

# **“Analytical Study of Information Technology and Its Effects on Indian Banks in Maharashtra**

**Kazi Imranahmad Moin**

Research Scholar, CMJ University, Shillong, Meghalaya

***Abstract – The conventional method of managing an account is constrained to acknowledgement of Deposits what's more furnishing the credit in the business sector. Today's keeping money is reputed to be Creative keeping money. The meeting up of qualified data engineering, conveyance and diversion (ICE) has given ascent to new enhancements in the feature configuration and their conveyance in the managing an account and money industry. Determined by new innovations, updating client inclination, and expanded rivalry, banks have taken to ample financings in new circulation channels like development robotized teller machines, phone frameworks, and on-line saving money, one of the explanations behind web requisitions not to have grabbed obviously so far have been the concerns about the security and absence of the lawful skeleton identified with such transactions. This obstacle has been diminished to an impressive degree in the later past with encircling of laws preparing fiscal transactions through electronic media. The a large portion of the private and nationalized Indian banks have dropped in in the engineering age and giving different sorts of electronic items and utilities to their client. The destination of this paper is to examination the execution of engineering in Indian banks and comprehension the clients' observation. This study is dependent upon the review and the information which is gathered through the issue of survey to the bank's client. The effects show that clients are fulfilled with engineering arranged banks items and utilities. The exact discoveries not just figure out the diverse parameters additionally give guidelines to financiers to keep tabs on the parameters on which they need to enhance and spread the consciousness of electronic keeping money features and aids to every single area of the public order.***

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## **INTRODUCTION**

The Indian Banking framework has been working effectually in the course of the final two hundreds of years. A few major banks in India are either offering e-managing an account aids or wanting to do so in the close destiny. With the developing Internet mindfulness around clients, expand in part of banks in e-business and developing achieve of the web, ebanking might come to be a vital part of the Indian keeping money division in the years to come. The utilization of most up to date and propel systems for supplies in keeping money businesses is called 'E-BANKING'. E-managing an account has given a chance for banks to find results for administration situations like safeguarding time, cash and vigor, reducing/minimizing paper works, cancelation of holding up in queues, absence of conveyance, and absence of power. The E-Banking is altering the managing an account industry and is having the major impacts on saving money associations. E-keeping money includes the utilization of electronic units for conveyance of keeping money features and aids. In other expressions an efficacious e-saving money result

offers this e-saving money items and utilities: ATM (Automated Teller Machine), Cards-Credit card/Debit cards/Smart card, Mobile saving money, Phone keeping money, Internet/online saving money, Electronic store framework, Electronic clearing utilities (ECS), Electronic Data Interchange (EDI), D-mat account, Digital mark, Society for planet wide interbank monetary tele conveyance, Corporate Banking Terminals, Core keeping money results and so on. E-Banking as a medium of conveyance of keeping money utilities and as a vital apparatus for business improvement, has added on wide acknowledgement global and is quick carried away in India with more keeping money dropping in the day.

## **TECHNOLOGY-ORIENTED SERVICES IN INDIAN BANKS**

1. EDI (Electronic Data Interchange)
2. Mobile Banking
3. Plastic Money

4. Internet Banking
5. Electronic Payment System
6. Online shopping and electronic payment
7. Tele Banking
8. ATM (Automated Teller Machine)

## METHODOLOGY

This study is dependent upon the essential overview of information, which is gathered through the issue of poll to the banks' clients. Private communication and talk with the clients have served to grasp their recognition and mentality about E-managing an account items and utilities. There are completely 45 banks and its number of extensions everywhere India. The aforementioned banks and its extensions are spread over in the Maharashtra additionally. Of the aforementioned, 16 Nationalized Banks, 17 Private Banks, 05 Foreign Banks and 07 Kerala Based Banks are in chosen for study. 22% of the banks are chosen from both open and private division for the study reason. The aforementioned banks are:

