CHAPTER NO.6
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FINDINGS AND SUGGESTIONS

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6.1) INTRODUCTION:

There are no formal conclusions or recommendations, rather a discussion of other interesting findings in related fields which may impact on the integrity of the outcomes. The empirical analysis should be appropriate to the chosen method and should be directed towards the measurement and testing of the hypotheses. The results should be clear, avoiding unnecessary mathematical complexity and mini-lectures on the theory underpinning the application of standard tests. The author(s) should be realistic about the limitations of the study and not overstate the significance of its conclusions. Areas where the study might be extended and related research areas should be highlighted.

The paper should conclude with a set of references which exactly coincide with the contents (i.e., no citation is unreferenced and no reference is uncited). A checking technique used by many referees (including this author) to verify the care which authors take in completing their papers is to start their review by ensuring that the equation citations = references balances. Lack of care by authors in this regard is a fair indication of their likely sloppiness and lack of attention to detail in other aspects of their paper.

As stated in earlier chapters in this research, researcher has examined many sources of data which have been collected through both of the primary and secondary sources of data.
6.2) FINDINGS OF THE STUDY:

The findings of the study could be summarized as follows:

I. The result of testing the first main hypothesis in Iran shows that the calculated chi-square (828.780) is greater than the table value and the calculated average of the questions (3.8) is greater than the average number of the five choices in each question (3) and The result of testing the first main hypothesis in India shows that the calculated chi-square (962.577) is greater than the table value and the calculated average of the questions (3.7) is greater than the average number of the five choices in each question (3) So from these tests, the researcher infers that:

i) Private sector banks working in Iran and India provide good banking services through pay attention by the bank staff to the ethics of their bank including an appropriate literary expression, physical motion and appropriate appearance (such as having a good deal and equal respect with the customers, sitting properly in a good location, using uniforms with attractive appearance.

ii) Private sector banks working in Iran and India provide good banking services through giving services in the definite time.

iii) Private sector banks working in Iran and India provide good banking services through expressing clear statement to satisfying the customers in their working places by the bank staff.

iv) Private sector banks working in Iran and India provide good banking services through enjoying proper decoration and a suitable design.
v) Private sector banks working in Iran and India provide good banking services through speeding in bank services.

vi) Private sector banks working in Iran and India provide good banking services through providing catalog, brochures, and free services, sending e-mail and SMS and the other trainings to introduce different bank services.

vii) Private sector banks working in Iran and India provide good banking services through providing system of banking services enjoy a high level of security concerning the personal information of customers.

viii) Private sector banks working in Iran and India provide good banking services through providing website and electronic bank services.

ix) Private sector banks working in Iran and India provide good banking services through providing the queue machines effective.

x) Private sector banks working in Iran and India provide good banking services through providing of easy shopping through the automatic system of the banks in the stores and the accessibility of electronic services in the exchanges through telephone, internet, etc.

xi) Private sector banks working in Iran and India provide good banking services through providing of suitable number of bank branches and ATM mashing.

xii) Private sector banks working in Iran and India provide good banking services through providing the inventory and billing system through bank phone system.
xiii) Private sector banks working in Iran and India provide good banking services through easy to open a currency account and access a fast and easy transference of money to foreign banks.

iz) Private sector banks working in Iran and India provide good banking services through giving special services to the special customers.

zi) Private sector banks working in Iran and India provide good banking services through providing of the system encourages to customers.

zii) Private sector banks working in Iran and India provide good banking services through providing of insurance services, leasing services.

ziii) Private sector banks working in Iran and India provide good banking services through considering the complaints and the criticism of customers and use the auditor’s inspector’s comments.

ik) Private sector banks working in Iran and India provide good banking services through providing the integrated bank system.

II. For the second main hypothesis the researcher created 4 sub hypotheses and tested them. To analyze of the results of 4 sub hypotheses, we could conclude that financial position of private banks working in Iran and India is sound. So from these tests, the researcher infers that:

i) Financial position of private banks working in Iran is sound.

ii) Financial position of private banks working in India is sound.

