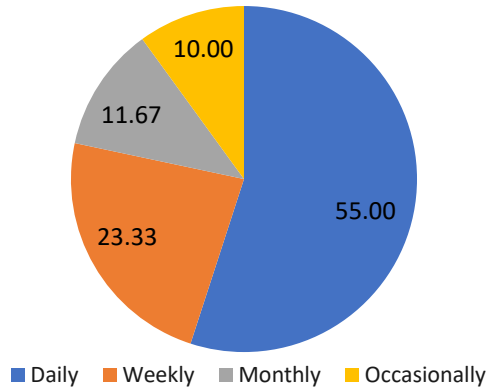
**INTERPRETATION:**

The majority of respondents (33.33%) usage of online banking 24 years .31.67% of the respondents' usage of online banking 1-2 years. 20% of the respondents usage of online banking more than 4 years .15% of the respondents usage of online banking less than 1 year.

**TABLE 4.10**

**HOW OFTEN ONLINE BANKING SERVICES ARE USED**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Daily	33	55.00
Weekly	14	23.33
Monthly	7	11.67
Occasionally	6	10.00
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



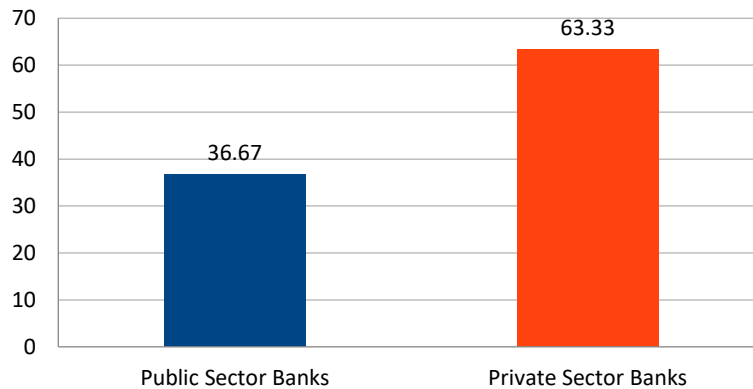
**INTERPRETATION:**

The majority of respondents (55%) use online banking Daily . 23.33% of the respondents use online banking Weekly. 11.67% of the respondents use online banking Monthly.. 10.00% of the respondents use online banking occasionally.

**TABLE 4.11**

**TYPE OF BANK PREFERRED FOR ONLINE BANKING SERVICES**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Public Sector Banks	22	36.67
Private Sector Banks	38	63.33
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



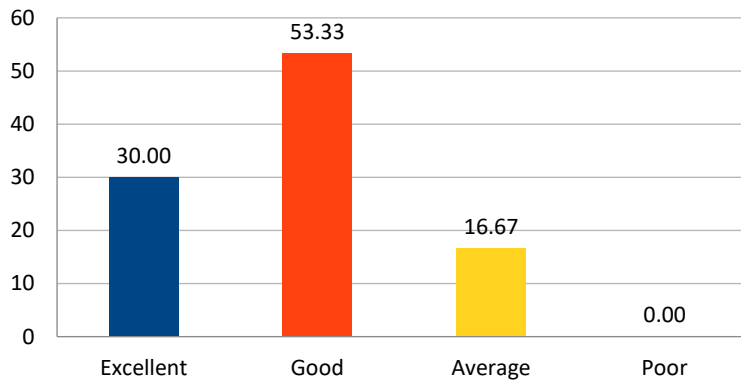
**INTERPRETATION:**

The majority of respondents (55%) are using online banking services daily. 23% of the respondents are using weekly. 11.67% of the respondents are using monthly .10% of the respondents using occasionally.

**TABLE 4.12**

**SERVICE PROVIDED BY PUBLIC SECTOR  
BANKS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Excellent	18	30.00
Good	32	53.33
Average	10	16.67
Poor	0	0.00
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



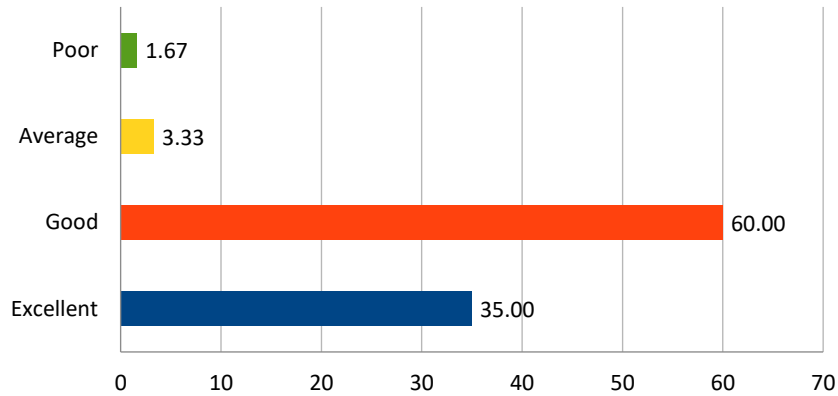
**INTERPRETATION:**

The majority of respondents (53.33%) service provided by public sector banks are good.30% of the respondents service provided by public sector banks are excellent . 16.67% of the respondents service provided by public sector banks are average. No respondents show poor service provided by public sector bank.