Name of the Banks	Total Number of Respondents	Percentage
1. ICICI Bank	277	19.1
2. HDFC Bank	178	12.3
3. YES Bank	33	2.3
4. DCB	23	1.6
5. AXIS Bank	84	5.8
6. State Bank of India	283	19.5
7. State Bank of Hyderabad	233	16.1
8. Bank of Maharashtra	216	14.9
9. Bank of Baroda	77	5.3
10. IDBI	46	3.2
TOTAL	1450	100

The Area of study in Maharashtra State and The Sample respondents were chosen on the foundation of helpful Random Sampling Techniques. For comprehension the recognition and state of mind of Bank's clients in the direction of e-managing an account, there are 27 inquiries identified with different parts of e-keeping money. Maharashtra is a monetarily propelled state in the nation and saving money is the greatest fiscal segment. The state includes numerous huge urban areas: Mumbai, Pune, Nagpur, Aurangabad and so forth. There are number of banks spread all over the state. There are nationalized banks, Private business banks, and accomodating banks

and because of globalization numerous different banks are managing in the state. Today, every last trace of the nationalized banks and Private business banks are giving saving money (e-keeping money) utilities to their client.

## Analysis of Data

With the end goal of dissection, the discoveries of the study are arranged into two aggregations:-

i) Finding on the premise of general parameters

ii) Cross segment Analysis.

i) General Parameter Analysis: The first part of the survey comprises of this parameters:

Occupation, Gender, Marital Status, Age, Qualification, Annual Income, Accounts sorts sagacious examination, Analysis on the premise of time period characterized by records.

Factors	Classification	No. of Respondents	Percentage	Factors	Classification	No. of Respondents	Percentage
Occupation	Services	655	45.2	Qualification	HSC	234	16.1
	Business	216	14.9		Graduate	671	46.3
	Professional	99	6.8		Post-Graduate	545	37.6
	Students	445	30.7	Annual Income	1,00,000 & Above	703	48.5
	Housewives	35	2.4		Below 1,00,000	267	18.4
Gender	Female	396	27.3		No earning (students & house wives)	480	33.1
	Male	1054	72.7	Accounts Types	Saving	1315	90.7
Marital Status	Married	682	47.0		Currents	129	8.9
	Single	768	53.0		Recurring	3	0.2
Age	18 to 20 yrs	230	15.9	Tenure of Accounts (in Years)	Term deposits	3	0.2
	21 to 30 yrs	747	51.5		1 to 4	1023	70.6
	31 to 40 yrs	285	19.7		5 to 10	342	23.6
	41 to 50 yrs	144	9.9		11 to 15	62	4.6
	51 to 60 yrs	34	2.3		16 to 20	12	0.8
	61 & above	10	0.7		21 & above	11	0.8

a) Occupation-wise examination: Of the aggregate respondents, it is discovered that more or less 45% are from aid classification. Business class involves just 15%. Masters are 7% of the sum and scholars are 30% of the aggregate. Housewife class shapes the neglible part of the aggregate. From the above it is watched that business class, which is needed to utilize the ebanking utilities to a substantial degree, is not doing so. Additionally, more number of housewives ought to be urged to the utilization the e-keeping money utilities. This may serve an useful purpose in redirecting the unmoving money to the gainful employments.

b) Gender-wise dissection: On the support of sexual orientation class, it is discovered that the male respondents are 72% and not many respondents are from female class

i.e. 27%. From the above it could be broke down that being of a hefty number of male respondents is according to the wants, in light of the fact that female respondents moreover incorporate the housewives who are more intrigued by putting resources into non-gainful financing.

c) Marital Status keen investigation: It is disclosed that there are 53% of single respondents and 47% of respondents are wedded. From the above it is dissected that both wedded and single respondents are pretty nearly comparative heating sense.

d) Age-wise Analysis: Of the aggregate respondents, age bunch 18-20 are 15.9%, 21-30 aggregation 51.5%, 31-40 aggregation 19.7%. 41-50 assembly 9.9%, 51-60 aggregation 2.3% and 61 & above there are just 0.7% respondents. The age assembly 21-30 and 31-40 holds fix individuals, specialist what's more pros. Thusly it is wanted that greatest number of learners, who are not having their funds. At the same time in the age aggregation 41-50 and 51-60 which moreover involves utility, business and masters, the saving money propensities are at the decrease. In the 61 & above not many respondents are due to there seniority and unable to perform the saving money transactions.

