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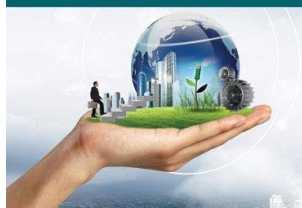


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An Empirical Case Study on Problems of E-banking services among SRTMUN students.

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Introduction

E-bank is the electronic bank that provides the financial service for the individual client by means of Internet. Internet banking (or E-banking) means any user with a personal computer and a browser can get connected to his banks website to perform any of the virtual banking functions. In internet banking system the bank has a centralized database that is web-enabled. All the services that the bank has permitted on the internet are displayed in menu. Once the branch offices of bank are interconnected through terrestrial or satellite links, there would be no physical identity for any branch. It would be a borderless entity permitting anytime, anywhere and anyhow banking.

The network which connects the various locations and gives connectivity to the central office within the organization is called intranet. These networks are limited to organizations for which they are set up. SWIFT is a live example of intranet application. E-banking provides enormous benefits to consumers in terms of ease and cost of transactions, either through Internet, telephone or other electronic delivery. Electronic finance (E-finance) has become one of the most essential technological changes in the financial industry.

Some Functions of E-banking:-

- INQUIRY ABOUT THE INFORMATION OF ACCOUNT
- BANK-SECURITIES ACCOUNTS TRANSFER
- CARD ACCOUNTS' TRANSFER
- THE TRANSACTION OF FOREIGN EXCHANGE
- THE B2C DISBURSEMENT ON NET
- CLIENT SERVICE
- ACCOUNT MANAGEMENT
- REPORTING THE LOSS IF THE ACCOUNT

Objectives of the Study: - Following are the objectives of the study

- To find regular usage about E-banking.
- To find out the reason for usage about E-banking.
- To find which problem customers are faced by customers of E- Banking service.
- To find out which online feature do you use regularly.

Research Methodology:- The following methodology has been used for this study:

- Online Survey method was used for doing this research.
- The Sampling method adopted for this research was purposive sampling method.
- All the respondents were sent structured questionnaire which included both close as well as open ended questions.
- The approved questionnaire was executed & responses were taken. Any difficulties felt in understanding of the question were cleared.
- The finding was classified, tabulated and analyzed.

Sample size: The total number of students surveyed was 50.

Data Collection: - Primary data is obtained from original sources by the researchers themselves. It is gathered specially for a project on hand. Primary data is personally developed. It gives the latest information primary data is the data that has been observed or recorded by the researcher for the first time best of his knowledge. Primary data here was collected through online survey by administering structured questionnaires. The time span of the study consisted of 30 days & sample consisting of 50 SRTMU students using e-banking services.

Analysis and Interpretations :

Regular User of e-banking

Particular	No of response	% of response
A)Yes	45	92%
B) No	5	10%
Total	50	100%

Source: - Field Survey

The above table exhibits the user of E-Banking wise classifications of respondents. Out of 50 respondents, 45 respondents (90%) are using an E-Banking regularly and the remaining 5respondents (10%) are not using E-Banking regularly.

Reason for choosing online banking services

Particular	No of response	% of response
A) Convenience	7	16%
B) To save time	21	47%
C) 24 hour access to accounts	11	24%
D) Other.....	6	13%
Total	45	100%

Source: - field survey

The above table shows that reason of choosing the online banking service wise classification of respondents out of 45 respondents, 7 respondents (16%) have convenience as reason of choosing the online banking service and 23 respondents (49%) choose to save time.

Problems while using e-banking

particular	No of response	% of response
A) Slow process	7	16%
B) service problem	7	16%
C) Technical problem	11	24%
D) No problem	19	42%
E) Others.....	1	2%
Total	45	100%

Source: - Field survey

The above table shows E-Banking problem wise classification of respondents. Out of 45 respondents, 7 respondents (16%) have slow process problem of E-Banking and 7 respondents (16%) are having service problem for the use of E-Banking. 11 respondents (24%) are having technical problem and 29 respondent (42%) have no problem while using E-Banking.

Safety and Security of using e-banking

Particular	No of response	% of response
A) Very Good	19	42%
B) Good	18	40%
C) Neutral	7	16%
D) Bad	1	2%
Total	45	100%

Source: - Field survey

The above table shows analysis on safety and security of using a online E-Banking wise classification of respondents out of 45 respondents, 19respondents (42%) given very good rank for safety and security of using a online E-Banking and 18 respondents (40%) have given the good rank of safety and security of using a online E-Banking.

E-banking features used

Particular	No of response	% of response
A) Balance inquiry	18	39%
B) Utility bill payment	7	15%
C) Email text alert	4	9%
D) Internal account transfer	9	20%
E) Order cheque book	3	7%
F) Others.....	5	11%
Total	46	100%

Source: - Field survey

Above table shows that the use of features in a mobile E-Banking wise classification out of respondent 46, 18 respondent (39%) use the balance inquiry feature in a E-Banking and 7 respondent(15%) use it for the utility bill payment feature in a E-Banking

Satisfaction with online Banking Services

Particular	No of response	% of response
A) Very satisfied	7	16%
B) Satisfied	22	49%
C) Neutral	8	18%
D) Unsatisfied	4	9%
E) Totally unsatisfied	3	7%
Total	45	100%

Source: - field survey

Above table shows the satisfaction level of E-banking users. Out of 45 respondents, 7 respondents (16%) are very satisfied with the using a online banking service and

22 respondents (49%) are satisfied with the using a online banking service.

Findings of the Study: - Following are the findings has been drawn from the study

45 respondents (90%) are using an E-Banking regularly and the remaining 5respondents (10%) are not using E-Banking regularly.

It is found that out of 45 respondents, 7 respondents (16%) have convenience as reason of choosing the online banking service and 23 respondents (49%) choose to save time.

It is found that 7 respondents (16%) have slow process problem of E-Banking and 7 respondents (16%) are having service problem for the use of E-Banking. 11 respondents (24%) are having technical problem and 29 respondent (42%) have no problem.

There are 18 respondent (39%) using the balance inquiry feature in a E-Banking and 7 respondent(15%) use it for the utility bill payment feature in a E-Banking

It is found that Out of 45 respondents, 7 respondents (16%) are very satisfied with the using a online banking service and 22 respondents (49%) are satisfied with the using a online banking service.

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