**TABLE 4.13**

**SERVICE PROVIDED BY PRIVATE SECTOR  
BANKS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Excellent	21	35.00
Good	36	60.00
Average	2	3.33
Poor	1	1.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



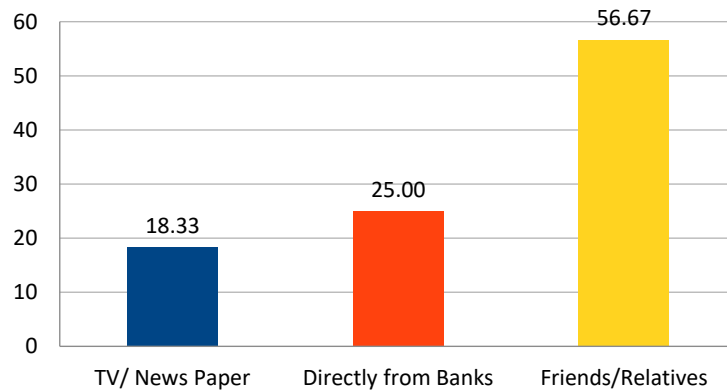
**INTERPRETATION:**

The majority of respondents (60%) service provided by private sector are good.35% of the respondents service provided by private sector banks are excellent . 3.33% of the respondents service provided by private sector banks are average.1.67% respondents shows poor service provided by private sector bank.

**TABLE 4.14**

**AWARENESS OF INFORMATION**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
TV/ News Paper	11	18.33
Directly from Banks	15	25.00
Friends/Relatives	34	56.67
TOTAL	60	100.00



**INTERPRETATION:**

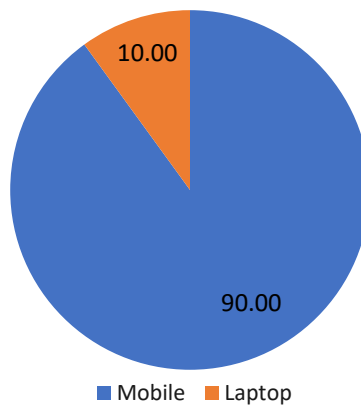
The majority of respondents (56.67%) are getting awareness from friends/relatives. 25% of the respondents are getting awareness directly from banks. 18.33% of the respondents getting awareness from TV/newspaper.



**TABLE 4.15**

**DEVICE USED FOR BANKING TRANSACTION**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Mobile	54	90.00
Laptop	6	10.00
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



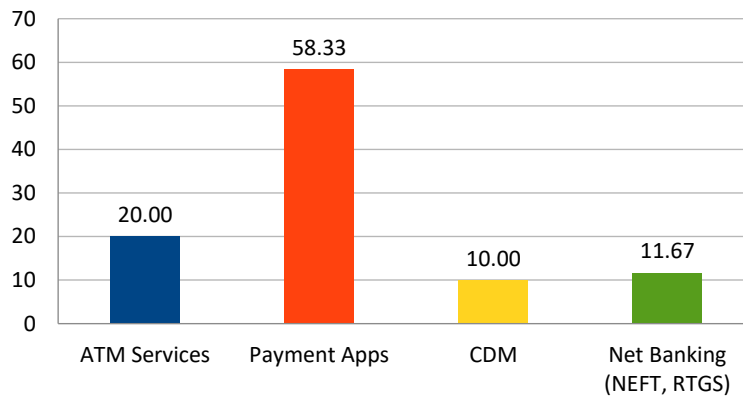
**INTERPRETATION:**

The majority of respondents (90%) are using banking transaction on mobile.10% of the respondents are using banking transaction on Laptop.