III. The result of testing the first sub hypothesis shows that capital adequacy ratio of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that (table No. 90 for Iranian private banks and table No. 91 for Indian private banks):
i) Capital adequacy ratio of private banks working in Iran (13.7%) is better than World Bank index (8%).

ii) Capital adequacy ratio of private banks working in India (13.3%) is better than World Bank index (8%).

**IV.** The result of testing the second sub hypothesis shows that debt to equity ratio of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that (table No. 92 for Iranian private banks and table No. 93 for Indian private banks):

i) Debt to equity ratio of private banks working in Iran (12.8%) is better than World Bank index (12.5%).

ii) Debt to equity ratio of private banks working in India (12.9%) is better than World Bank index (12.5%).

**V.** The result of testing the third sub hypothesis shows that debt to total assets of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that (table No. 94 for Iranian private banks and table No. 95 for Indian private banks):

i) Debt to total assets of private banks working in Iran (93.2%) is better than World Bank index (92.6%).

ii) Debt to total assets of private banks working in India (94.3%) is better than World Bank index (92.6%).

**VI.** The result of testing the fourth sub hypothesis shows that Proprietary Ratio (equity capital to total assets) of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that
(table No. 96 for Iranian private banks and table No. 97 for Indian private banks):

i) Proprietary Ratio (equity capital to total assets) of private banks working in Iran (9.9%) is better than World Bank index (7.4%).

ii) Proprietary Ratio (equity capital to total assets) of private banks working in India (7.9%) is better than World Bank index (7.4%).

**VII.** For the third main hypothesis the researcher created 4 sub hypotheses and tested them. To analyze of the results of 4 sub hypotheses, we could conclude that Efficiency and performance of private banks working in Iran and India is sound. So from these tests, the researcher infers that:

i) Efficiency and performance of private banks working in Iran is sound.

ii) Efficiency and performance of private banks working in India is sound.

**VIII.** The result of testing the first sub hypothesis shows that return on assets of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that (table No. 99 for Iranian private banks and table No. 100 for Indian private banks):

i) Return on assets of private banks working in Iran (3.4%) is better than World Bank index (1%).

ii) Return on assets of private banks working in India (1.1%) is better than World Bank index (1%).

**IX.** The result of testing the second sub hypothesis shows that return on equity capital of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that (table No. 101 for Iranian private banks and table No. 102 for Indian private banks):
i) Return on equity capital of private banks working in Iran (40.1%) is better than World Bank index (15%).

ii) Return on equity capital of private banks working in India (17.2%) is better than World Bank index (15%).

X. The result of testing the third sub hypothesis shows that net spread of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that (table No. 103 for Iranian private banks and table No. 104 for Indian private banks):

i) Net spread of private banks working in Iran (7.2%) is better than World Bank index (1.25%).

ii) Net spread of private banks working in India (6.3%) is better than World Bank index (1.25%).

XI. The result of testing the fourth sub hypothesis shows that net interest margin of private banks working in Iran and India is better than World Bank index. So from these tests, the researcher infers that (table No. 105 for Iranian private banks and table No. 106 for Indian private banks):

i) Net interest margin of private banks working in Iran (5.6%) is better than World Bank index (4.5%).

ii) Net interest margin of private banks working in India (4.7%) is better than World Bank index (4.5%).

IX. After tested sub hypotheses in private banks, the researcher, for authenticate to the hypotheses test, selected all 6 public banks working in "A" group from Mumbai stock exchange and also all 6 public banks working in Iran and compared financial ratios of private banks working in India with all 6
public banks in India and financial ratios of private banks working in Iran with all 6 public banks in Iran. The results obtained from the subsidiary hypotheses test signifies that all financial ratios of private banks working in Iran and India are better than public banks working in Iran and India.

**XII.** The results of related research to banks ATM, bank's branches, total assets, net profit, deposits and etc shows that all items in private banks in Iran and India has increased from 2004 to 2010.

