

A STUDY ON PROBLEMS FACED BY THE CUSTOMERS WHILE USING ELECTRONIC BANKING

Submitted in partial fulfillment of the requirements for the award of

Bachelor of Commerce

By

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DEPARTMENT OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of AKSHAYA L (39740053) who has done the Project Work entitled “**A STUDY ON PROBLEMS FACED BY THE CUSTOMERS WHILE USING ELECTRONIC BANKING**” under my supervision from January 2022 to March 2022.

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I **AKSHAYA L (39740053)** hereby declare that the Project Report entitled “**A STUDY ON PROBLEMS FACED BY THE CUSTOMERS WHILE USING ELECTRONIC BANKING**” done by me under the guidance of **Dr.J. RANI, MBA, M.Phil, Ph.D** is submitted in partial fulfillment of the requirements for the award of **Bachelor of Commerce**.

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ABSTRACT

E-BANKING; KEY WORDS: ONLINE BANKING/MOBILE BANKING/PC BANKING.

In India, the concept of E-Banking is becoming popular after demonetization in 2016; digital banking has grown at a faster phase. The research is conducted to know the e-banking services offered by the banks and to identify the problems faced by the customers, who are using the electronic banking services. To know the reason for not using the services offered by the banks and to realize the customer's perception towards E-Banking. Giving suggestions to the banks from the responses given by the selected samples and from the findings. The research paper is conducted in the reference of the problems identified and solving it with the help of the responses.

TABLE OF CONTENTS

CHAPTER NO	TITLE	PAGE NO
	ABSTRACT	V
	LIST OF TABLES	VII
	LIST OF CHARTS	VIII
1	INTRODUCTION	1
	1.1. Introduction	1
	1.2. Problem Identification	1
	1.3. Industry Profile	2
	1.4. Need of the study	5
	1.5. Scope of the study	5
	1.6. Objectives of the study	5
	1.7. Limitations of the study	6
2	REVIEW OF LITERATURE	7
	2.1. Review of literature	7
3	RESEARCH METHODOLOGY	17
	3.1. Research Methodology	17
	3.2. Research Design	17
	3.3. Research Process	17
	3.4. Sources of Data	18
	3.5. Tools for Analysis	18
	3.6. Sample Size	20
	3.7. Sample Targeted People	20
	3.8. Sampling Method and Type of Sample	20
	3.9. Research Hypothesis	20
4	DATA ANALYSIS AND INTERPRETATION	22
	4.1. Percentage Analysis and Interpretation	22
	4.20. Chi Square test	42
5	FINDINGS, SUGGESTIONS AND CONCLUSION	44
	5.1. Findings of the study	44
	5.2. Suggestions	45
	5.3. Conclusion	47
	REFERENCES	48
	APPENDIX-(QUESTIONNAIRE)	50

LIST OF TABLES

TABLE NO	PARTICULARS	PAGE NO
4.1	Gender of the respondents	22
4.2	Age of the respondents	23
4.3	Educational qualification of the respondents	24
4.4	Marital status of the respondents	25
4.5	Occupation of the respondents	26
4.6	Income of the respondents	27
4.7	Type of bank	28
4.8	Type of bank account	29
4.9	Awareness level of e-banking services	30
4.10	Usage of e-banking services	31
4.11	Usage of most recent transaction	32
4.12	Facilities offered by the banks rating	33
4.13	E-banking safe and secure	34
4.14	Preferred mode of transaction	35
4.15	Does customer face issues while using e-banking	36
4.16	Reasons for not using e-banking	37
4.17	Issues faced while using e-banking	38
4.18	Statement-service charges are high	39
4.19	Problems and challenges faced by the customers while using e-banking services	40-41

LIST OF CHARTS

CHART NO	PARTICULARS	PAGE NO
1.3.1	Electronic banking	2
1.3.3	Types of digital payments	4
4.1	Gender of the respondents	22
4.2	Age of the respondents	23
4.3	Educational qualification of the respondents	24
4.4	Marital status of the respondents	25
4.5	Occupation of the respondents	26
4.6	Income of the respondents	27
4.7	Type of bank	28
4.8	Type of bank account	29
4.9	Awareness level of e-banking services	30
4.10	Usage of e-banking services	31
4.11	Usage of most recent transaction	32
4.12	Facilities offered by the banks rating	33
4.13	E-banking safe and secure	34
4.14	Preferred mode of transaction	35
4.15	Does customer face issues while using e-banking	36
4.16	Reasons for not using e-banking	37
4.17	Issues faced while using e-banking	38
4.18	Statement-service charges are high	39
4.19	Problems and challenges faced by the customers while using e-banking services	41

CHAPTER 1

1.1 INTRODUCTION

Banking industry offers a wide range of services to the customers. Banking sector has been influenced by the development of the Internet. Now a days most of the banks are offering their products and services electronically through E-Banking rather than the traditional banking. E-Banking has a different type of services offered through the internet like online banking, mobile banking, ATM, EFT and PC banking etc... People are using E-Banking at home by connecting their electronic devices to the internet and can able to receive or transfer money from one bank A/C to another A/C, checking balance, make queries, pay bills, purchasing online, applying for loans without visiting the bank. These services vary from bank to bank. Internet is the main channel of E-Banking services. It makes service available to the customers which is not even available in the traditional banking. It reduces the cost and it is time saving, Available 24/7 access.

1.2 PROBLEMS IDENTIFICATION

- ATM out of cash.
- Lack of knowledge in using the E-Banking app.
- Security risk.
- Difficult to use the Internet Banking.
- For beginners, it is really time consuming.
- Simple mistakes can create big problem.
- High Service charges.
- Transaction problems.
- Lack of personal contact.
- Bad network connection.
- Server/Application errors.
- Fear of threats and scams.

1.3 INDUSTRY PROFILE

1.3.1 E-BANKING

Electronic banking, Use of computers and telecommunications to enable banking transactions to be done by telephone or computer rather than through human interaction. Its features include electronic funds transfer for retail purchases, automatic teller machines (ATMs), and automatic payroll deposits and bill payments.



Fig 1.3.1 Electronic banking

1.3.2 ELECTRONIC BANKING SERVICES INCLUDE

- Online banking service to make the transaction process easy and safe.
- ATM and debit card services to provide instant cash to the customers.
- Phone banking service to benefit the customers by saving their time.
- SMS banking to provide alerts and information to the customers.
- Mobile banking to provide ease to the customer for making transactions using mobile phones.
- Fund transfer services through various channels.
- Point of sales banking.

The electronic medium has always provided the innovative base to the banking institutions in their progressive journey of providing better, safe, and easy services to the customers. The earliest mode of transactions, the cheques, were first introduced in Indian banking system by Bengal Bank in 1784. Then came ATMs in 1987. HSBC took the initiative of introducing ATM in India. In India, ICICI introduced internet banking facility.

1.3.3 E-BANKING SERVICES

In simple words, e-banking refers to a banking arrangement, with which the customer can perform various transactions over the internet, which is end-to-end encrypted, i.e., it is completely safe and secure.

E-banking promotes paperless/cashless transactions. It comes with a number of rights, responsibilities and fees as well. The range of services covered under E-banking are:

Internet Banking: A banking facility provided to the customers through which the customers are able to perform a number of monetary and non-monetary transactions, using the internet, through the bank's website or application.

Mobile Banking: Almost all the banks have designed their mobile applications with which you can perform transactions at your fingertips. For this, four things are required a Smartphone, internet, mobile application, and mobile banking service enabled in your bank account.

ATM: Automated Teller Machine, popularly known as ATM is one of the most common and initial service, provided under e-banking. It is not just a machine with which you can withdraw cash as and when required, but it also allows you to check your account status, transfer fund, deposit fund, changes mobile number, change Debit Card PIN, i.e., Personal Identification Number.

Debit Card: Debit cards are used in our day-to-day life so as to perform end number of transactions. Debit cards are linked to the customer's bank account and so the customer only needs to swipe the card, in order to make payment at Point of Sale (POS) outlets, online shopping, ATM withdrawal. In this way, the amount is deducted from the customer's account directly.

Credit Card: Just like a debit card, a credit card is also a payment card which the banks issue to the customers on their request, after checking their credit score and history. It enables the cardholder to borrow funds up to the pre-approved limit and make payment. The limit is granted by the banks which issue the card. The cardholder promises to repay the amount within a stipulated time, with some charges, for the use of credit card.

Point of Sale (POS): Points of sale system refers to the point, in terms of date, time and place (retail outlet) where the customer makes a payment, using a plastic card, for the purchase made or services received.

Electronic Data Interchange (EDI): EDI is a new mode of communicating information between businesses electronically using a standardized format, which was conventionally paper-based.

Electronic Fund Transfer (EFT): When money is transferred electronically from one bank to another, it is called as electronic fund transfer. It covers direct debit, direct deposits, wire transfers, NEFT, RTGS, IMPS, etc.

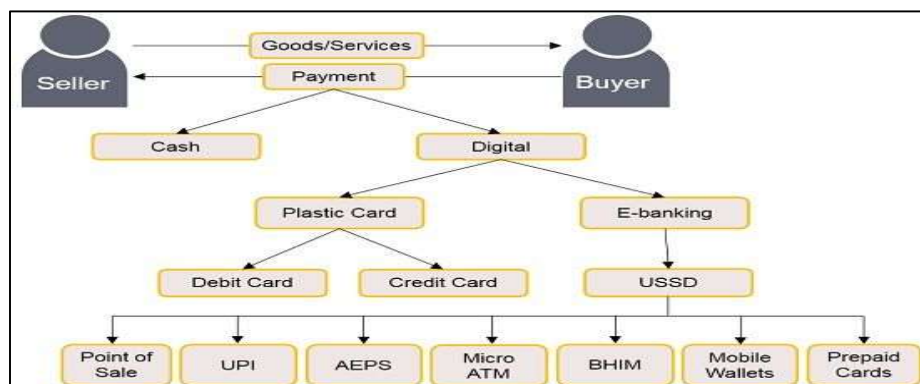


Fig 1.3.3 Types of digital payments

1.4 NEED OF THE STUDY:

- ❖ This study is to used how the customer/user facing issues/difficulties while using E-Banking.
- ❖ The data acquired from the questionnaire is imperative to our studies at the same time it does not give a full onset of the view of the people and is obtained from a close but approximate reliable sample.

1.5 SCOPE OR BENEFITS OF THE STUDY:

- ❖ To give suggestions for the bank to improve the E-Banking services.
- ❖ To know the E-Banking services offered by the banks in India.
- ❖ This study helps the researcher to gain knowledge about banking industry.
- ❖ To help the respondents about their views and opinions about the problems in E-Banking.

1.6 OBJECTIVES OF THE STUDY:

PRIMARY OBJECTIVE:

- ❖ To evaluate the problems faced by the customers while using the E-Banking.

SECONDARY OBJECTIVES:

- ❖ To Study the economic conditions of the respondents.
- ❖ To analyze the challenges and risk factors involved in E-Banking.
- ❖ To Study the concept of E-Banking services and facilities.
- ❖ To understand the reasons for using E-Banking technologies and to suggest the ways to improve E-Banking service.

1.7 LIMITATIONS OF THE STUDY:

- ❖ The results fully depend on the information given by the respondents.
- ❖ Due to convenience sampling method adopted, the entire population of banking customers was not reflected in the study.
- ❖ Due to the time constraint the sample size was restricted to 110 respondents and the information is collected using mail and What's app only.
- ❖ Since the study is based on both the primary and secondary data collected through questionnaire, the result of the study is subject to all the limitations of the primary data and secondary data.
- ❖ The finding and suggestions are based on the information given by the respondents.