**TABLE 4.16**

**MOST USED E-BANKING SERVICES**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
ATM Services	12	20.00
Payment Apps	35	58.33
CDM	6	10.00
Net Banking (NEFT, RTGS)	7	11.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



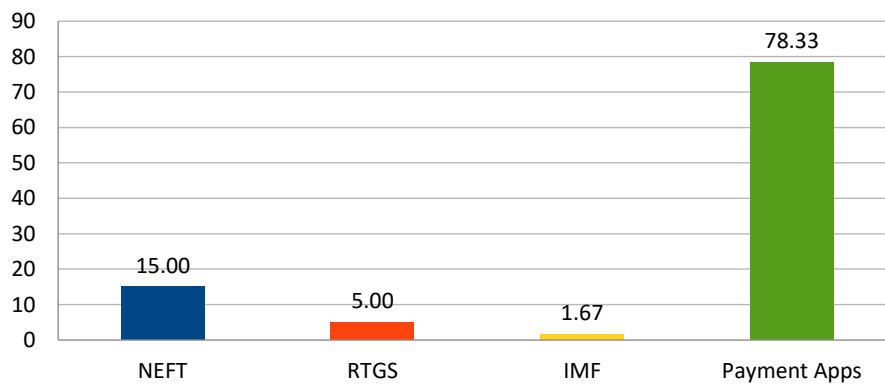
**INTERPRETATION:**

The majority of respondents (58.33%) used e- banking services is payment apps.20% of the respondents used e-banking services is ATM services. 11.67% of the respondents used e-banking services is NET banking.10% of the respondents use CDM.

**TABLE 4.17**

**MOST USED DIGITAL METHOD FOR FUND TRANSFER**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
NEFT	9	15.00
RTGS	3	5.00
IMF	1	1.67
Payment Apps	47	78.33
TOTAL	60	100.00



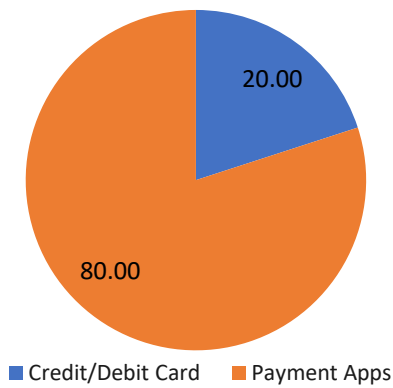
**INTERPRETATION:**

The majority of respondents (78.33%) using payment apps for fund transfer .15% of the respondents are using NEFT for fund transfer. 5% of the respondents using RTGS for fund transfer.1.67% of the respondents using IMF for fund transfer.

**TABLE 4.18**

**MOST USED DIGITAL METHOD OF PAYMENT**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Credit/Debit Card	12	20.00
Payment Apps	48	80.00
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



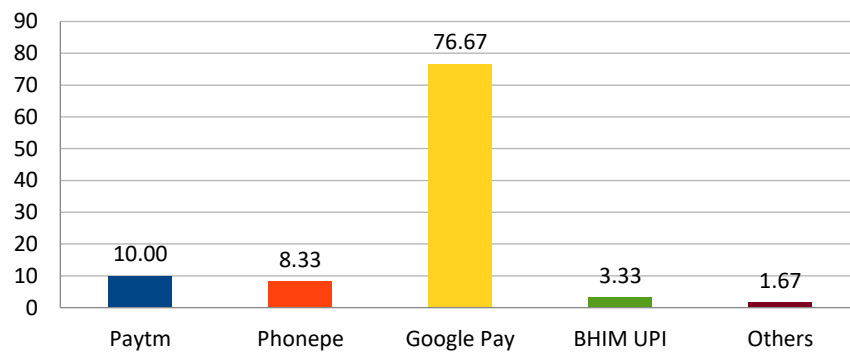
**INTERPRETATION:**

The majority of respondents (80%) used payment apps .20% of the respondents used credit/debit card.

**TABLE 4.19**

**MOST USED PAYMENT APP**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Paytm	6	10.00
Phonepe	5	8.33
Google Pay	46	76.67
BHIM UPI	2	3.33
Others	1	1.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



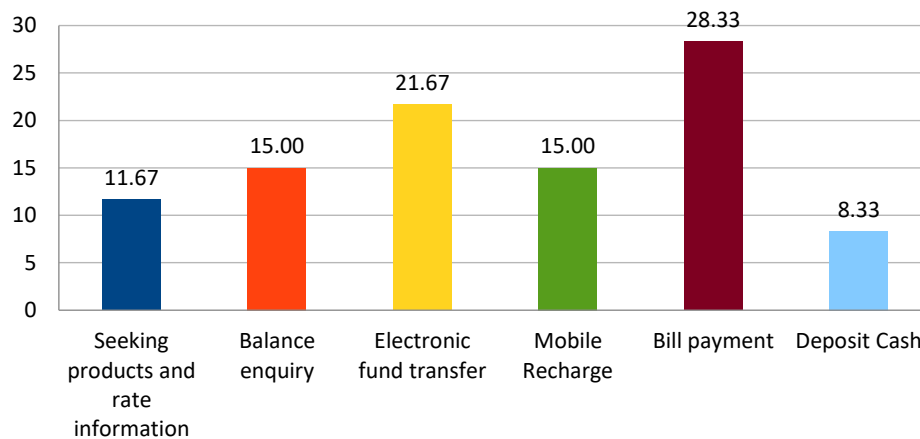
**INTERPRETATION:**

The majority of respondents (76.67%) are using Google pay .10% of the respondents are using Paytm . 8.33% of the respondents using Phonepe.3.33% of the respondents using BHIM UPI.1.67%are using others

