PREFACE

Number of developments have taken place in Indian banking industry since liberalisation, privatisation and globalisation. With the advent of these changes, the banking industry in India has undergone tremendous changes. While deregulation has opened up new vistas for banks to augment revenues, it has entailed greater competition and consequently greater risks. Prior to liberalisation, privatisation and globalisation, Indian banking industry is not in the global picture. A strong, healthy and sustainable banking industry is very important for the overall development of any economy and failure of banking industry will lead to collapse of the economy as a whole.

But today the same banking industry is providing all the products and services that are being provided by their counterpart in developed nations. Since then various new and innovative products have come into Indian banking industry. The developments that have facilitated greater choice for consumers, who have become more discerning and demanding compelling the banks to offer a broader range of products through diverse distribution channels.

With the development of information technology, the whole world has now become a global village and it has brought tremendous changes in the banking industry. The banks appear to be on fast track for IT based products and services. Bank customers are becoming very demanding and it is the extensive use of technology that enables banks to satisfy adequately the requirement of customers. IT is no longer considered as mere transaction processing or confined to management information system. There is increase in customer satisfaction level, reduction in cost of banking operations, increased productivity and as
such there is a tremendous scope for Indian banks to enlarge their e-banking services which could enhance their competitiveness. Further, new technology has changed the traditional way of doing banking business. Customers can view the accounts, get account statements, transfer funds, orders drafts by using electronic channel. Because of availability of ATMs and plastic cards, electronic fund transfer (EFT), electronic clearing services, internet banking, mobile banking and phone banking, to a large extent, customers avoid going to branch premises and has provided a wider range of services to the customers. The applications of IT in banks have reduced the scope of traditional or conventional banking with manual operations. IT has enabled the Indian banking industry to not only come out with new products and services but also brought efficiencies in the backend processes. The impact of automation in the banking sector is undoubtedly difficult to measure.

The present study is an attempt to ascertain the changes taking place due to introduction of information technology in banking industry, to evaluate the banks performance, and to know about customers' perceptions regarding various facilities provided by banks with the introduction of IT in their banks.

Preview of the Chapters

This thesis consists of five chapters along with a comprehensive bibliography and annexure. The first chapter is devoted to the design of research methodology and the framework of the study. It also provides review of literature on the subject matter besides the statement of problems, significance, objectives and hypotheses of the study. The chapter also discusses the research methodology adopted and limitations of the study. The second chapter presents an overview of e-
banking and discusses its theoretical background elaborately. Various e-banking services/products have been highlighted.

The third chapter presents the details about the history of State Bank of India, transformation of SBI from 1955 to 2013 is brought out. Various e-banking services/products of SBI have been brought to light.

The fourth chapter presents the study pertaining to testing of hypotheses based on application of relevant and pertinent statistical tools such as Mean, Standard deviation, Reliability and Independent t-test, to arrive at the findings of the study.

The fifth and the final chapter presents the findings and conclusions of the study. Then suitable suggestions have been given to evolve meaningful, relevant and effective ways for successful implementation of information technology equipments in State Bank of India and Aligarh in particular.