CHAPTER 2

2.1 REVIEW OF LITERATURE

- ❖ **A.J. Joshua and Moli P Koshy (2011)** studied Many people in the sample are skilled in the use of the computer and internet. It is usually found that online banking, telebanking, and mobile banking users spend more time using digital technology than anti-customers of these facilities. The time spent on online activities, the amount of net use and the time of web surfing have been found to be significantly higher amongst consumers related to those of non-customers of technology that permitted self-service banking. It concluded that banks should prioritize those customers whose use of computers, web and other goods comparatively on the advanced side of technology.
- ❖ **Namrata Jain (2011)** examined that the new information technology is becoming an important factor in the future development of financial services industry, and especially banking industry. Growing international trading and problems in transferring money have motivated researchers to introduce a new structure. Internet banking is such idea. Most of banks are using the Internet as a new distribution channel. Internet banking has the potential to transform the banking business as it significantly lowers transaction and delivery costs. This paper presents a through survey of internet banking describing features, opportunities and challenges before internet banking. This paper discusses why internet banking is a very reliable way to manage finances. Internet banking provides great value in terms of convenience, customer intimacy, timesaving, inexpensiveness and coherence in banking. Despite a few disadvantages, Internet banking is a highly recommended, new technology.
- ❖ **Shilpan Vyas (2012)** studied that Internet banking is changing the banking industry, having the major effects on banking relationships. Banking is now no longer confined to the branches where one has to approach the branch in person, to withdraw cash or deposit a cheque or request a statement of

accounts. In true Internet banking, any inquiry or transaction is processed online without any reference to the branch (anywhere banking) at any time. Providing Internet banking is increasingly becoming a "need to have" than a "nice to have" service. The net banking, thus, now is more of a norm rather than an exception in many developed countries due to the fact that it is the cheapest way of providing banking services.

- ❖ **Mahesh H Trivedi and Vinod B Patel (2013)** studied the problems faced by the users of e- banking facilities in India. It is found that most of the customers are aware of the services offered by the banks. The study showed that while using e-banking services, there are various problems or issues have been listed. It is found that some issues impact more and some issues impact less. It is stated that not all the explanations for using e-banking are equally responsible.
- ❖ **Haq & Khan (2013)** examined Indian Banking sector problems and prospects. The study found that after analyzing the characteristics of the population only twenty-eight per cent of banking customers used internet banking. There was no major association between age and cyber banking use, it found. It noticed that qualification plays the role in accepting online banking in terms of education and the respondents' profits. The survey indicated that it is time-needed that users' financial knowledge must be improved through various plans that banks should run to raise online banking awareness.
- ❖ **V. Rajarathinam and C.K. Mangalam (2013)** have suggested that customers have been affected by issues such as prompt use, status symbol, banking, ease of use, protection and protection everywhere. The impact of the features varied according to user form. Users have specific competences in the use of internet banking. The higher their ability to manage online banking was perceived by users, the higher their frequency was when using internet banking. Sensible and inexperienced online banking customers had comparatively lower rates of fulfillment with the usage.

- ❖ **Sulthan and Deepak Kumar (2014)** Internet banking (i-banking) has become part and parcel of an individual's life. But everyone faces some problems at initial or later stage. The present study, which is exploratory-cum-descriptive in nature, attempts to identify the problems faced by customers during the use of i-banking with a sample of 150 respondents selected by using judgment sampling from the Sirsa district of Haryana. To analyze the data, a set of statistical techniques such as frequency distribution, percentage, mean, standard deviation (S.D.) was used. ANOVA technique has been used to validate the results. It is found that customers faced difficulties due to lack of knowledge, lack of proper training, outdated technology, technical bottlenecks, frustration in getting work done electronically, reduced personal efficiency and strain due to i-banking as compared to visits in banks personally. Therefore, it is suggested that banks should develop advanced applications or software's which are user friendly and compatible with every electronic gadget and easy to learn by the customers.

- ❖ **Sarala. M S (2016)** E-Banking has brought a paradigm shift in banking industry. With the use of internet one can easily access their accounts anytime around the clock through e- banking. It enables growth and development of trade and commerce globally as it eases transfer of funds instantly anywhere around the world. It has brought new dimensions to the business. The banking industry in India has come up with tremendous developments because development in Information Technology and e- banking is the outcome of such changes in IT. With the advent of e-banking, the banks have benefitted with less operating cost, less staff requirement and more profit. Consumers are also benefitted with dynamic services, ease of banking anywhere, anytime around the clock. However, it offers challenges as to privacy, security risks, infrastructure drawbacks and many more. If proper policies and procedures are carefully taken to consideration by the banks, e-banking will flourish further.

- ❖ **Ashoka M L (2016)** E-Banking has quickly substitute use of cheques, pay-in-slips, drafts and most importantly, customers personally dropping into the floors of banks. The mobile banking has accrued in innovatory changes wherein customers can function the bank financial records through mobile phones from wherever. To keep away from fraudulent dealings and to provide more deals to ensure all safekeeping measures.

- ❖ **Marathe (2017)** The customer performs bank transaction by visiting the financial institution safe website and enter the online bankability using the customer number and qualifications formerly set up. The financial institution determines the types of business dealings which a purchaser may transact through online banking but frequently includes obtain account balances, a list of the recent sale, electronic bill expenditure and funds transfer between a regular or another account. The issues of Online Banking of the researcher and finding logical solutions to these problems The Author has made a polite donation by creating awareness about the issue and possible solutions to the evils of the online bank region. In prospect therefore the customer has to be aware of login and password to enter in the web portal of the bank.

- ❖ **L.Ramesh and A. Muthumani (2017)** Indian banking industry has witnessed a tremendous development due to sweeping changes that are taking place in the information technology. Electronic banking has emerged from such an innovative development. The objective of the paper is to study and analyse the progress made by Indian banking industry in adoption of technology The paper also highlights the challenges faced by Indian banks in adoption of technology and recommendations are made to tackle these challenges.

- ❖ **Sriram and Sai Karthik (2017)** examined that after the effect of demonetization, digital cash has been the hotcake among the citizens of India. Digital cash and online transactions in the current market scenario have a great effect on e-banking and digital banking. e-banking comprises mainly of electronic funds

transfer and usage of online banking services. Electronic banking was offered by the international banks initially since flow of digital cash was not predominant in the Indian market until the advent of demonetization. E-banking plays a major role in the present banking functionality. Electronic banking is inferred to be safe and secured, compared to physical banking. e-banking ensures qualitative banking operations compared to traditional banking. However, it has its own limitations and challenges when we talk about security, on the contrary. The discussion throughout the paper revolves around the challenges that Indian banks are facing in term of e-banking, opportunity to increase awareness and measures adopted for safe and secure e-banking. The paper further tries to discuss some best e-banking practices that are prevailing in the world.

- ❖ **John csiszar (2017)** financial technology progressed traditional banks began to explore the option of offering online services. There's no doubt that online banking can be convenient whenever you turn on your computer or smartphone, your bank is there waiting for you but there are other advantages, and disadvantages, as well.
- ❖ **S. Bulomine Regi (2017)** IT savvy customer is more empowered and left with many options of making payments, through his ATM and debit cards, credit cards, RTGS, NEFT transfer, ECS, or mobile payments. However, change in technological aspect is rapid and is evolving constantly and therefore what lies ahead in future cannot be predicted with conformity. The following objectives are focused in the study: i. To study the customers perception towards technological banking, ii. To find out the problems faced by the customers while availing technological banking iii. To analyse the relationship between types of banks with problems faced by the customers while availing technological banking. Primary Data was collected by using questionnaire under simple random sampling method. 600 samples were selected from various Public Sector Banks like State Bank of India, Indian Bank and Indian Overseas Bank and Private sector banks like ICICI, HDFC, Karur Vysya Bank in Tirunelveli district. In this

paper, the major findings on challenges faced by the customers while availing technological banking and suggestions based on the findings are discussed.

- ❖ **R Sorna Priya and Kalleswaran (2017)** has studied what are all the problems faced by the customers while using e-banking services. Based on the research work it is found that majority of the respondents/customers are facing issues and having confusions. User find it very difficult and strongly agrees that there are too many processes in e-banking. The researcher found that there is no significant association between male and female with regard to the problem faced by them while using e-banking services.
- ❖ **Sriram and Sai Karthik (2017)** opinioned that after the effect of demonetization, digital cash has been the hotcake among the citizens of India. Digital cash and online transactions in the current market scenario have a great effect on e-banking and digital banking. e-banking comprises mainly of electronic funds transfer and usage of online banking services. Electronic banking was offered by the international banks initially since flow of digital cash was not predominant in the Indian market until the advent of demonetization. E-banking plays a major role in the present banking functionality. Electronic banking is inferred to be safe and secured, compared to physical banking. e-banking ensures qualitative banking operations compared to traditional banking. However, it has its own limitations and challenges when we talk about security, on the contrary. The discussion throughout the paper revolves around the challenges that Indian banks are facing in term of e-banking, opportunity to increase awareness and measures adopted for safe and secure e-banking. The paper further tries to discuss some best e-banking practices that are prevailing in the world.
- ❖ **Lekshmi Bhai (2018)** reveals that banking sector plays an important role in the development of a country. It is the lifeline of an economy. A strong and healthy banking system is important requirement for economic growth. Indian banking industry, today, is in the midst of an IT (Information Technology) revolution. The

implementation of internet in banking organizations has restructured the banks. E-banking has improved efficiency and convenience; it has also posed several challenges to the regulators and supervisors. The competition among the banks has led to the increasing total banking automation in the Indian banking industry. E-Banking is a generic term encompassing internet banking, telephone banking, mobile banking etc. Through E-Banking the bank wants to introduce the core concept of IT based services. The E-Banking services are executed only upon the customer, and these e-banking services would fully integrate with the core banking solution that is already in usage. The objective of the present paper is to examine and analyze the problems and prospects of Electronic Banking in India.

- ❖ **Latha and Mohanasundari (2018)** Studied that Banks are playing vital role for the economic development of a country. Technology has rapidly transformed the traditional ways of doing banking business in to electronic channel. The term e-banking denotes the entire sphere of technological initiatives that have adopted by the banking industry. The e banking services comprises of ATM, credit cards, debit cards, internet banking, mobile banking, phone banking, EFT, RTGS, and electronic cheque truncation. Technology enables the banks to provide anytime – anywhere banking. The technology and security standards are of primary importance for e banking. This paper aimed to analyses the problems faced by the e banking users. Though there are many advantages in e-banking some problems found in e banking usage. complaints regarding lack of security, limited withdrawal facility, limited withdrawals in ATM, lack of legal support, non-functionality of ATM, lack of confidentiality, lack of information about e-banking, technical illiteracy and etc. Hypothesis for this study has framed and tested. The study suggests some positive measures for the effectiveness of e banking.
- ❖ **C.K Sunith (2019)** examined that Electronic Banking is the automated delivery of new and traditional banking products and services directly to the customer through electronic communication channels without the need for the customer

to visit a brick-and-mortar institution. Electronic Banking incorporates systems that enable individual customers to access their accounts, transact with speed and obtain current and updated information on latest financial products and services through public or private networks. It accommodates a variety of platforms such as Internet Banking, Telephonic and Television based banking, Automated Teller Services, Mobile Phone Banking as well as Personal Computer based and Offline Banking services. Since most of this technology enabled services have become popular in our country, customers now have the opportunity to enjoy the benefits offered by advanced electronics such as Automatic Teller Machines, Mobile Phones, Personal Digital Assistants and Personal Computers and experience Electronic Banking services through privileges and features offered by advanced information technologies. Banks will have to incur capital costs for incorporating technologies to save on operating costs, but must derive maximum returns from such assets while cutting down operating expenses at the same time.

- ❖ **Garima Tungal (2019)** highlighted the challenges and opportunities of e-banking in India, has examined the development of Internet banking in India. The researcher analyzed the present situation of Indian financing sectors and also evaluated the problems & threats that electronic banking faces.

