

LIST OF TABLES

Table No.	Title of Table	Page No.
4.1	Age Profile of the Respondent Customers	106
4.2	Gender of Respondent Customers	107
4.3	Educational Qualification of Respondent Customers	107
4.4	Monthly Family Income of Respondent Customers	108
4.5	Marital Status of Respondent Customers	109
4.6	Occupation of Respondent Customers	110
4.7	Mean Score and Standard Deviation of various dimensions of customer satisfaction in internet banking	111
4.8	Mean Score and Standard Deviation of various dimensions of service quality in internet banking	112
4.9	Mean Score and Standard Deviation of 'propensity to recommend a bank' and 'propensity to switch over other bank'	114
4.10	Mean and Standard Deviation of Factors influencing Internet Banking	116
4.11	Age profile of Respondent Employees	117
4.12	Gender of Respondent Employees	118
4.13	Educational Qualification of Respondent Employees	118
4.14	Monthly Family Income of Respondent Employees	119
4.15	Marital Status of Respondent Employees	120
4.16	Mean Score and Standard Deviation of Various Dimensions of Satisfaction as Perceived by Employees	121
4.17	Mean Score and Standard Deviation of Various Dimensions of Service Quality in Internet Banking As Perceived By Employees	122
4.18	Mean Score and Standard Deviation of 'Propensity to Recommend a Bank' and 'Propensity to Switch-over Other Bank' of Employees	124

4.19	Mean & Standard Deviation of Factors Influencing Internet Banking in India as perceived by Employees	125
4.20	Comparison on Different Dimensions of Service Quality between Customers and Employees of Internet Banking	127
4.21	Behavioral Scores of Respondent Customers and Employees	130
4.22	Mean Scores of Factors for Customers and Employees Influencing Internet Banking in India	131
4.23	Comparison of Mean Scores between Customers and Employees on The Basis of Tangibility Dimension	132
4.24	Comparison of Mean Scores between Customers and Employees on the Basis of Reliability Dimension	133
4.25	Comparison of Mean Scores between Customers and Employees on The Basis of Responsiveness Dimension	134
4.26	Comparison of Mean Scores between Customers and Employees on The Basis of Assurance Dimension	135
4.27	Comparison of Mean Scores between Customers and Employees on The Basis of Empathy Dimension	136
4.28	Comparison of Mean Scores between Customers and Employees on The Basis of Overall Satisfaction	136
4.29	Comparative mean scores of various dimensions of service quality	137
4.30	Correlation between Overall Customer Satisfaction and different Dimensions of Service Quality	139
4.31	Regression Analysis on Satisfaction of Respondent Customers with internet banking services	140
4.32	Step-wise Regression Analysis on Satisfaction of Respondent Customers with internet banking services	140
4.33	Correlation between Overall Satisfaction with Internet Banking Services and Different Components of Service Quality	142
4.34	Regression analysis on Overall Satisfaction of Employees with Internet Banking Services	144
4.35	Step-wise regression analysis: Customers' overall satisfaction	144

4.36	Correlation Analysis of Customers on ‘Propensity to Recommend the Bank to Others’ and ‘Propensity to Switch-over’	145
4.37	Correlations analysis of employees on ‘Propensity to Recommend the Bank to Others’ and ‘Propensity to Continue’	146
4.38	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of Age)	148
4.39	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of gender)	150
4.40	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of educational qualification)	152
4.41	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of monthly family income)	154
4.42	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of marital status)	156
4.43	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of occupation)	158
4.44	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of geographical area i.e. states)	160
4.45	ANOVA of Respondent Customers with Various Components of Service Quality (on the basis of category of banks)	162
4.46	ANOVA of Respondent Employees with Various Components of Service Quality (on the basis of Age)	164
4.47	ANOVA of Respondent Employees with Various Components of Service Quality (on the basis of gender)	166
4.48	ANOVA of Respondent Employees with Various Components of Service Quality (on the basis of Educational Qualification)	167
4.49	ANOVA of Respondent Employees with Various Components of Service Quality (on the basis of monthly family income)	170

4.50	ANOVA of Respondent Employees with Various Components of Service Quality (on the basis of marital status)	172
4.51	ANOVA of Respondent Employees with Various Components of Service Quality (on the basis of geographical area i.e. states)	174
4.52	ANOVA of Respondent Employees with Various Components of Service Quality (on the basis of category of banks)	176