Chapter – 5

Findings & Conclusion
Findings & Conclusion

Cronbach’s Alpha test had been applied to calculate reliability of all items of Loan Schemes of bank from the questionnaire. It is considered that the reliability value more than 0.7 is good. The reliability coefficient value of Loan Schemes of Bank were highly significant i.e. 0.929 that shows high reliability of the questionnaire. The Kolmogorov-Smirnov Test and the Shapiro-Wilk Test was applied for normality of data and the Shapiro-Wilk Test is more appropriate for small sample sizes (< 50 samples), but can also handle sample sizes as large as 2000. Obtain insignificant value i.e. 0.096 is quite higher than to level of significance indicating that data is normal.

Principle component factor analysis with Varimax rotation was applied. The raw scores of 32 items and after factor analysis 6 factors were identified. The rotation converged in 7 iterations. Factor One: Service Quality the total Eigen value of this factor is 10.103 and this factor has emerged as the most important determinant of Loan Schemes of Banks and explains 31.571 % of variance of Loan Schemes of Banks. Factor Two: Employees Commitment the total Eigen value of this factor is 2.192 and this factor has emerged as the most important determinant of Loan Schemes of Banks and explains 6.851 % of variance of Loan Schemes of Banks. Factor Three: Safety and Security the total Eigen value of this factor is 1.644 and this factor has emerged as the most important determinant of Loan Schemes of Banks and explains 5.137 % of variance of Loan Schemes of Banks. Factor Four: Ease Process the total Eigen value of this factor is 1.478 and this factor has emerged as the most important determinant of Loan Schemes of Banks and explains 4.620 % of variance of Loan Schemes of Banks. Factor Five: Sanitation Facility the total Eigen value of this factor is 1.319 and this factor has emerged as the most important determinant of Loan Schemes of Banks and explains 4.121 % of variance of Loan Schemes of Banks. Factor Six: Promotion through Advertisements (Ads) the total Eigen value of this factor is 1.065 and this factor has emerged as the most important determinant of Loan Schemes of Banks and explains 3.329 % of variance of Loan Schemes of Banks.

Confirmatory factor analysis (CFA) was used to help the selection process of the scale items. Here values which indicate satisfactory adjustment for a model Loan Schemes of Banks (CMIN/DF), values 1.0 or 3.0 or, at most up to 5.0; for CFI values similar than .90 and for RMSEA, value lower than .06 or up to .08 from above table, it was
evident that the value of Normed Fit Index (NFI) was found .90, comparative fit index (CFI) was found .899, IFI was found .932, goodness of fit index (GFI) was found .897, Adjusted goodness of the fit index (AGFI) was found .941, Tucker-Lewis index (TLI) was found .924, root mean square of residual and root means squares residual (RMR) was found .375 and the value for root mean square error of approximation (RMSEA) was found .297. All value were under the satisfactory limit and shown a good model fit while the value of parsimonious Normed fit index (PNFI) and Parsimonious goodness of fit index (PCFI) were found high than the cutoff value which was possible because of large sample size.

T-test was applied to find out difference between perception of male and female gender for Loan Value of F is .066 (<.5) with significant level of .798 which means F value is not significant hence Equal variances assumed. Value of T is .798 which is insignificant at .445 levels. It means no significant difference between perception of Male and Female individuals on Loan Schemes of Bank. Hence the null hypothesis was accepted by the results.

Second T-test was applied to find out difference between perception of married and unmarried for Loan Schemes of Banks. Value of F is 1.719 significant level of .191 (P>0.05) with which means F value is not significant hence Equal variances assumed. Value of T is 1.310 which is insignificant at .191 levels. It means no significant difference between married and unmarried individuals on Loan Schemes of Bank. Hence the null hypothesis was accepted by the results.

Third T-test was applied to find out difference between perception of Rural and Urban bank customers for Loan Schemes of Banks. Value of F is 2.636 significant level of .105 (P>0.05) with which means F value is not significant hence Equal variances assumed. Value of T is -.687 which is insignificant at .492 levels. It means no significant difference between Urban and Rural individuals on Loan Schemes of Bank. Hence the null hypothesis was accepted by the results.

Fourth T-test was applied to find out difference between perception of Single Family and Joint family bank customers for Loan Schemes of Banks. Value of F is .021 significant level of .884 (P>0.05) with which means F value is not significant hence Equal variances assumed. Value of T is .377 which is insignificant at .706 levels. It means no
significant difference between Single and Joint family types of individuals on Loan Schemes of Bank. Hence the null hypothesis was accepted by the results.