- ❖ **N. Rajeshwari and J. Arul Suresh (2019)**, The significant transformation of the banking industry in India is evident from the changes that have occurred in the financial markets, institutions, and products. While deregulation has opened up new vistas for banks to augment revenues, it has entailed greater competition and consequently more significant risks. In the present study based on a survey of perception regarding customer focus on various Issues in E-banking Services in Chennai city. on the basis of the response of 60repondents, the paper concludes that offer suggestions on the E-banking system, spread and curtail the burden better position concerning technology in the coming year.

- ❖ **Anuj Agarwal (2020)** the article is entitled with the advantages and disadvantages of online banking. It is mentioned that the online banking services might differ from bank to bank and from country to country. This article enclosed with the various services offered by the banks around the globe and their pros and cons are explained.

- ❖ **Nayana. B.V and Ms. Susheela (2020)** Researched about digital banking problems faced by elderly with special reference Digital banking occupies an important place in a nation's economy. This paper presents an evaluation of the older experience with digital banking with special reference towards Bangalore. 85 samples are collected from the elders, to analyse the needs and challenges faced by this user group when performing sampling test. The study involved 15 questions to answers the elder participates, according to these respondents most of the participant were interested in learning to use digital banking. Their results showed that older do not use digital banking because of knowledge and security reasons.

- ❖ **Dhanya B K, Dr. V. P Velmurugan (2020)** reviewed about the Perception towards the problems of e-banking among the new users. E-banking is treated as an explanation for the changes taking place in the banking sector. E-Banking is the most ingenious service offered by the banks to its customers. The change from traditional banking to e-banking has been a spectacular transformation. The fruition of e-banking on track was from the use of Automatic Teller Machines (ATM), Direct Bill Payment (DBP) and Electronic Fund Transfer (EFT). E-Banking was accepted with time with mounting consciousness and education. The triumph of e-Banking not only depends on the know-how but also on, to the large extent the outlook, loyalty and attachment of the working at all levels and how far the customers bring in the benefits from e-Banking services. The banks must be vigilant and careful about these things, Moreover, the e-banking services can be personalized, the Websites should be premeditated in a more

user responsive manner, banks can either opt for a no transaction fee model or charge a minimal fee for every transaction.

- ❖ **M.Karthikeyan and V. Ganapathi (2021)** Krishnan Studied about Customer satisfaction towards e-banking services it is possible by the use of Information technology in banking sector. In Today's scenario E - Banking service plays a vital role in attracting new customers and retaining old customers. Without e-banking service no banks can survive in this competitive banking business. E - Banking means the provision of information about a bank and its services through a home page on the World Wide Web (WWW). E - Banking services provide customer access to accounts, the ability to transfer their money between different accounts, and making payments or applying for loans through E – Channels. E – Banking is the medium and latest delivery channel to be offered by the retail banks. It provided number of benefits to customer in term of easy to use and at least cost of transactions; it may be either through internet, telephone or other electronic delivery channels. foreign banks. This study helps to know the satisfaction level of customers towards e – banking services provided by Axis Bank.

CHAPTER 3

3.1 RESEARCH METHODOLOGY

Research methods are the techniques and tools by which you research a subject or a topic. Research methodology involves the learning of various techniques to conduct research and acquiring knowledge to perform tests, experiments, surveys, and critical analysis. “Research as a “systematized effort to gain new knowledge.

3.2 RESEARCH DESIGN

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. This Research design applied for the study is ‘Descriptive Research’.

3.2.1 DESCRIPTIVE RESEARCH

Descriptive research includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present.

3.3 RESEARCH PROCESS

Research is a process. A process is a set of advices that are performed to achieve a targeted outcome. That is a process involves a number of activities which are carried out either sequentially or simultaneously. So, research process would refer to various steps and stages involved in research activity.

3.3.1 THE VARIOUS STAGES ARE LISTED BELOW:

1. Formulating the Research problem
2. Extensive literature survey
3. Developing the hypothesis
4. Preparing the research design
5. Determining the sample design
6. Collecting the data

7. Analysis of data and formulating Hypothesis testing and
8. Preparation of report

3.4 SOURCES OF DATA:

The present study was based on primary data as well as secondary data. The data were collected from every possible source.

3.4.1 PRIMARY DATA:

The primary data of this study was collected through online questionnaire which has been sent to the sample via Mail, WhatsApp in Google forms format.

3.4.2 SECONDARY DATA:

The secondary data have been collected from the different type of books, Journals, articles and the data which has already been collected and analyzed by some else. The secondary data for the study was collected from Google scholar, research gate and science direct websites.

3.5 TOOLS FOR ANALYSIS

The collected data were analysed with the help of following tools:

- ❖ Questionnaire is used to collect the data from the selected samples.
- ❖ Percentage analysis were done with the collected data.
- ❖ Chi square test
- ❖ The data collected will be tabulated in the form of charts and graphs will be used to present data. The resulting tables, charts and graphs will be analyzed, and inference will draw.

3.5.1 QUESTIONNAIRE

A questionnaire is a form prepared and distributed to secure responses to certain questions. It is a tool for obtaining response to questions by using a form which the respondent fills by himself.

3.5.2 STRUCTURE OF THE QUESTIONNAIRE

The questionnaire follows a simple and basic layout. It is made easy for the participants to respond to the questionnaire without any delay or confusion. The set of question and the answer options present in the questionnaire are predetermined and are constructed by myself based on general questions regarding the main topic.

Types of questions asked:

- ❖ Open end questions.
- ❖ Closed end questions and
- ❖ Multiple choice questions-Many choices are given to the respondents give their response; respondents choose one answer it is easy for respondents to quick response.

3.5.3 PERCENTAGE ANALYSIS

A percentage frequency distribution is a display of data that specifies the percentage of observations that exist for each data point or grouping of data points.it is a particularly useful method of expressing the relative frequency of survey response and other data.

Formula for percentage analysis: $(\text{Value}/\text{Total value}) * 100$

3.5.4 CHI SQUARE TEST

A chi square statistic is one way to show a relationship between two categorical variables. In statistics there are two types of variable numerical (countable) and non-numerical (categorical) variable.

3.6 SAMPLE SIZE

The sample size for this survey was 110 samples.

3.7 SAMPLE TARGETED PEOPLE

My survey target people are both male and female at the age group of 18-60 and above who are having bank account.

3.8 SAMPLING METHOD AND TYPE OF SAMPLE

Non-probability Convenience sampling method to be used. A convenience sample simply includes the individuals who happen to be most accessible to the researcher. This is an easy and inexpensive way to gather initial data, but there is no way to tell if the sample is representative of the population, so it can't produce generalizable results.

3.9 RESEARCH HYPOTHESIS

3.9.1 PRIMARY HYPOTHESIS

- **TO EVALUATE THE PROBLEMS FACED BY THE CUSTOMERS WHILE USING THE E-BANKING.**

H₀₁: There is no significant difference between the customers perception and problems towards e-banking.

H_{a1}: There is a significant difference between the customers perception and problems towards in e-banking.

3.9.2 SECONDARY HYPOTHESIS

- **TO STUDY THE ECONOMIC CONDITIONS OF THE RESPONDENTS.**

H₀₁: There is no significant difference between the occupation with regard to the problem faced by them while using E-Banking services.

H_{a1}: There is a significant difference between the occupation with regard to the problem faced by them while using E-Banking services.

➤ **TO ANALYSE THE CHALLENGES AND RISK FACTORS INVOLVED IN E-BANKING.**

H₀₁: There is no significant difference between the challenges faced by the customers towards problems in e-banking.

H_{a1}: There is a significant difference between the challenges faced by the customers towards problems in e-banking.

➤ **TO STUDY THE CONCEPT OF E-BANKING SERVICES AND FACILITIES.**

➤ **TO UNDERSTAND THE REASONS FOR USING E-BANKING TECHNOLOGIES AND TO SUGGEST THE WAYS TO IMPROVE E-BANKING SERVICES.**

H₀₁: There is no significant relation between usage of e-banking services and the level of awareness.

H_{a1}: There is a significant relation between usage of e-banking services and the level of awareness.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS AND INTERPRETATION

TABLE NO: 4.1

Q. GENDER WISE CLASSIFICATION OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Male	63	57.3
Female	47	42.7
Other	0	0
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 57.3% of respondents are of Male category and 42.7% of them belong to Female category. It is also to be noted that none of them have opted for the option other.

CHART NO. 4.1:

Chart representing Gender wise classification of respondents.

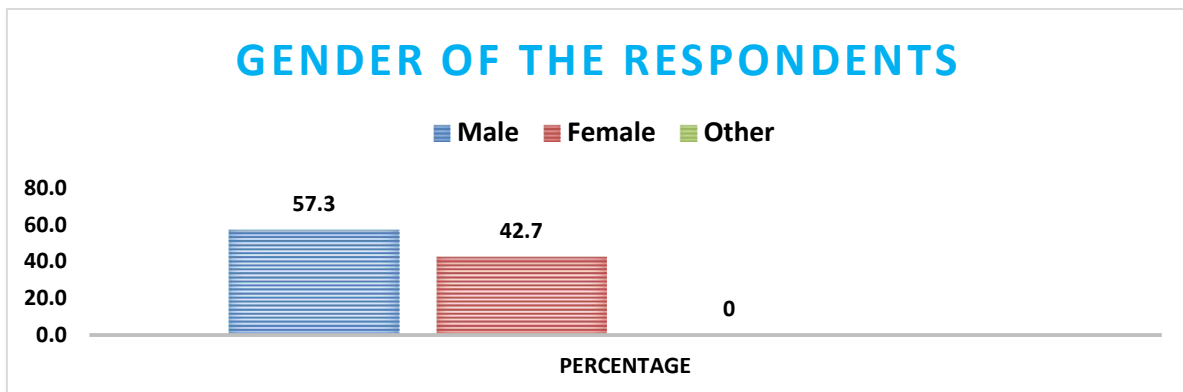


Fig 4.1: Gender of the respondents

INFERENCE:

Majority (57.3%) of the respondents of my questionnaire are Male.

TABLE NO: 4.2

Q. AGE OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
18-25	27	24.5
26-40	72	65.5
41-59	5	4.5
Above 60	6	5.5
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 24.5% of respondents are of age group 18-25, 65.5% of them belong to age group 26-40, 4.5% of respondents of age group are belonging to 41-59 and 5.5% belong to the age group Above 60.

CHART NO. 4.2:

Chart representing Age wise classification of the respondents.

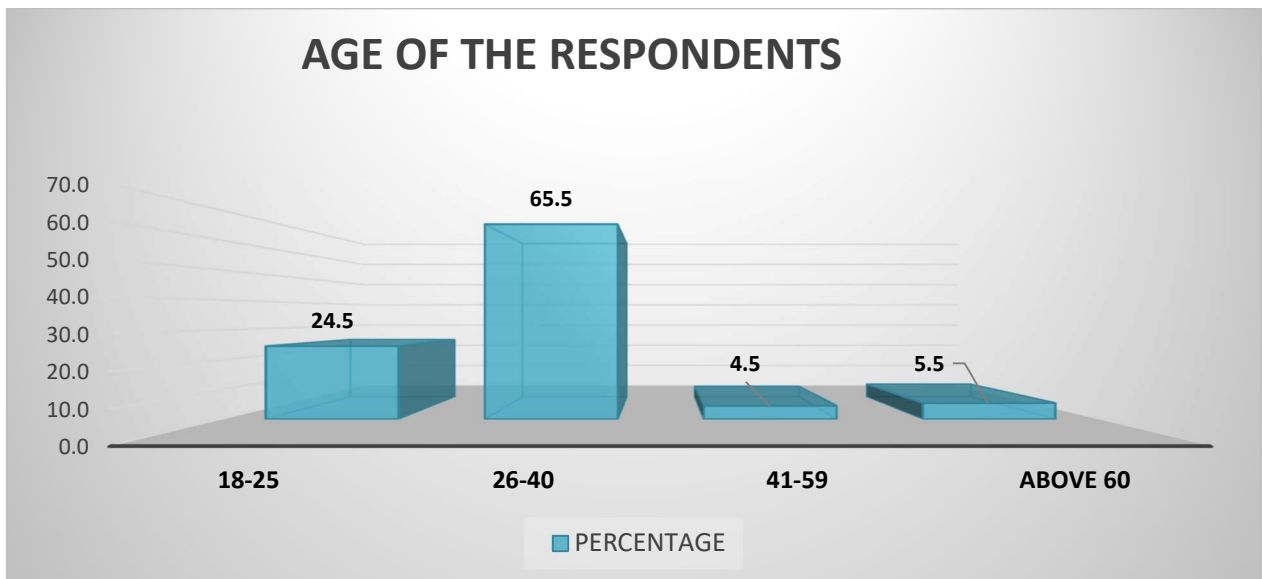


Fig:4.2: Age of the respondents

INFERENCE:

Majority (65.5%) of the respondents of my questionnaire belong to the age group 26-40.