**TABLE 4.20**

**MOST USED BANKING SERVICE INTERNET**  
**BANK OFFERS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Seeking products and rate information	7	11.67
Balance enquiry	9	15.00
Electronic fund transfer	13	21.67
Mobile Recharge	9	15.00
Bill payment	17	28.33
Deposit Cash	5	8.33
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



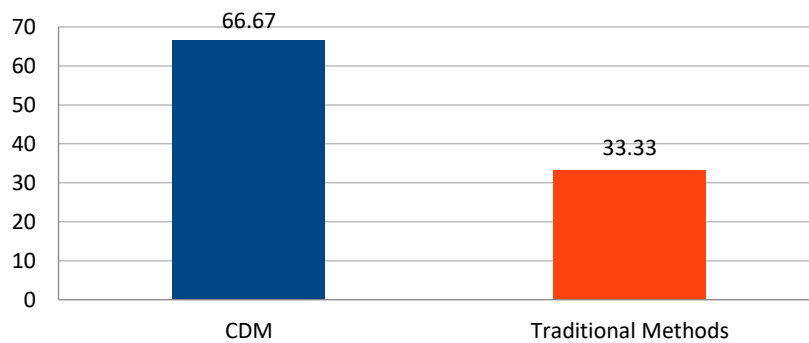
**INTERPRETATION:**

The majority of respondents (28.33%) are using for Bill payment . 21.66% of the respondents are using for Electronic fund transfer . 15% of the respondents using for Balance enquiry.15% of the respondents using Mobile Recharge .11.67% of the respondents using for Seeking products and rate information. 8.33%are using for Deposit Cash

**TABLE 4.21**

**PREFERRED METHOD OF DEPOSITING CASH**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
CDM	40	66.67
Traditional Methods	20	33.33
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



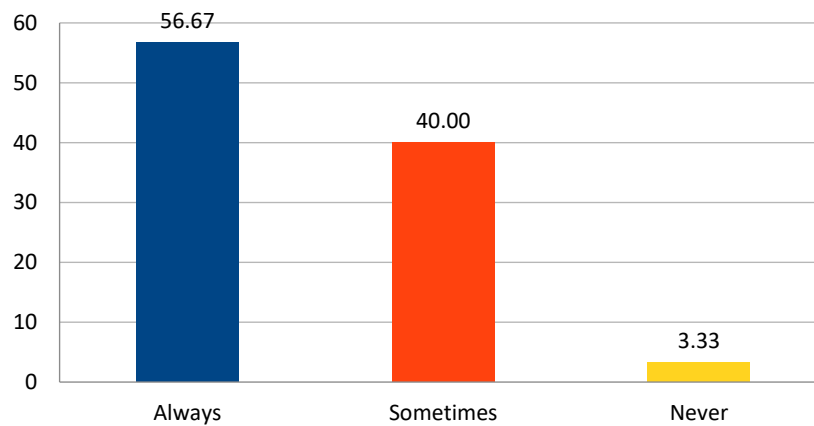
**INTERPRETATION:**

The majority of respondents (66.66%) are using CDM for depositing cash. 33.33% of the respondents are using Traditional Methods.

**TABLE 4.22**

**OFTEN USAGE FOR FUND TRANSFERS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Always	34	56.67
Sometimes	24	40.00
Never	2	3.33
TOTAL	60	100.00



**INTERPRETATION:**

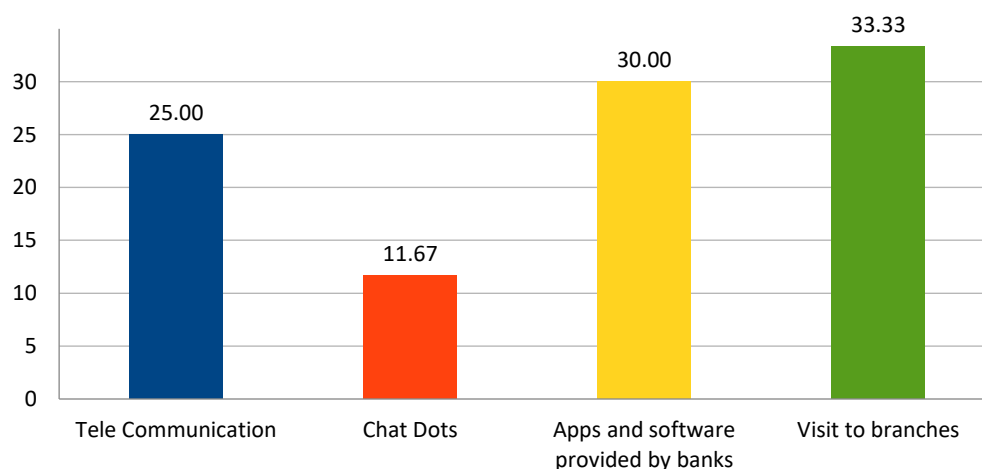
The majority of respondents (56.66%) using Always for fund transfer. 40% of the respondents are using Sometimes for fund transfer. 3.33% of the respondents using Never for fund transfer