Fifth T-test was applied to find out difference between perception of Self head and Family Member Head bank customers for Loan Schemes of Banks. Value of F is .032 significant level of .879 (P>0.05) with which means F value is not significant hence Equal variances assumed. Value of T is .369 which is insignificant at .698 levels. It means no significant difference between self head of family and other member family head types of individuals on Loan Schemes of Bank. Hence the null hypothesis was accepted by the results.

ANOVA Test was applied for equality of error variance between age, occupation monthly income and education level and loan schemes. Levene's Test of Equality of Error Variances is calculated to evaluate homogeneity of groups on error variances. The value of F found insignificant at .150 levels of significance which is unacceptable. Above table in Bonferroni showing that there is insignificant difference between all factors.

Next test based on comparison through frequency analysis of between state bank of India and HDFC bank according to audience poll. Firstly evaluate who give better service through the frequency found amazing results that private banks provide us better loan facility than public bank. According to Audience vote maximum people are agree that HDFC bank give us better facility than SBI. The total value of HDFC Banks have 74.2% with 308 frequency and SBI have 25.8% with 107 frequency tested through frequency test against the “Which bank gives you better facility”. Secondly which bank has flexible repayment facility? Through frequency analysis that State Bank India (SBI) provides us better repayment facility than HDFC banks. The total frequency of SBI is 281 respondents with 67.7% and HDFC Banks have 134 total frequencies with 32.3%. Third test examine which bank gives penalty charge towards personal loan. Here clearly shown values in above table of frequency analysis that State Bank India (SBI) provides us similar repayment facility than HDFC banks. The total frequency of SBI is 205 respondents with 49.4% and HDFC Banks have 210 total frequencies with 50.6%. Fourth examine which bank gives less paper work towards personal loan, frequency analysis that State Bank India (SBI) provides us poor quality of paper work than HDFC banks. The total frequency of SBI is 69
respondents with 16.6% and HDFC Banks have 346 total frequencies with 83.4%. Fifth examine which bank gives lower file charge towards personal loan, frequency analysis that State Bank India (SBI) provides us lowest file charge on personal loan than HDFC banks. The total frequency of SBI is 233 respondents with 56.1% and HDFC Banks have 182 total frequencies with 43.9%. Sixth examine which bank gives better coordination between customer and employees towards personal loan, frequency analysis that State Bank India (SBI) provides little bit more coordination between customer and staff towards personal loan than HDFC banks. The total frequency of SBI is 216 respondents with 52.0% and HDFC Banks have 199 total frequencies with 48.0% and seventh examine which bank gives good reputation of bank towards personal loan frequency analysis that State Bank India (SBI) provides poor reputation of among customer towards personal loan than HDFC banks. The total frequency of SBI is 66 respondents with 15.9% and HDFC Banks have 349 total frequencies with 84.1%.

The first linear regression was calculated by taking the total of Service Quality and Loan Schemes of Banks by using SPSS software. The significance of beta is tested using “t” test and value for model i.e. 31.329 which was significance level at 0.000% indicating a strong positive relationship between Service Quality and Loan Schemes of Banks. Second regression was calculated by taking the total of Employee Commitment and Loan Schemes of Banks by using SPSS software. Significance of beta is tested using “t” test and value for model i.e. 34.111 which was significance level at 0.000% indicating a strong positive relationship between Employee Commitment and Loan Schemes of Banks. Third regression was calculated by taking the total of Safety Security and Loan Schemes of Banks by using SPSS software significance of beta is tested using “t” test and value for model i.e. 32.879 which was significance level at 0.000% indicating a strong positive relationship between Safety Security and Loan Schemes of Banks. Fourth regression was calculated by taking the total of Ease Process and Loan Schemes of Banks by using SPSS software significance of beta is tested using “t” test and value for model i.e. 18.625 which was significance level at 0.000% indicating a strong positive relationship between Ease Process and Loan Schemes of Banks. Fifth regression was calculated by taking the total of Sanitation Facility and Loan Schemes of Banks by using SPSS software significance of beta is tested using “t” test and value for model i.e. 18.865 which was significance level at 0.000% indicating a strong positive relationship between
Sanitation Facility and Loan Schemes of Banks. Sixth regression was calculated by taking the total of Promotion Advertising and Loan Schemes of Banks by using SPSS software significance of beta is tested using “t” test and value for model i.e. 14.211 which was significance level at 0.000% indicating a strong positive relationship between Promotion Advertising and Loan Schemes of Banks.