TABLE NO: 4.3

Q. EDUCATIONAL QUALIFICATION OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
10 th	3	2.7
12 th	6	5.5
Diploma	7	6.4
Degree	94	85.5
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 2.7% of respondents are qualified 10th, 5.5% of them are qualified 12th, 6.4% of respondents are qualified Diploma and 85.5% of the respondents are Degree holders.

CHART NO. 4.3:

Chart representing Educational Qualification wise classification of the respondents.

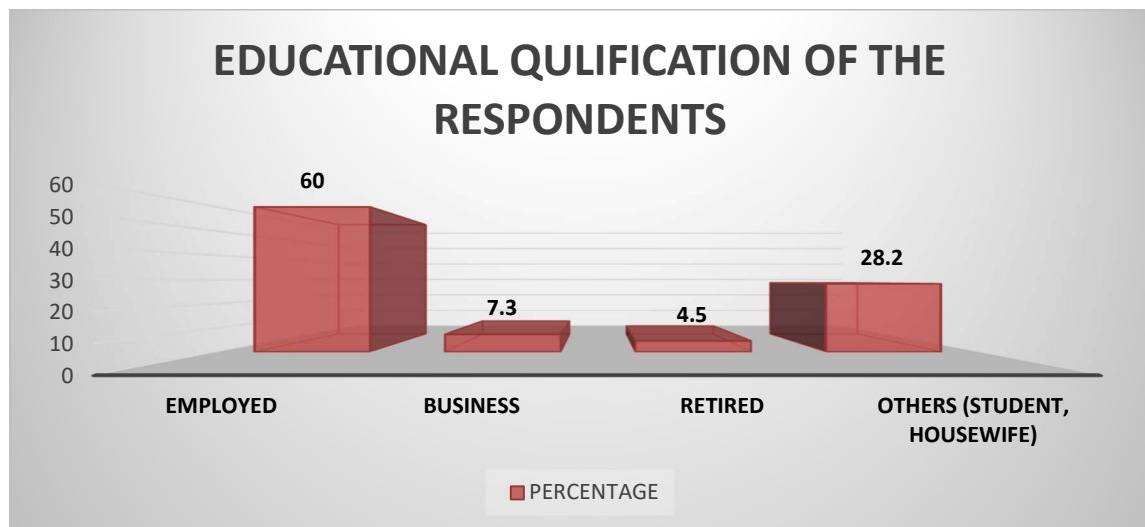


Fig 4.3: Educational qualification of the respondents

INFERENCE:

Majority (85.5%) of the respondents of my questionnaire Educational Qualification are Degree holders.

TABLE NO: 4.4

Q. MARITAL STATUS OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Married	68	61.8
Unmarried	42	38.2
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that out of 110 respondents 61.8% of the respondents are Married and 38.2% of the respondents are Unmarried.

CHART NO. 4.4:

Chart representing the classification of Marital Status of the Respondents.

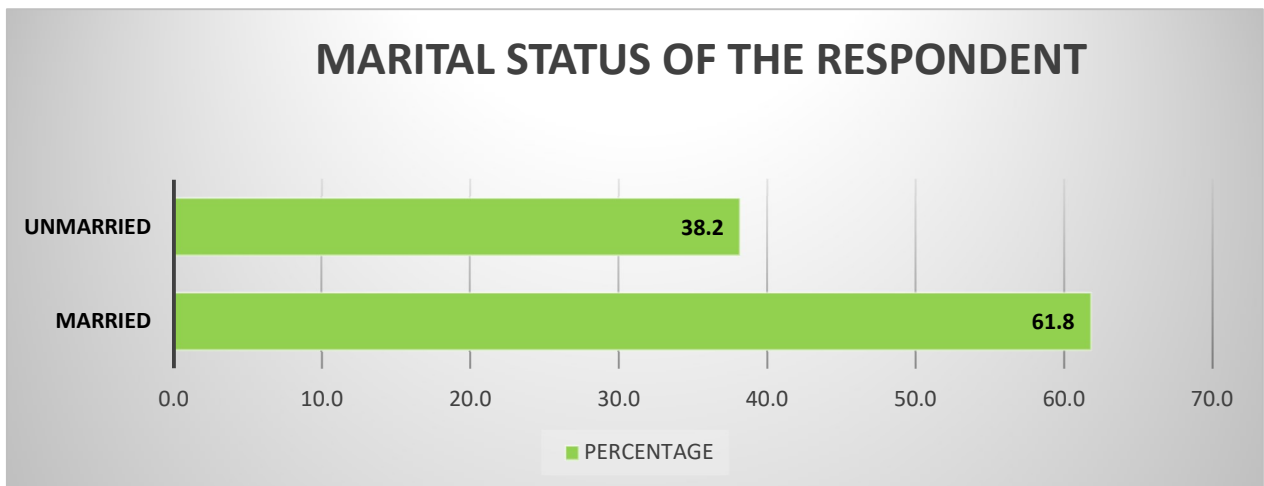


Fig 4.4: Marital status of the respondents

INFERENCE:

Majority (61.8%) of the respondents of my questionnaire are Married.

TABLE NO: 4.5

Q. OCCUPATION OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Employed	66	60
Business	8	7.3
Retired	5	4.5
Others (Student, Housewife)	31	28.2
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that out of 110 respondents 60% of the respondents are Employed, 7.3% of the respondent's occupation is doing Business, 4.5% of the respondents are Retired and 28.2% of the respondents are Other (Students, Housewife) category.

CHART NO. 4.5:

Chart representing the classification of Occupation of the Respondents.

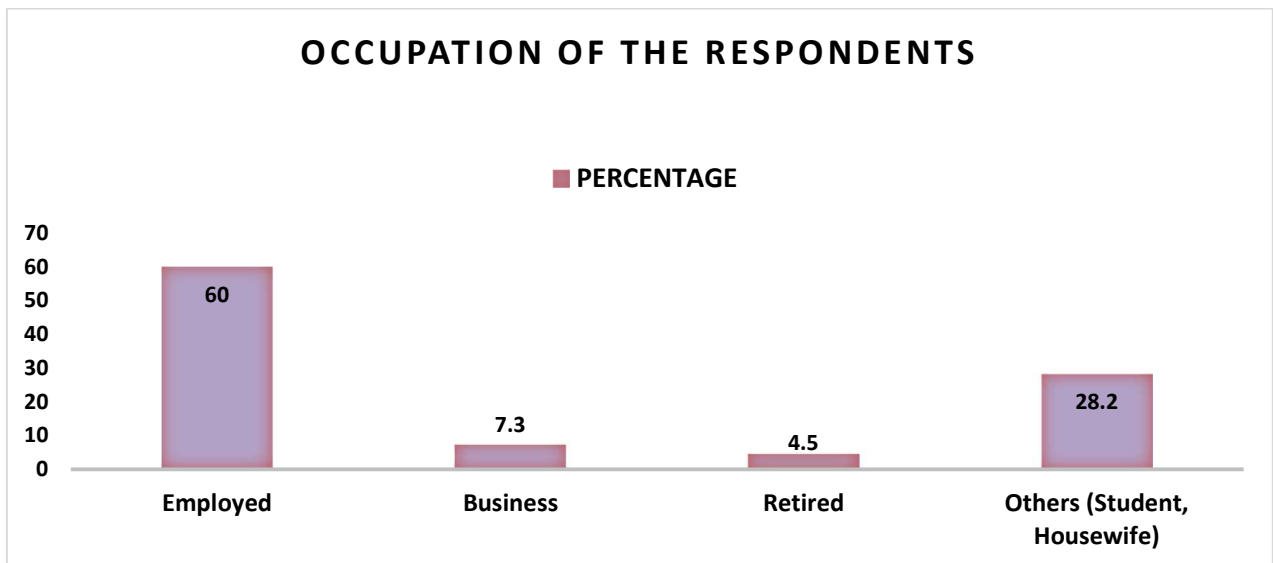


Fig 4.6: Occupation of the respondents

INFERENCE:

Majority (60%) of the respondents of my questionnaire are Employed.

TABLE NO: 4.6

Q. INCOME OF THE RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
0-15,000	29	26.4
16,000-25,000	13	11.8
26,000-Above	52	47.3
Income from other sources	16	14.5
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 26.4% of the respondent's income is from the range of 0-15,000, 11.8% of the respondent's income range is 16,000-25,000, 47.3% are having income in the range of 26,000-Above and 14.5 are having Income from other sources.

CHART NO. 4.6:

Chart representing Income wise classifications of the respondents.

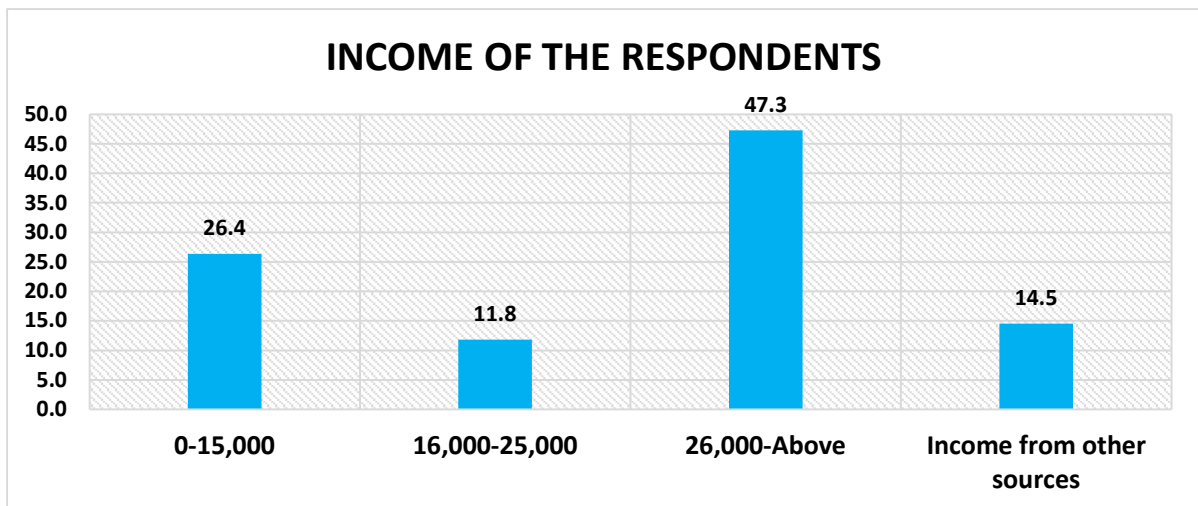


Fig 4.6: Income of the respondents

INFERENCE:

Majority (47.3%) of the respondents of my questionnaire are getting Income from the range of 26,000-Above.