e) Qualification smart dissection: As a dissection it is discovered that HSC qualified respondents are 16.1%, Graduates are roughly 46% and Post Graduates are more or less 38%. Qualification shrewd dissection of the information uncovers that graduate & postgraduates constitute a more or less 84% of the aggregate. Different classes explain only 16% of sum. This shows the need of investment and consciousness on the part of less learned and uneducated masses towards the use of saving money utilities.

f) Income smart dissection: Of the aggregate respondents, it is considered that the respondents having a place with 1,00,000 and above salary are 48.5%, Below 1,00,000 salary respondents are more or less 18.4% and no winning respondents (i.e. learners & house wives) are more or less 33.1%. From the above study it is watched that just the persons having more than one lakh rupees twelve-month pay are utilizing the keeping money utilities. The individuals with the lower pay maybe have no investment funds. Consequently they don't need any saving money aids.

g) Accounts sorts clever investigation: On the groundwork of record sort dissection, it is considered that the sparing record holding respondents are 90.2%, current account holders are 8.9% and not many respondents

are from repeating and term store i.e. 0.2%. From the

above it could be investigated that recovering record holders are increasingly as contrast with current account holders.

## ii) Cross Section Analysis:

Sr.no	Queries	Yes	%	No	%
1.	Acknowledge the awareness of e-banking	1450	100	00	00
2.	Customers' bank provide e-banking services	1391	95.9	59	4.1
3.	E-banking is more convenient & suitable as compare to traditional banking	1335	92.1	115	7.89
4.	Indian customer feel shy and hesitated to use e-banking	754	52.0	696	48.0
5.	Customers' bank provide ATM cum Debit card services	1385	95.5	65	4.5
6.	Usage of ATM cum Debit card	1267	87.4	183	12.6
7.	Usage of ATM is easier, authenticated and safe	1315	90.7	135	9.3
8.	Satisfaction with bank charging amount on ATM access	1061	73.2	389	26.8
9.	Use of ATM cum Debit card for bills payments	652	45.0	798	55.0
10.	Use of ATM cum Debit for purchasing in markets	850	58.6	600	41.4
11.	ATM cum Debit card is safer as compare to carry the cash	1296	89.4	154	10.6
12.	Satisfaction with ATM machines and its services	1187	81.9	263	18.1
13.	Customers bank provide Credit card services	1258	86.8	192	13.2
14.	Usage of Credit card	564	38.9	886	61.1
15.	Credit card charges are heavier	990	68.3	460	31.7
16.	Debit card is better than credit card	1107	76.3	343	23.7
17.	Credit transaction is very safe and secure	1178	81.2	272	18.8
18.	Encounter the processing error while transaction with card	680	46.9	770	53.1
19.	Customers' bank provide internet banking services	1277	88.1	173	11.9
20.	Customers' bank provide online transactions	1232	85.0	218	15.0
21.	Online banking can save the time of customer	1314	90.6	136	9.4
22.	Online banking transactions are financially secured	1073	74.0	377	26.0
23.	Learning to use a net banking is very easier for customer/user	1176	81.1	274	18.9
24.	Customers' bank provide mobile banking services	1053	72.6	397	27.4
25.	Mobile banking services are more useful	1116	77.0	334	23.0
26.	Customer's bank provided EFT services	1165	80.3	285	19.7
27.	EFT services is more secure and Time saving	1173	80.9	277	19.1

## LITERATURE REVIEW

Qualified information Technology (IT) is exceptionally capable in today's planet, and monetary establishments are the spine of the Indian economy. Indian Banking Industry today is amidst an IT upset. Practically, every last trace of the nationalised banks in India are striving for qualified information engineering based results. The provision of IT in Banks has decreased the extent of customary or tried and true managing an account with manual operations. These days banks have moved from dispensed to a centralised nature, which indicates the effect of IT on banks. Banks are utilizing new devices and strategies to figure out their clients need and offer them tailor made items and utilities. The effect of mechanization in keeping money part is demanding to measure.