**XIII.** The first target of research: To study the structure and regulations of banking system of Iran and India. Yes

This objective through complete discussion in chapter four has been supported.

**XIII.** The second target of research: To study the working of private sectors banks of Iran and India. Yes

This objective through complete discussion in chapter four has been supported.

**IX.** The third target of research: To study the services provided by private banks of Iran and India. Yes

This objective through first main hypothesis has been supported.

**Z.** The fourth target of research: To study the financial position of Iranian and Indian private banks. Yes

This objective through second main hypothesis and 4 sub hypotheses has been supported.
ZI. The fifth target of research: To study the relationship between banking services and customer satisfaction. Yes

This objective through first main hypothesis has been supported.

ZII. The sixth target of research: To study the efficiency and financial performance at private banks of the two countries. Yes

This objective through third main hypothesis and 4 sub hypotheses has been supported.

ZIII. The seventh target of research: To study the organization and management of private banks. Yes

This objective through complete discussion in chapter two and chapter four has been supported.

IK. The eighth target of research: To understand the private sector banks position in money market of two countries. Yes

This objective through complete discussion in chapter four and through second and third main hypotheses has been supported.

KI. The ninth target of research: To compare between financial ratios of private banks and word bank index. Yes

This objective through second and third main hypotheses has been supported.

It is clear from above findings that the statements of hypotheses under study have been proved.
6.3) CONCLUSIONS:

The results achieved from the first hypothesis test which presented briefly in the chapter five depict that Private sector banks working in Iran and India provide good banking services. The results obtained from the second hypothesis test and the subsidiary hypotheses which are briefly presented in the chapter five signifies that financial position of private banks working in Iran and India is suitable. The results obtained from the third hypothesis test and the subsidiary hypotheses which are briefly presented in the chapter five signify that Efficiency and performance of private banks working in Iran and India is suitable.

6.4) SUGGESTIONS:

The researcher suggests the following:

1. Management should pay utmost attention to the customers satisfaction and for this purpose, it should provide good banking services through giving services in the definite time, speeding in bank services, providing catalog and brochures and etc, providing of suitable number of ATM mashing, providing of the system encourages to customers, providing of insurance services, providing the integrated bank system, expressing clear statement to satisfying the customers in their working places by the bank staff, enjoying proper decoration and a suitable design, providing website and electronic bank services, providing the queue machines effective, providing the inventory and billing system through bank phone system and etc.

2. Managers and investors should utilize financial ratios for predicting the position, Efficiency and performance of the banks.
3. Management should improve its knowledge about new banking products.

4. Bank staff should pay attention to the ethics of their bank including an appropriate literary expression, physical motion and appropriate appearance.

5. Management should utilize the utmost benefit of related knowledge based on management systems like CRM and etc.

6. Management should evaluate the position, Efficiency and performance of the bank by comparing of financial ratios of bank with word bank index and should help out to the better condition of bank by proper decision making and planning.

6.5) RECOMMENDATIONS:

The recommendations are as follow:

1. For the fiscal period of study is 7 years from 2004 to 2010. Suggest this is the next financial period and for more to be done in Iran and India.

2. In this study only the performance of private banks in Iran and India have been studied. Recommended performance of private banks in Iran and India with the performance of state banks and other banks to compare and analyze.

3. In this study only the performances of private banks in India "A" are in enough has been studied. Future research is recommended in the performance of other private banks in India are enough other groups studied, and are analyzed.

5. Review and analyze the relationship between financial ratios and stock returns accepted Indian private banks in Bombay Stock Exchange.

6. To identify and measure than the fundamental economic and financial variables affecting the health and stability of private banks in Iran.

7. To identify and measure than the fundamental economic and financial variables affecting the health and stability of private banks in India.

8. To identify needs and factors affecting levels of customer satisfaction and structural reforms needed in the Iranian private banks.

9. To identify needs and factors affecting levels of customer satisfaction and structural reforms needed in the Indian private banks.