TABLE NO: 4.7

Q. TYPE OF BANK

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Private banks	68	61.8
Government banks	30	27.3
International banks	4	3.6
Other	8	7.3
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 61.8% of the respondents are having bank account in Private banks, 27.3% of them are Government banks, 3.6% of them are international banks and 7.3% of them are having account in other banks.

CHART NO. 4.7:

Chart representing Type of bank wise classification of the Respondents.

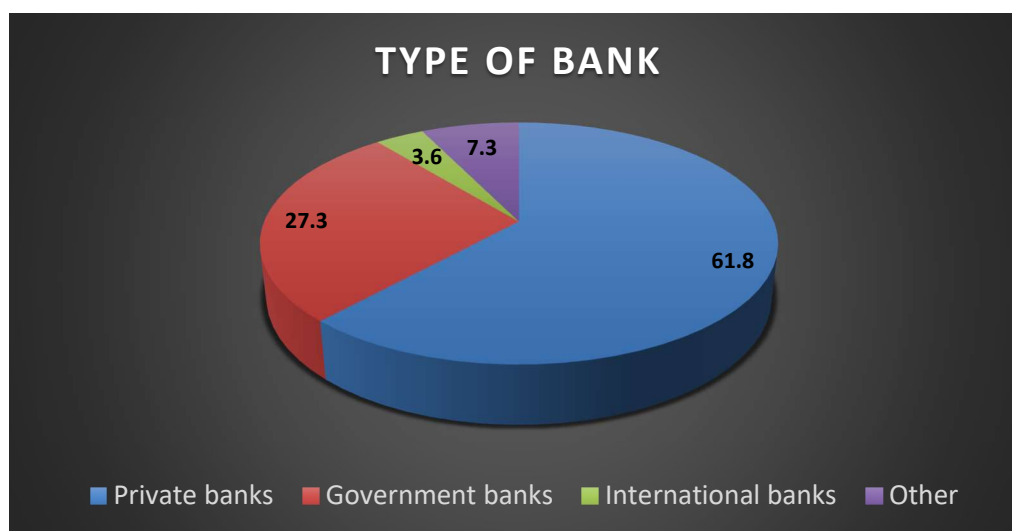


Fig 4.7: Type of bank

INFERENCE:

Majority (61.8%) of the respondents of my questionnaire are Private bank account holders.

TABLE NO: 4.8

Q. TYPE OF BANK ACCOUNT

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Current A/C	8	7.3
Savings A/C	96	87.3
Recurring deposit	3	2.7
Fixed Deposit	3	2.7
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 7.3% of the respondents are having Current A/C, 87.3% of the respondents are having Savings A/C, 2.7% are having Recurring deposit A/C, 2.7% of the respondents are having Fixed deposit A/C.

CHART NO. 4.8:

Chart representing Type of Bank A/C of the respondents.

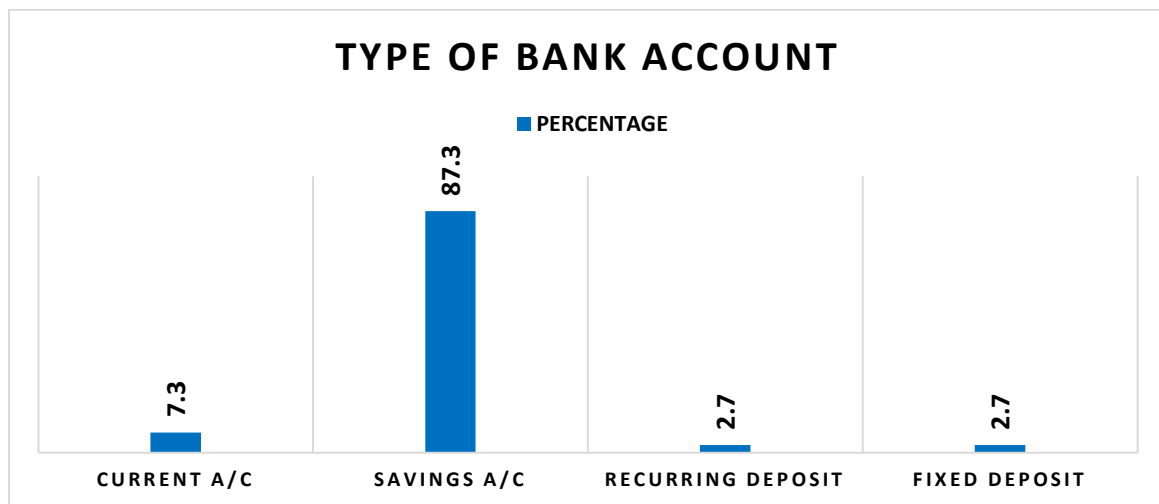


Fig 4.8: Type of bank A/C

INFERENCE:

Majority (87.3%) of the respondents of my questionnaire are having Savings A/C.

TABLE NO: 4.9

Q. AWARENESS LEVEL OF E-BANKING SERVICES

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Very good	39	35.5
Good	55	50.0
Average	7	6.4
Poor	4	3.6
Very poor	5	4.5
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 35.5% of the respondents are opted “very good” and aware of E-Banking services, 50% opted “Good”, 6.4% stated that “Average” 3.6% opted “Poor” and 4.5% opted for Very poor.

CHART NO. 4.9:

Chart representing Awareness level of e-banking services.

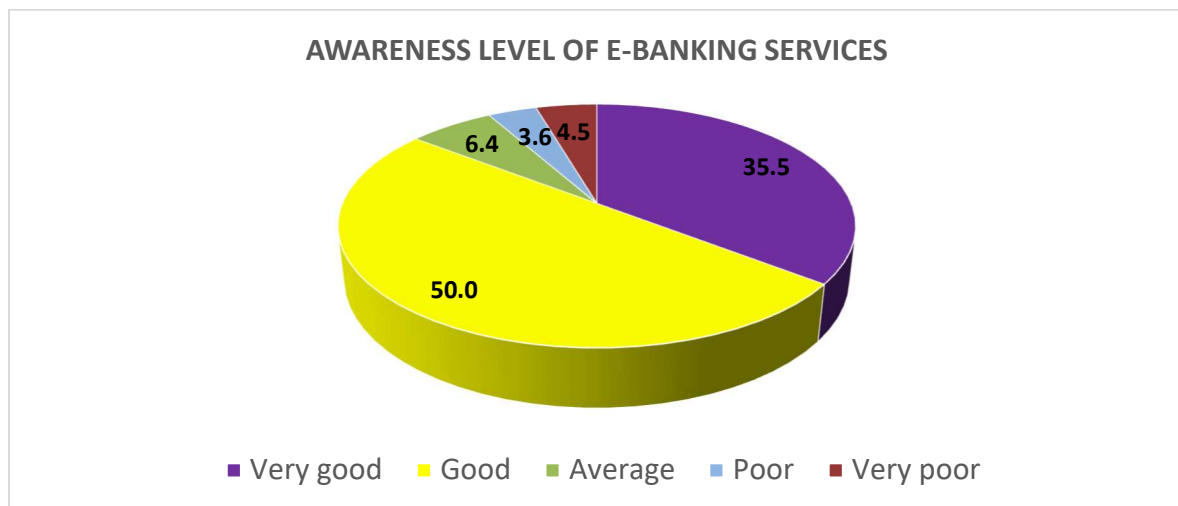


Fig 4.9: Awareness level of e-banking services

INFERENCE:

Majority (50%) of the respondents of my questionnaire are Aware of e- banking services and opted for the option “Good”.

TABLE NO: 4.10

Q. USAGE OF E-BANKING SERVICES

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
A. Daily	24	21.8
B. Weekly	30	27.3
Monthly	28	25.5
Both A and B	28	25.5
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 21.8% of the respondents use e- banking Daily, 27.3% of the respondents use e-banking services Weekly, 25.5% of the respondents use services Monthly and 25.5% of the respondents opted for Both A and B.

CHART NO. 4.10:

Chart representing classification wise usage of e-banking services.

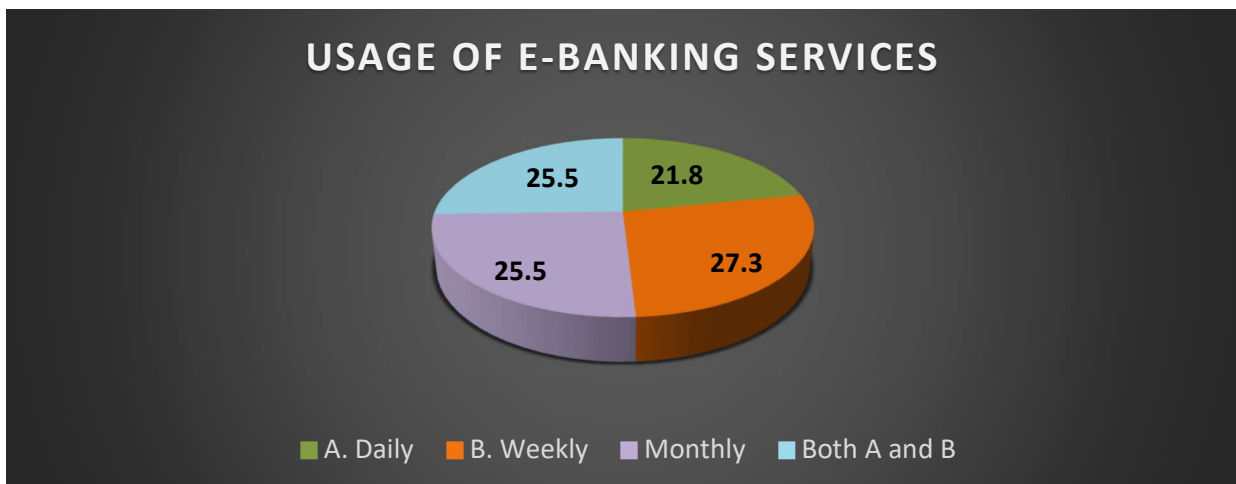


Fig 4.10: Usage of e-banking services

INFERENCE:

Majority (27.3%) of the respondents of my questionnaire using e-banking services weekly.

TABLE NO: 4.11

Q. USAGE OF MOST RECENT E-TRANSACTION SERVICES

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
ATM	16	14.5
Internet banking	29	26.4
Mobile banking	42	38.2
Phone banking	23	20.9
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 14.5% of the respondents use ATM as most recent e-transaction, 26.4% of the respondents use Internet Banking, 38.2% of the respondents use Mobile banking, 20.9% of the respondents use Phone Banking.

CHART NO. 4.11:

Chart representing classification of usage of most recent E-Transaction.

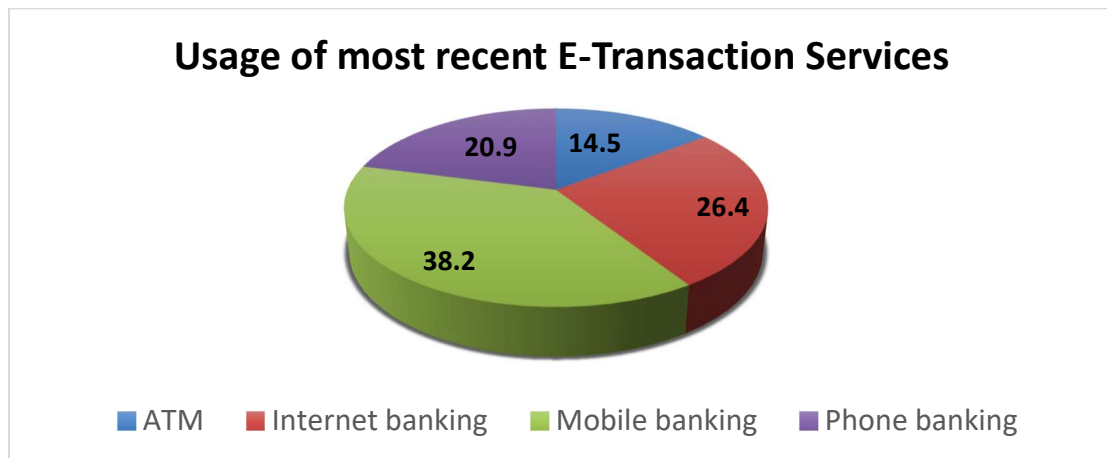


Fig 4.11: Usage of most recent e-transaction

INFERENCE:

Majority (38.2%) of the respondents of my questionnaire are using Mobile banking as most recent E-Transaction.