**TABLE 4.23**

**PREFERRED MODE OF COMMUNICATION  
WITH BANK**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Tele Communication	15	25.00
Chat Dots	7	11.67
Apps and software provided by banks	18	30.00
Visit to branches	20	33.33
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



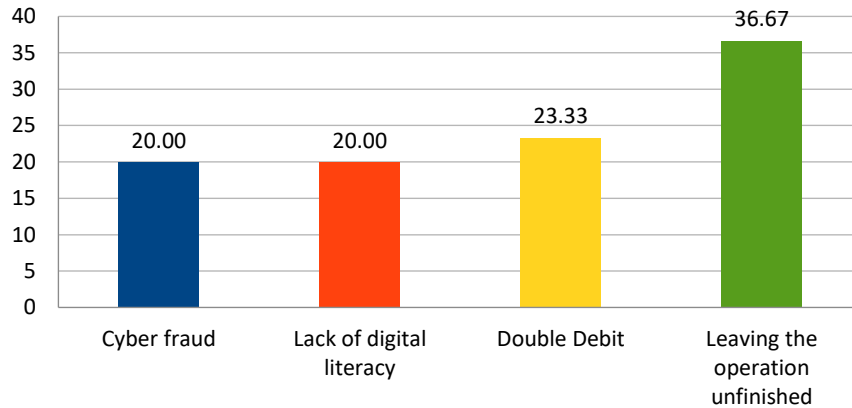
**INTERPRETATION:**

The majority of respondents (33.33%) prefer Visit to branches for COMMUNICATION WITH BANK .30% of the respondents prefer using Apps and software provided by banks . 25% of the respondents prefer Tele Communication.11.67% of the respondents prefer Chat Dots

**TABLE 4.24**

**PROBLEMS FACED WHILE USING ONLINE  
BANKING SERVICES**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Cyber fraud	12	20.00
Lack of digital literacy	12	20.00
Double Debit	14	23.33
Leaving the operation unfinished	22	36.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



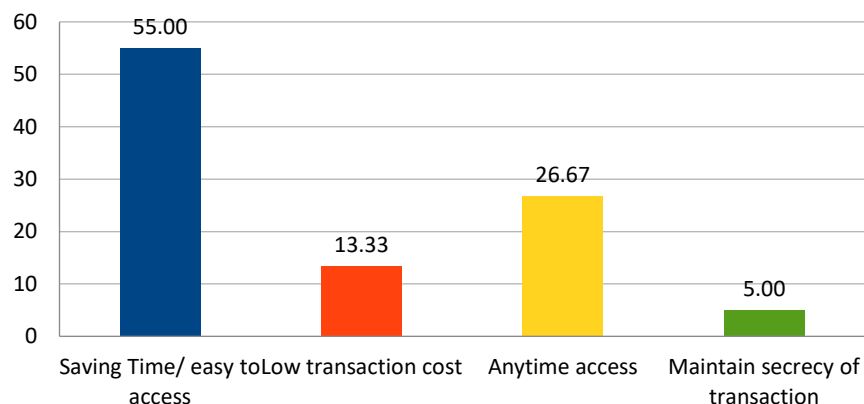
**INTERPRETATION:**

The majority of respondents (36.66%) are Leaving the operation unfinished. 23.33% of the respondents have PROBLEM with Double Debit . 20% of the respondents have Lack of digital literacy. 20% of the respondents have PROBLEM with Cyber fraud

**TABLE 4.25**

**ATTRACTION TOWARDS ONLINE BANKING**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Saving Time/ Easy to access	33	55.00
Low transaction cost	8	13.33
Anytime access	16	26.67
Maintain secrecy of transaction	3	5.00
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