The writing accessible to the scientist on the provision of Information innovation in Indian banks are grouped as per the identified themes as said beneath:

1. Innovative improvement in managing an account segment
2. Requisition of IT in managing an account
3. IT system for Indian keeping money
4. Innovative improvements in agreeable banks
5. Indian managing an account segment : tests and chances

## PROVISIONS OF IT IN THE BANKING SECTOR

Rajshekhara K. S. (2004) portrayed the selection of IT in managing an account has experienced a few updates with the section of time. Today IT has ended up being an as one portion of managing an account conglomeration. The requisition of qualified data innovation in the saving money part brought about the growth of distinctive notions of keeping money for example – E-saving money, Web Banking, Online Banking, Telephone Banking, Automated teller machine, all inclusive managing an account and transaction saving money and so forth. Informative content innovation has a ton of impact on saving money transactions. It guarantees brisk fix with level transaction cost to the clients. The genuine victory of IT in the managing an account division hinges on the client's fulfillment. Thusly banks might as well order and direct client consciousness arrangement in their utility territory. Security is an imperative issue in the connection of E-keeping money. The improvement of engineering for the distinguishing proof of clients with distinctive method of correspondence apparatuses is an absolute necessity for efficacious business and additionally to decrease cheats in saving money. In this paper the creator has examined client identified perspectives just. This paper do not put forth any study identified with the bank workers and their situations observing bank computerisation.

The study led by Vij Madhu (2003), puts forth the altering profile of Indian saves money with the assistance of a relative investigation of three private part banks in India in particular ICICI bank, HDFC bank and IDBI bank. The relative dissection of the three private part banks indicates that HDFC emerges as a clear champ with ICICI at number two. In the study the scientist reasons that the test for time to come will be the synergetic utilization of web, fitting comprehension, measuring of danger administration as additionally nurturing besides holding the erudite capital. The creator recommended this techniques that need to be kept tabs on:

- Develop and develop new features to extend client base
- Strategic cooperations
- Setting up of an adequate programming framework for ALPM the path banks in the greater part of the improved nations are utilizing.

## CONCLUSION

E-banking has given simplicity and adaptability in saving money operations. Today, in India, just about each private and nationalized banks are giving IT based items besides utilities to their clients and co-operative banks have as of

late dropped in in the same. The Financial Reforms that were started in the early 90s and the globalization besides liberalization measures accumulated a totally new managing earth to the Banks that were till then working in quite secured milieu. Aids and Products like "Anywhere Banking", "Tele-Banking", "Internet Banking", "Web-Banking", "E-banking", "E-Commerce", "E-Business", and so on. have come to be the buzzwords of the day besides the Bank are attempting to adapt to the rivalry by offering creative and magnetic bundled innovation-based utilities to their clients. On the support of the dissection, it might be reasoned that utilization of keeping money aids is still not completely open. In a nation like India, where larger part of citizenry is less learned an uneducated, the utility of saving money utilities is not fittingly acknowledged. It is discovered that just well versed, well to do persons, and male structures the lion's share of the clients. Housewives, minor representatives and persons from unorganized part still feel timid and keep themselves far from the saving money aids. In spite of the fact that a greater part of Indian and Foreign banks have presented the development E-Banking offices, yet it is watched that a great amounts of bank clients don't fitting to utilize the aforementioned utilities. This may be because of the lack of awareness of the arrangement of E-Banking or due to the doubt in the PC framework.

From the above, this might be reasoned that there is a critical need of spreading the consciousness around the regular individuals. The humble specialists, the agriculturists, the housewives, the individual's working in unorganized segment be persuaded to utilize managing an account what's more E-Banking utilities. They might as well feel that their cash is more sheltered and secure with the banks. On the other hand the present study likewise focuses towards the absence of confidence on the part of a sizable inhabitants present.

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