TABLE NO: 4.12

Q. FACILITIES OFFERED BY THE BANKS-RATING

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Very good	31	28.2
Good	62	56.4
Average	10	9.1
Poor	4	3.6
Very poor	3	2.7
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 28.2% of the respondents rated Very good for the facilities offered by the banks, 56.4% of the respondents rated Good for the facilities, 9.1% of the respondents rated Average, 3.6% of the respondents rated Poor and 2.7% of the respondents rated Very poor for the facilities.

CHART NO. 4.12:

Chart representing classification wise facilities offered by the banks.

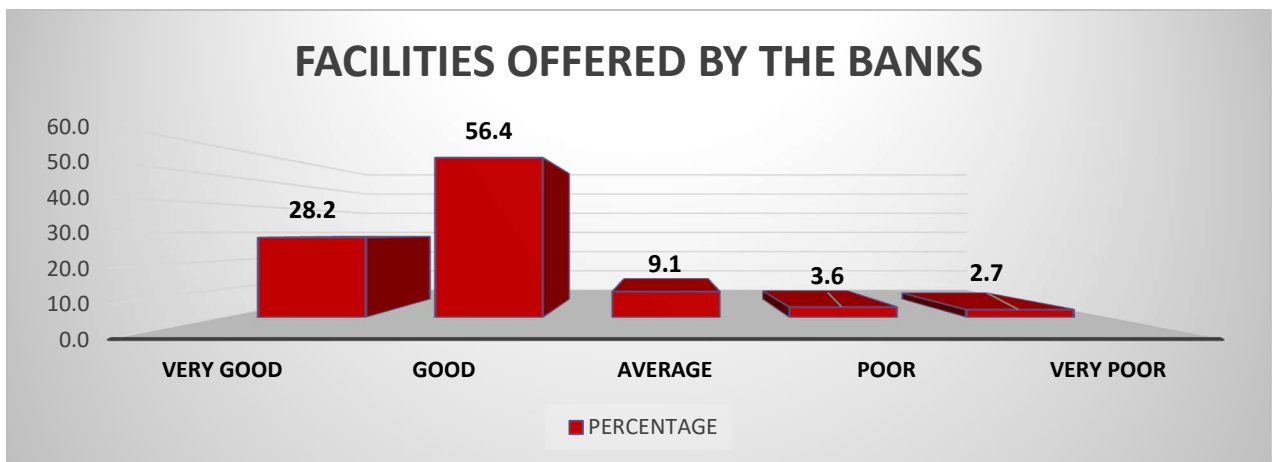


Fig 4.12: Facilities offered by the banks

INFERENCE:

Majority (56.4%) of the respondents of my questionnaire are rated Good for the facilities offered by the banks.

TABLE NO: 4.13

Q. "E-BANKING SAFE AND SECURE"

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	20	18.2
Agree	40	36.4
Neutral	42	38.2
Disagree	4	3.6
Strongly disagree	4	3.6
Total	110	100

INTERPRETATION:

From the above table it is interpreted that 18.2% of the respondents strongly agrees the given statement, 36.4% of the respondents Agrees the given statement, 38.2% of the respondents given Neutral option, 3.6% of the respondents disagrees the given statement and other 3.6% of the respondents Strongly Disagrees the given statement.

CHART NO. 4.13:

Chart representing Likert scaling for the given questionnaire.

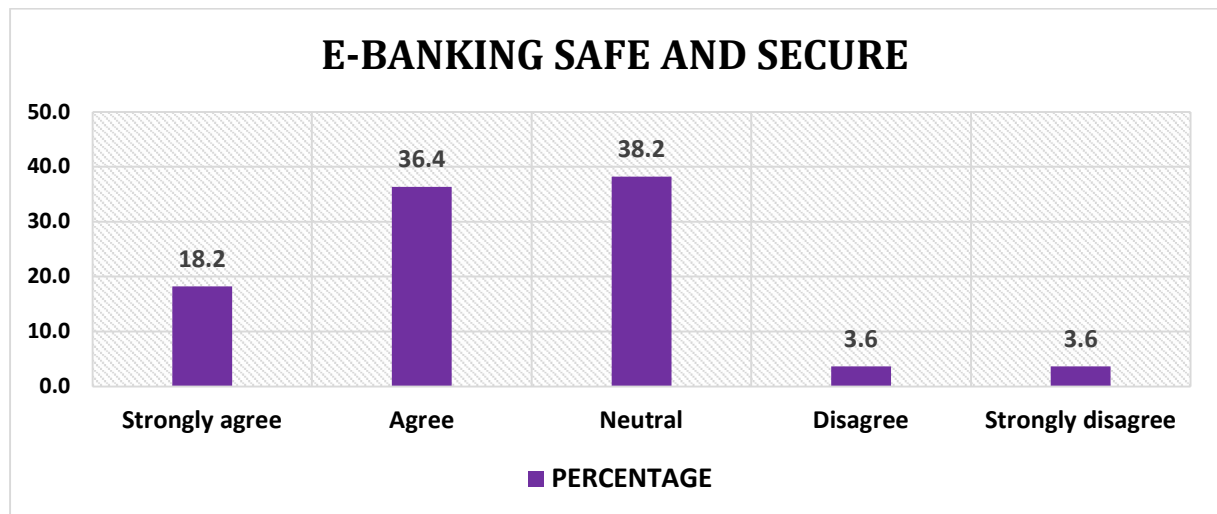


Fig 4.13: "E-Banking safe and secure"

INFERENCE:

Majority (38.2%) of the respondents of my questionnaire opted for the option Neutral for the given statement.

TABLE NO: 4.14

Q. PREFERRED MODE OF TRANSACTION

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
RTGS	11	10
NEFT	36	32.7
IMPS	53	48.2
ECS (or) Point of sale	10	9.1
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 10% of the respondents of my questionnaire prefer RTGS, 32.7% of the respondents prefer NEFT, 48.2% of the respondents prefer IMPS mode and 9.1% of the respondents prefer ECS /POS.

CHART NO. 4.14:

Chart representing classification wise preferred mode of Transaction.

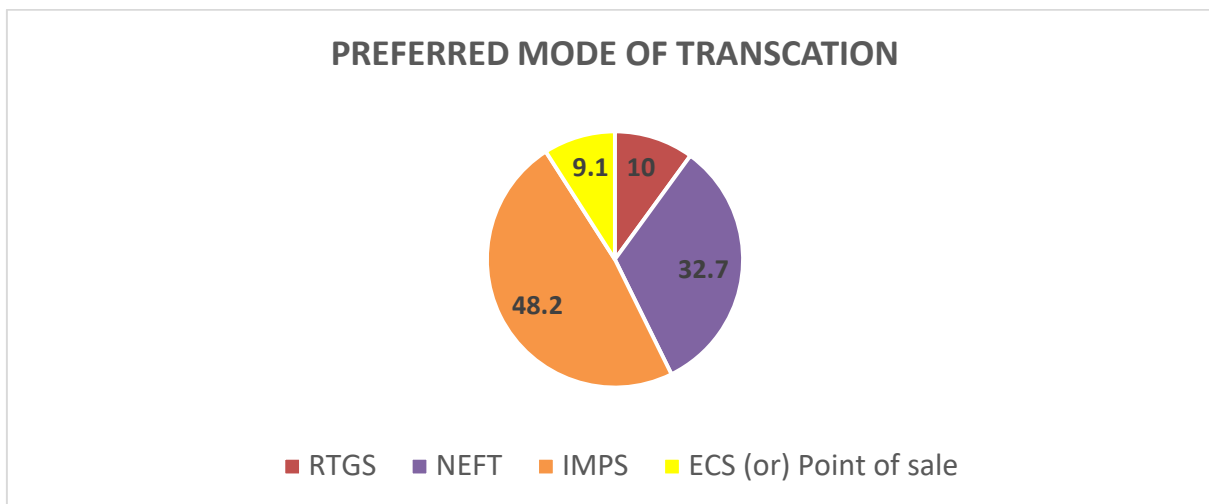


Fig 4.14: Preferred mode of transaction

INFERENCE:

Majority (48.2%) of the respondents of my questionnaire prefer IMPS as preferred mode of transaction.

TABLE NO: 4.15

Q. DOES CUSTOMER FACE ISSUES WHILE USING E- BANKING

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Yes	35	31.8
No	37	33.6
May be	38	34.5
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that out of the option given 31.8% of the respondent's face issues while using e-banking, 33.6% of the respondents does not face issues and 34.5% of the respondent's Maybe face issues.

CHART NO. 4.15:

Chart representing classification wise whether customers face issues while using e-banking.

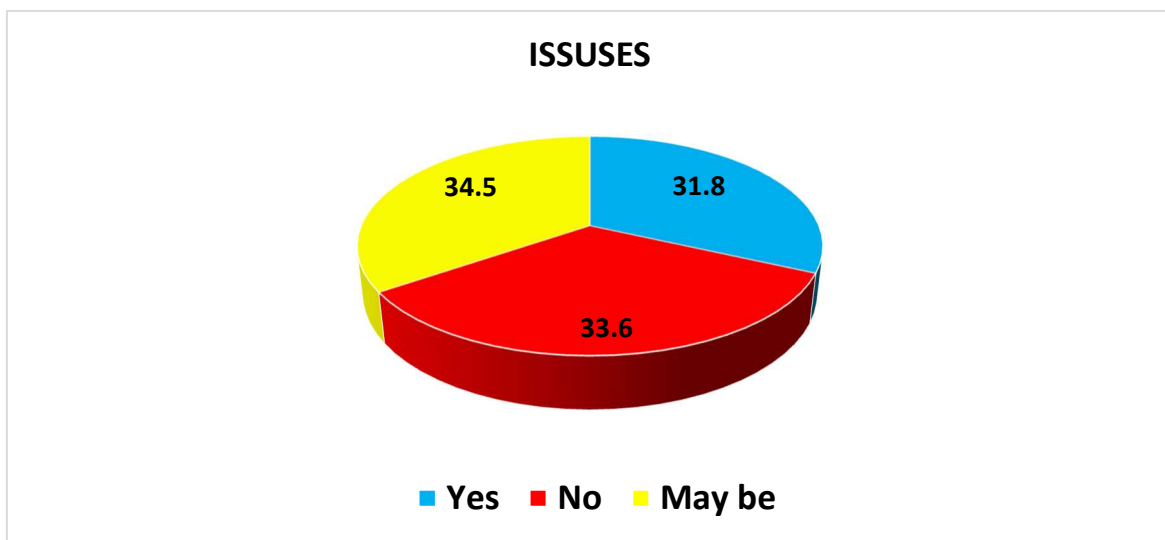


Fig 4.15: Does customer face issues while using e- banking

INFERENCE:

Majority (34.5%) of the respondents of my questionnaire selected Maybe option for the given question does customer face issues while using e-banking.