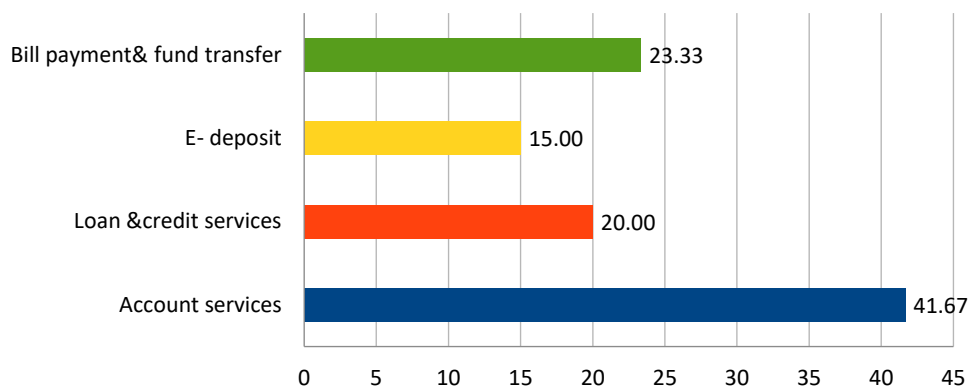
**INTERPRETATION:**

The majority of respondents(55%) attract towards online banking because of Saving Time/ easy to access. 26.67% of the respondents use for Anytime access . 13.33% of the respondents use for Low transaction cost. 5% of the respondents use for Maintaining secrecy of transaction

**TABLE 4.26**

**MODIFICATIONS NEEDED ON ONLINE OPERATIONS**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Account services	25	41.67
Loan & credit services	12	20.00
E- deposit	9	15.00
Bill payment & fund transfer	14	23.33
TOTAL	60	100.00



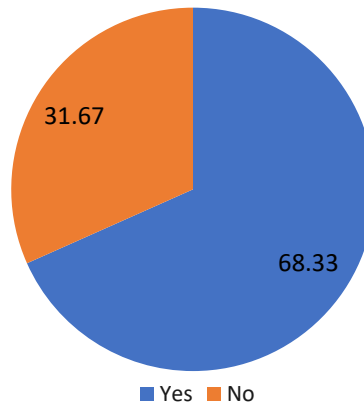
**INTERPRETATION:**

The majority of respondents (41.67%) prefers modifications needed on online operations on Account services. 23% of the respondents prefers modifications on Bill payment & fund transfer. 20% of the respondents prefers modifications on Loan & credit services. 15% of the respondents prefers modifications on E- deposit.

**TABLE 4.27**

**Have Faced Any Inconvenience While Using Online  
Banking Services**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Yes	41	68.33
No	19	31.67
<b>TOTAL</b>	<b>60</b>	<b>100.00</b>



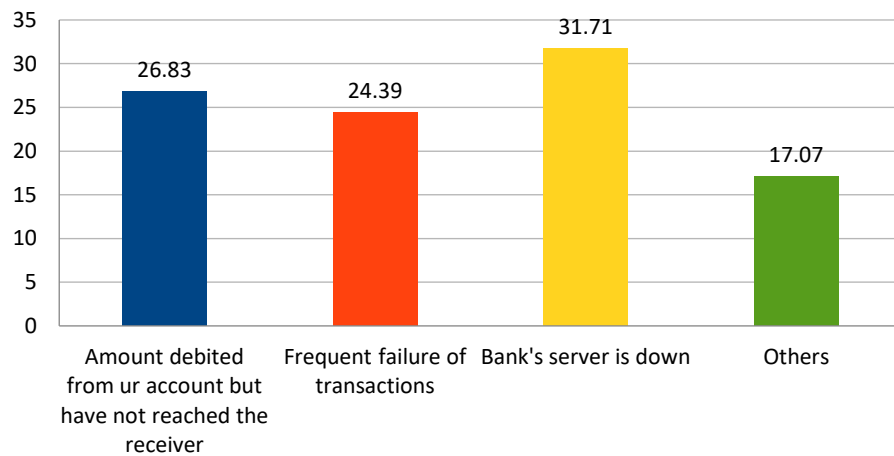
**INTERPRETATION:**

The majority of respondents (68.33%) have faced inconvenience while using online banking services. 31.67% of the respondents have not faced inconvenience while using online banking services.

**TABLE 4.28**

**What Are The Inconvenience You Have Faced**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Amount debited from your account but have not reached the receiver	11	26.83
Frequent failure of transactions	10	24.39
Bank's server is down	13	31.71
Others	7	17.07
<b>TOTAL</b>	<b>41</b>	<b>100.00</b>



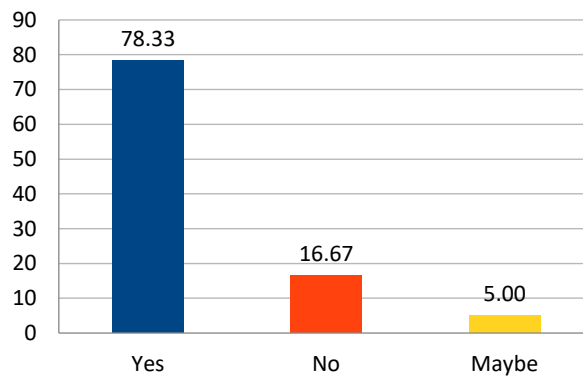
**INTERPRETATION:**

The majority of respondents (31.71%) have faced Inconvenience when the Bank's server is down. 26.83% of the respondents faced inconvenience when the amount debited from your account but have not reached the receiver . 24.39% of the respondents faced inconvenience with Frequent failure of transactions.17.07% of the respondents faced inconvenience with Others.