. TABLE NO: 4.16

Q. REASONS FOR NOT USING E-BANKING

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Security issues	65	59.1
Fear to use	16	14.5
Inaccessibility	18	16.4
Password theft	11	10
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 59.1% of the respondents has Security issues as a reason for not using e-banking, 14.5% of the respondents have Fear to use, 16.4% of the respondents are facing Inaccessibility and 10% of the respondents having the fear of Password theft.

CHART NO. 4.16:

Chart representing classification wise reasons for not using the e-banking.

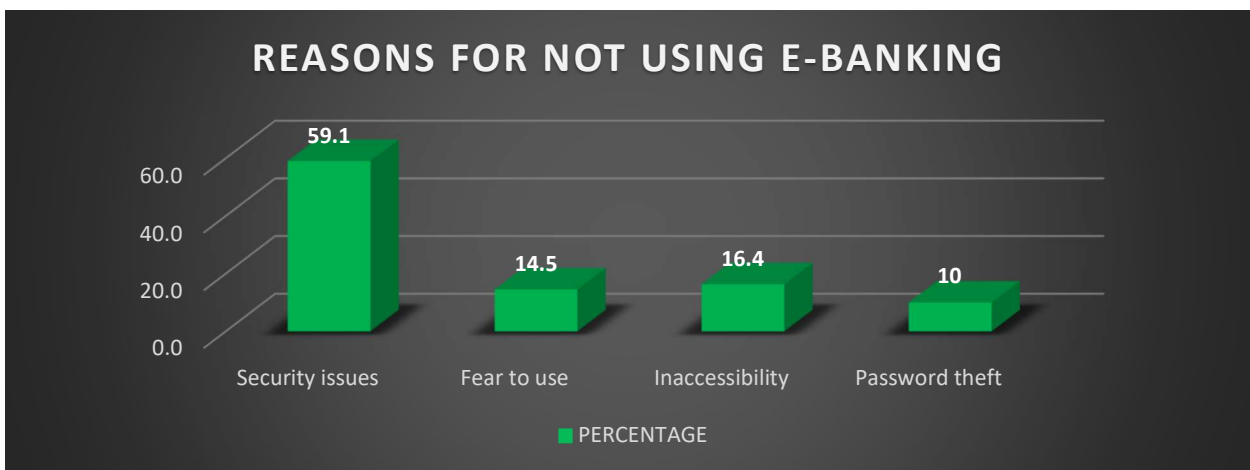


Fig 4.16: Reasons for not using e-banking

INFERENCE:

Majority (59.1%) of the respondents of my questionnaire are having Security issues as the reason for not using e-banking services.

TABLE NO: 4.17

Q. ISSUES FACED WHILE USING E-BANKING

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Bad Network connection	32	29.1
Transaction delay	28	25.5
Time out error while payment	29	26.4
Difficulty in generating OTP	21	19.1
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 29.1% of the respondents are having Bad network connection as an issue faced while using e-banking, 25.5% of the respondents facing Transaction delay issue, 26.4% of the respondents facing Time out error while payment and 19.1% of the respondents are facing difficulty in generating OTP.

CHART NO. 4.17:

Chart representing classification wise issues faced while using e-banking services.

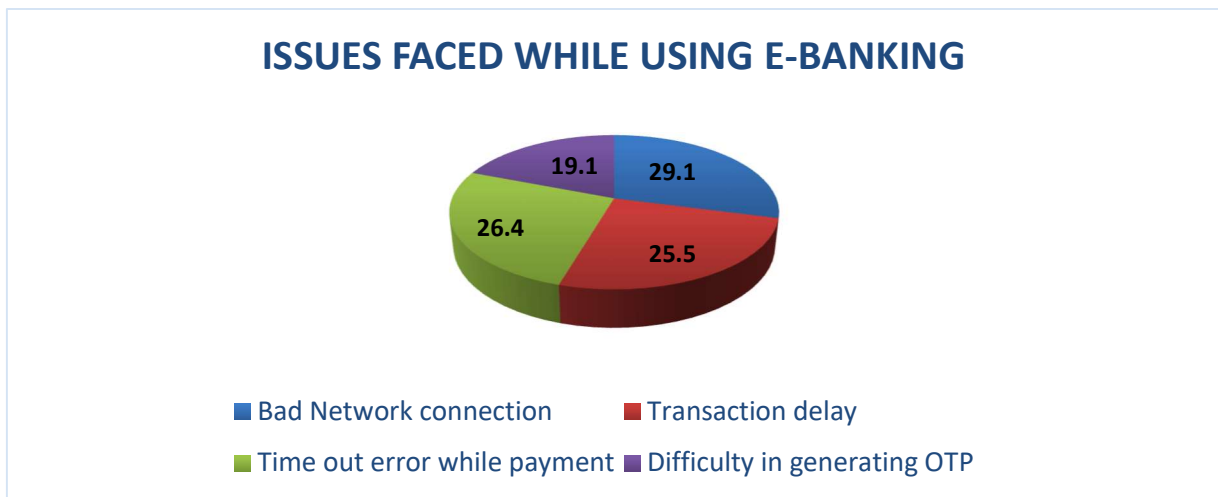


Fig 4.17: Issues faced while using e-banking

INFERENCE:

Majority (29.1%) of the respondents of my questionnaire are having Bad network connection as an issue faced while using e-banking services.

TABLE NO: 4.18

Q. STATEMENT- "SERVICE CHARGES ARE HIGH"

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Yes	67	60.9
No	43	39.1
Total	110	100

INTERPRETATION:

From the above table, it is interpreted that 60.9% of the respondents are saying Service charges are High in e- banking and 39.1% are saying service charges are not high.

CHART NO. 4.18:

Chart representing the responses whether service charges are high or not.

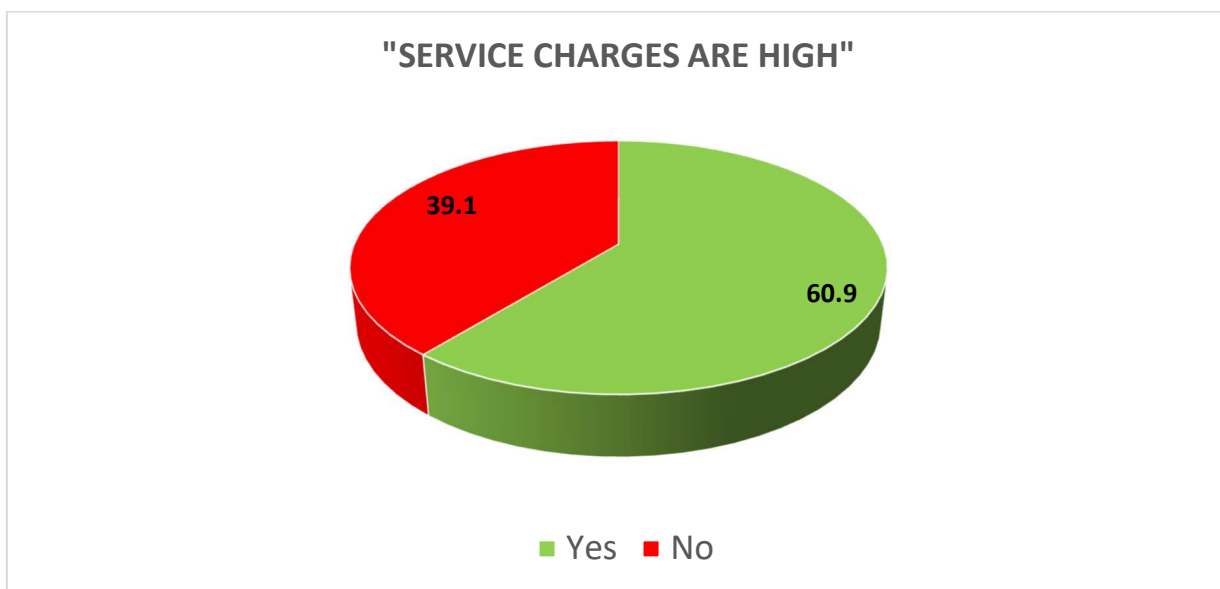


Fig 4.18: "Service charges are high"

INFERENCE:

Majority (60.9%) of the respondents of my questionnaire are saying Service charges are high for e-banking services.

TABLE NO: 4.19**Q. PROBLEMS AND CHALLENGES FACED BY THE CUSTOMERS WHILE USING E-BANKING SERVICES:**

Sl.NO	Problems	SA		A		N		D		SD	
		NO	%	NO	%	NO	%	NO	%	NO	%
1.	Technical Issues	32	29.1	35	31.8	40	36.4	2	2	1	0.9
2.	ATM out-off cash.	53	48.2	39	35.5	15	13.6	3	2.7	0	0
3.	Fear of threats and scams	31	28.2	48	43.6	24	21.8	4	3.6	3	2.7
4.	The amount is deducted more than once for a single transaction	17	15.5	33	30	36	32.7	18	16.4	6	5.5
5.	Unsuitable location of ATM	27	24.5	27	24.5	38	34.5	14	12.7	4	3.6

INTERPRETATION:

From the above table, it is interpreted that 36.4% of the respondents are given Neutral for Technical issues, 48.2% of the respondents Strongly Agrees that ATM IS out of cash, 43.6% of the respondents Agrees that they have fear of threats and scams, 32.7% of the respondents has choose Neutral for the amount is deducted more than once for a single transaction and 34.5% of the respondents has chooses Neutral for Unsuitable location of ATM.

CHART NO. 4.19:

Chart representing the classification wise problems and challenges faced by the customers while using e-banking services.

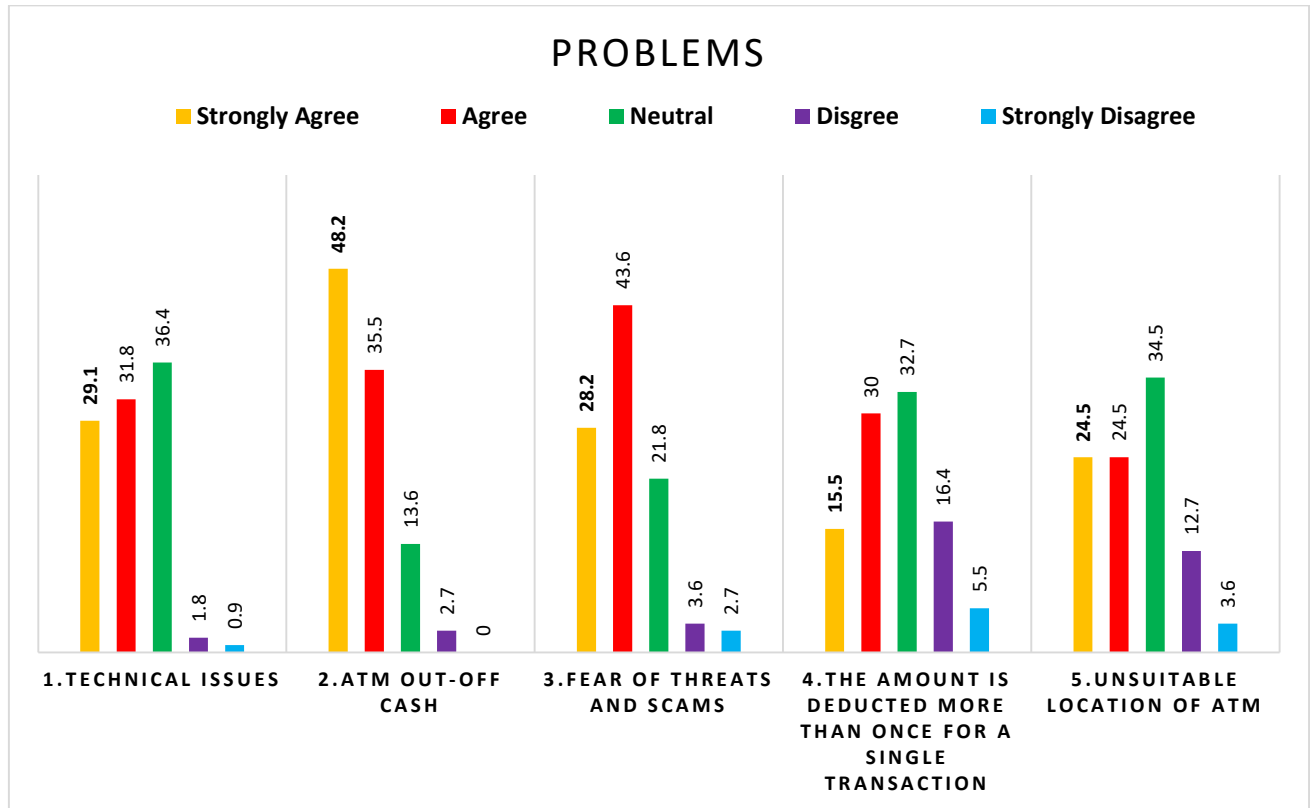


Fig 4.19: Problems and challenges faced by the customers while using e-banking services

INFERENCE:

Majority of the respondents of my questionnaire are as follows:

1. (36.4%) of the respondents are given Neutral for Technical issues.
2. (48.2%) of the respondents Strongly Agrees that ATM IS out of cash.
3. (43.6%) of the respondents Agrees that they have fear of threats and scams.
4. (32.7%) of the respondents has choose Neutral for the amount is deducted more than once for a single transaction.
5. (34.5%) of the respondents has choose Neutral for Unsuitable location of ATM.