**TABLE 4.29**

**Will You Recommend Online Banking Services**

<b>OPINION</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Yes	47	78.33
No	10	16.67
Maybe	3	5.00
TOTAL	60	100.00



**INTERPRETAION:**

The majority of respondents (78.33%) Will Recommend Online Banking Services .16.66% of the respondents Will Not Recommend Online Banking Services. 5% of the respondents May Recommend Online Banking Services

**CHAPTER - 5**  
**FINDINGS, SUGGESTIONS AND CONCLUSION**



## FINDINGS

1. The annual income of respondents who are using online banking services for the majority earns an income below 50000, that is 45%. 21.67% of the respondents earns between 50000 – 100000, 16.67% between 100000 – 200000 and 16.67% above 200000.
2. The occupation of the respondents for the majority are students, that is 48.33% and 25% of the respondents are non govt. employees, 15% of the respondents are govt. employees and 11.67% are unemployed.
3. The category of accounts maintained by the respondents in the majority are interested to maintain savings account, that is 73.33%. By maintaining a savings account the customer benefits a high rate of interest and makes habit of savings among them.
4. It is found that only 28.33% of the respondents are not visiting bank branch per month. They are likely to do banking transactions through online.
5. It is found that 93.33% of the respondents prefer online banking for banking services and 6.67% for traditional banking. Online banking is convenient in nature. By online banking people can make transactions through online from anywhere at any time. That is why the respondents prefer online banking than traditional banking.
6. It is found that 15% of the respondents are using online banking services by less than 1 year.
7. It is found that majority of the respondents have a habit of using online banking services regularly, that is majority of the respondents are using online banking services on a daily, weekly or monthly basis. Respondents using online banking services on a daily & weekly basis constitutes 55% and 23.33% respectively. 11.67% of the respondents using online banking services on a monthly basis. The remaining 10% uses online banking services occasionally, that is on an irregular basis.
8. The type of bank prefer by the respondents for online banking services are private sector banks, which constitutes 63.33% whereas 36.67% of the respondents prefer public sector banks. So, the private sector banks are much preferable because of the functions & services provided by them.

9. The source which the respondents got awareness about the online banking services from friends/relatives, which constitutes 56.67%. The friends/relatives give more information as we mostly interact than banks, TV/Newspaper.
10. The type of device used by the respondents for banking transactions is through mobile, that is 90%. Most of the people are having a smartphone than a laptop and the comfortability in handling a mobile makes it as the most used device for banking transaction.
11. The most used E-banking service is payment apps, that is 58.33%. People are familiar and more comfortable with payment apps than usage of ATM Services, Net banking (EFT, RTGS) etc.
12. The most used digital method for fund transfer preferred by the respondents is payment apps, that is 78.33%. Fund transferring through the payment apps offers reward and further cash backs. The usage of NEFT, IMPS, RTGS etc were not so familiar to the people. That's why the respondents choose payment apps for fund transferring.
13. The mostly used digital method for payments is payment apps, that is 80%. By this we can understand that most of the people are comfortable by using payment apps over other digital method of payments.
14. The payment app mostly used by customers for their day-to-day purpose is Google pay, that is 76.67%. Google pay gives offers and rewards for their users and the respondents sometimes get cash back offers through google pay. It is very easy to operate also. This is the reason for using google pay the most.
15. The most used banking service which internet bank offers is bill payment, that is 28.33%. People are using banking service to pay bills through online as it saves a lot of time for the respondents.
16. The method prefers by the respondents among CDM and traditional method for depositing cash into bank account is CDM, that is 66.67%. As it is fast and saves time.
17. The usage of online banking services by the respondents for the transfer of funds is been for sometimes, that is 40%. People transfers fund as per their requirements or regarding their purpose.
18. The mode of communication preferred by the respondents to communicate with their bank is visiting their own bank branches, that is 33.33%. The people are likely to visit

bank branches for their communication without using telecommunication and apps & software provided by banks. People are only satisfied in face-to-face interactions.

19. The people are attracted towards online banking by the factor saving time/easy to access, that is 55%. Using online banking we can instantly transfer money between accounts when necessary. With the ability to transfer money between accounts, even while out of town you can quickly access money needed to make purchases & payments to keep your business running smoothly.
20. The problems faced while using online banking services is highly reflected on Leaving the operation unfinished. Around 36.67% of the respondents are suffering out of Leaving the operation unfinished.
21. The modifications needed on online operations in future, that is 41.67% needs modifications in account services. People now regularly use online services so they would like to have new modifications in account services.
22. Majority of the respondents that is 78.33% will recommend online banking to friends and family as it is easy to use and saves a lot of time.