4.20 CHI SQUARE TEST

TABLE OF OBSERVED VALUES

Most recent E-transactions/ Awareness level of E-banking services	ATM	Internet banking	Mobile banking	Phone banking	Total
Very good	2	11	18	8	39
Good	9	16	20	10	55
Average	2	1	2	2	7
Poor	1	1	1	1	4
Very poor	2	0	1	2	5
Total	16	29	42	23	110

TABLE OF EXPECTED VALUES

Most recent E-transactions/ Awareness level of E-banking services	ATM	Internet banking	Mobile banking	Phone banking
Very good	5.67	10.28	14.89	8.15
Good	8	14.5	21	11.5
Average	1.01	1.84	2.67	1.4
Poor	0.58	1.05	1.52	0.83
Very poor	0.72	1.31	1.9	1.04

Formula:

$$\frac{(\text{Observed value} - \text{Expected value})^2}{\text{Expected value}}$$

Significance level (α)=0.5

CALCULATION OF χ^2

Observed values (O)	Expected values (E)	(O-E)	(O-E) ²	(O-E) ² /E
2	5.67	-3.87	14.97	2.640
11	10.28	0.72	0.51	0.049
18	14.189	3.84	14.74	1.039
8	8.15	-0.15	0.02	0.002
9	8	1	1	0.125
16	14.5	1.5	2.25	0.155
20	21	1	1	0.047
10	11.5	1.5	2.25	0.195
2	1.01	0.99	0.98	0.970
1	1.84	0.84	0.7	0.380
2	2.67	0.67	0.44	0.164
2	1.4	0.6	0.36	0.257
1	0.58	0.42	0.17	0.293
1	1.05	-0.05	0.002	0.001
1	1.52	-0.52	0.27	0.177
1	0.83	0.17	0.028	0.033
2	0.72	1.28	1.6384	2.275
0	1.31	-1.31	1.7161	1.309
1	1.9	-0.9	0.81	0.426
2	1.04	0.96	0.921	0.885
				$\sum \frac{(O-E)^2}{E}$ $\chi^2 = 11.422$

χ^2 Tabular value = **21.03** and χ^2 Calculated value = **11.422**

$\chi^2_{\text{Tabular}} > \chi^2_{\text{Calculate}}$

Degrees of freedom **12**

INFERENCE

Hence, we reject the alternate hypothesis and accept the null hypothesis.

Alternate hypothesis: There is a significant relation between usage of e-banking services and the level of awareness. **(Rejected)**

Null hypothesis: There is no significant relation between usage of e-banking services and the level of awareness. **(Accepted)**

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION OF THE STUDY

Based on the analysis and discussion on primary data and reviews collected through secondary data in the previous chapter.

Finding, Suggestions, and Conclusion of the study in logical manner.

5.1 FINDINGS:

From the questionnaire, the following points are founded and noted.

- Majority (57.3%) of the respondents of my questionnaire are Male.
- Majority (65.5%) of the respondents of my questionnaire belong to the age group 26-40.
- Majority (85.5%) of the respondents of my questionnaire Educational Qualification are Degree holders.
- Majority (61.8%) of the respondents of my questionnaire are Married.
- Majority (60%) of the respondents of my questionnaire are Employed.
- Majority (47.3%) of the respondents of my questionnaire are getting Income from the range of 26,000-Above.
- Majority (61.8%) of the respondents of my questionnaire are Private bank account holders.
- Majority (87.3%) of the respondents of my questionnaire are having Savings A/C.
- Majority (50%) of the respondents of my questionnaire are Aware of e- banking services and opted for the option “Good”.
- Majority (27.3%) of the respondents of my questionnaire using e-banking services weekly.
- Majority (38.2%) of the respondents of my questionnaire are using Mobile banking as most recent E-Transaction.
- Majority (56.4%) of the respondents of my questionnaire are rated Good for the facilities offered by the banks.

- Majority (38.2%) of the respondents of my questionnaire opted for the option Neutral for the given statement.
- Majority (48.2%) of the respondents of my questionnaire prefer IMPS as preferred mode of transaction.
- Majority (34.5%) of the respondents of my questionnaire selected Maybe option for the given question does customer face issues while using e-banking.
- Majority (59.1%) of the respondents of my questionnaire are having Security issues as the reason for not using e-banking services.
- Majority (29.1%) of the respondents of my questionnaire are having Bad network connection as an issue faced while using e-banking services.
- Majority (60.9%) of the respondents of my questionnaire are saying Service charges are high for e-banking services.
- Majority of the respondents of my questionnaire are as follows:
 1. (36.4%) of the respondents are given Neutral for Technical issues.
 2. (48.2%) of the respondents Strongly Agrees that ATM IS out of cash.
 3. (43.6%) of the respondents Agrees that they have fear of threats and scams.
 4. (32.7%) of the respondents has choosed Neutral option for the amount is deducted more than once for a single transaction.
 5. (34.5%) of the respondents has choosed Neutral option for Unsuitable location of ATM.

5.2 SUGGESTIONS:

- ❖ Customer care should be improved. Customer queries should be answered properly.
- ❖ Security measure should be strengthened. So that the customers do not fear about hackers.
- ❖ Rules and format for e-banking should be simplified for the customers.

- ❖ OTP error should be improved to ignore transaction failure. Banks can also provide resend OTP options to ignore these types of errors.
- ❖ Banks should frequently conduct demo, issue pamphlets & seminars regarding e-banking services organized in the banks.
- ❖ Video demo has to be published in banks website for safety and precautions.
- ❖ New technology must be easy to use.
- ❖ The application software provided by all banks are not suitable for all mobile phones so, bank need to improve their services by satisfying the customers' needs by taking proper steps to provide suitable version of the app for all types of mobile phones to avoid server problem.
- ❖ Banks need to focus on elder customers because many of are not aware of e-banking services.
- ❖ Frequent change of password system should be implemented to avoid hackers' money theft in technological banking.
- ❖ Research and studies have to be conducted frequently to know the expectations of the customers.
- ❖ Banks need to update their servers' websites and application to avoid network errors and web page error.
- ❖ Service charges for e-banking has to be reduced.
- ❖ Banks should make websites and applications user friendly.
- ❖ Proper awareness should be spread among staffs and customers about new technologies.
- ❖ Steps for transaction process should be reduced by giving proper operating instructions in their websites.
- ❖ ATMs should be frequently filled with cash to avoid inconvenience to the customers.

5.3 CONCLUSION:

Banking sector plays a major role in economic development in India. Ecommerce has become popular in recent days each and every people are adopting to new technologies. E-banking is becoming popular amongst customers who are familiar with the technology upgradation but it is gradually spreading to mass especially in metropolitan cities. RBI is also taking safety measures for the customers. From this research “Problems faced by the customers while using e-banking services” it is clearly shown that majority of the respondents are Male and from the age group of 26-40 are using the e-banking services. Most of them are aware of the E-banking services available in their banks. Banks mainly need to focus on the security issues and technical issues faced by the customers, because customer satisfaction is most important for any sector. Each respondents have their own perspective of choices and problems towards e-banking. Even with all the problems faced, e Banking is the faster and convenient way of banking and people are using it daily so, banks should continue to come up with innovations to make sure they stay relevant in the fast-moving world of technology and improve their services by satisfying the needs and solving the problems and queries of the customers.

Tips for safe internet banking:

- Change your passwords regularly.
- Do not use public computers to login.
- Do not share yours details with anyone.
- Keep checking your savings account regularly.
- Always use licensed anti-virus software.
- Disconnect the internet connection when not in use.
- Always type your internet banking URL do not copy paste it.

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APPENDIX:

**A STUDY ON PROBLEMS FACED BY THE CUSTOMERS WHILE
USING ELECTRONIC-BANKING**

QUESTIONNAIRE:

1. Name of the respondent _____
2. Gender of the respondent.
 - a. Male
 - b. Female
 - c. Other
3. Age of the respondent.
 - a. 18-25
 - b. 26-40
 - c. 41-59
 - d. Above 60
4. Educational qualification of the respondent.
 - a. 10th
 - b. 12th
 - c. Diploma
 - d. Degree
5. Marital Status of the respondent.
 - a. Married
 - b. Unmarried

6. Occupation of the respondent.
 - a. Employed
 - b. Business
 - c. Retired
 - d. Others (Student, Housewife)

7. Monthly Income of the respondent.
 - a. 0-15,000
 - b. 16,000-25,000
 - c. 25,000-Above
 - d. Income from other sources

8. In Which bank do you have A/C.
 - a. Private banks
 - b. Government banks
 - c. International banks
 - d. Other

9. What type of bank A/C do you have?
 - a. Current A/C
 - b. Saving A/C
 - c. Recurring deposit
 - d. Fixed Deposit

10. Awareness level of e-banking services?
 - a. Very good
 - b. Good
 - c. Average
 - d. Poor
 - e. Very poor

11. How frequently you will use the E-Banking services?

- a. A. Daily
- b. B. Weekly
- c. Monthly
- d. Both A and B

12. Usage of most Recent E-Transaction Service?

- a. ATM
- b. Internet banking
- c. Mobile banking
- d. Phone banking

13. Facilities offered by the bank for E-banking?

- a. Very good
- b. Good
- c. Average
- d. Poor
- e. Very poor

14. Electronic Banking “safe and secure”?

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

15. Which mode of transaction do you prefer for money transfer in E-Banking?

- a. RTGS
- b. NEFT
- c. IMPS
- d. ECS (or) Point of sale

16. Do you face issues in e-banking services?

- a. Yes
- b. No
- c. May be

17. Reasons for not using E-Banking/Internet banking?

- a. Security issues
- b. Fear to use
- c. Inaccessibility
- d. Password theft

18. Issues you face while making payment in e-banking?

- a. Bad Network connection
- b. Transaction delay
- c. Time out error while payment
- d. Difficulty in generating OTP

19. Do you feel that service charges are high in E-Banking?

- a. Yes
- b. No

20. Problems and challenges faced by the customers while using e-banking services:

Sl.NO	Problems	SA		A		N		D		SD	
		NO	%	NO	%	NO	%	NO	%	NO	%
1.	Technical Issues										
2.	ATM out-off cash.										
3.	Fear of threats and scams										

4.	The amount is deducted more than once for a single transaction										
5.	Unsuitable location of ATM										

21. Any other suggestions _____