## **SUGGESTIONS**

1. Provide better quality services to the customers at less cost and greater speed.
2. Educate the customer about the usage and advantages of internet banking services.
3. Provide incentives for customers who perform online transactions.
4. Improve existing facilities to spread awareness about net banking.
5. More user-friendly application for programming online banking.
6. The government of India has to take care in making availability network throughout India.
7. The process of digital banking should not be complex.

## **CONCLUSION**

Our economy is undergoing a sea change as modern technologies penetrate all manufacturing, trading, and service sectors, giving the economy a facelift that is having a significant impact on the banking industry today. It saves customers a lot of money and makes transactions through the internet or other electronic services simple for them. The accessibility of online banking has transformed the banking industry's public image. A qualitative and quantitative investigation of internet banking use in Kochi district, with a focus on Ernakulam city, was the goal of our study. We show that internet banking services are widely used by people to simplify their work lives and significantly contribute to the success of banks. We can anticipate a more secure and efficient internet banking system in the not-too-distant future, given the numerous possibilities of the technology.

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## **BIBLIOGRAPHY**

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**ANNEXURE**

## QUESTIONNAIRE

Dear Madam/Sir,

We, the student of Bharata Mata College, Thrikkakara is engaged in during a dissertation on “**E-BANKING**”. We request your kind response in this regard by filling up this questionnaire. We assure you that the data collected will be kept confidential and only for academic purpose.

1. E-mail:

2. Name:

3. Age

- Below 20
- 20 - 30
- 30 - 40
- Above 40

Gender

- Male
- Female

Occupation

- Student
- Govt Employee
- Non Govt Employee
- Unemployed

Annual income

- Below 50000
- 50000 - 100000
- 100000-200000
- Above 200000

What type of account do you maintain

- Fixed Deposit
- Savings a/c
- Current a/c

- Recurring Deposit

How frequent do you visit your bank branch per month?

- 1 - 2
- 2 - 3
- Never

What is the main reason that you typically visit your bank branch?

- To make a deposit
- To inquire about a balance
- To withdraw cash
- To get advice for investment options

Which type of banking services do you prefer the most?

- Traditional Banking
- Online Banking

How long have you been using Online Banking Services?

- Less than 1 year
- 1 - 2 years
- 2 - 4 years
- More than 4 years

How often do you use online banking services?

- Daily
- Weekly
- Monthly
- Occasionally

Which type of bank you prefer the most for online banking services?

- Public Sector Banks
- Private Sector Banks

What do you feel about the online banking services provided by public sector banks

- Excellent
- Good
- Average
- Poor

What do you feel about the online banking services provided by private sector banks

- Excellent
- Good

- Average
- Poor

From where did you get the information regarding online banking services?

- TV/ News Paper
- Directly from Banks
- Friends/Relatives

What type of device is been using for your online banking services?

- Mobile
- Laptop

Which type of e-banking services do you use the most?ATM Services

- Payment Apps
- CDM
- Net Banking (NEFT, RTGS)

Which is the most used digital method for fund transfer?

- NEFT
- RTGS
- IMF
- Payment Apps

Which is the most used digital method of payment?

- Credit/Debit Card
- Payment Apps

Which payment app do you use the most?

- Paytm
- Phoneme
- Google Pay
- BHIM UPI
- Others

What banking services do you use with your internet bank offers?

- Seeking products and rate information
- Balance enquiry
- Electronic fund transfer
- Mobile Recharge
- Bill payment
- Deposit Cash

Which method do you prefer often to deposit cash?

- CDM
- Traditional Methods

How often do you use online banking for fund transfer?

- Always
- Sometimes
- Never

What is your preferred mode of communication with your bank?

- Tele Communication
- Chat Dots
- Apps and software provided by banks
- Visit to branches

What is the major problem you face while using online banking services?

- Cyber fraud
- Lack of digital literacy
- Double Debit
- Leaving the operation unfinished

What is the major factor attracts you towards online banking?

- Saving Time/ easy to access
- Low transaction cost
- Anytime access
- Maintain secrecy of transaction

In your opinion which online operation should be modified promptly for better services in future?

- Account services
- Loan & credit services
- E- deposit
- Bill payment & fund transfer

Have you faced any inconvenience while using online banking services

- Yes
- No

What are the inconvenience you have faced?(If the previous answer is Yes)

- Amount debited from ur account but have not reached the receiver
- Frequent failure of transactions
- Bank's server is down
- Others

Will you recommend online banking services to your friends/family members

- Yes
- No
- Maybe