

## Robblems of E-Banking Service Users In Tiruchirappalli Town

V.P.T.Dhevika<sup>1\*</sup>, M.Aishwarya<sup>2</sup>

<sup>1\*</sup> Dept. of Management Studies, Shrimati Indira Gandhi College, Trichy-2

<sup>2</sup> Dept. of Professor of Commerce, Srimad Andavan Arts & Science College(Autonomous), Trichy-5

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**Abstract**— Online Banking offers a higher level of convenience for managing one's finances even from one's bedroom. However, it continues to present challenges to the financial security and personal privacy. Many people have had their account details compromised, as a result of online banking. Thus, if one is going to use it for financial transactions, he should be aware of the risks involved. Awareness of the risks and problems enables to take precautions for a more secured online banking experience. Hence an attempt is made to study the problems of e- banking from account holders point of view.. Sample size consists of 100 respondents. Study result shows that there is a significant difference between Age, Monthly Income, Type of Bank, E-Banking services availed and problems of E-banking.

**Keywords**— E-Banking, problems, financial security and personal privacy

### INTRODUCTION

Although the benefits of internet banking are undeniable, there are some inconveniences and concerns of which customers should be aware of. Many people have difficulty relying on the security of online transactions, fearing the very real possibility of identity theft is a significant concern, but some online banks take this risk more seriously than others. Before opening an online account, its better for the customer to investigate the bank's security policies and protections to ensure they meet his expectations.

Clearly, choice of whether or not to bank over the internet depends on many variables. Even if a customer can see benefits, he may be unwilling if he does not trust or have much experience with the internet. At the other end of the spectrum, people May sign up for limited services like account viewing. This will save them from safety concerns but will give them daily access to account activity. If the customer decides that internet banking is right for him, he must be sure to review other offers from several banks. Each bank has different fees and advantages that can make a big difference in how much internet banking costs. By comparing deals and being educated, a customer can find an internet banking services that suits his needs. Hence an attempt is made to study the problems of E-Banking service users.

### OBJECTIVES OF THE STUDY:

1. To know the problems faced by E-banking services users.

### HYPOTHESIS:

- There is no difference Age and problems of E-banking.
- There is no difference E-banking services availed and problems of E- Banking

### METHODOLOGY:

**Pilot- study:** Pilot studies are conducted with 15 respondents. Certain changes, additions and alterations are made in the questionnaire.

**Reliability:** The cronbach alpha value is 0.072 which shows that questionnaire is reliable.

**Questionnaire Construction:** Questionnaire are collected through likert-5 point scale from strongly agree to strongly disagree

**Data Collection:** Both Primary and secondary data are collected. Primary data are collected through questionnaire and secondary data are collected through books, magazines, journal, and websites.

**Sampling Method:** Convenient sampling methods are used based on the convenience of the respondents.

**Sampling Size:** Sampling size consist of 100 respondents

**Tools Used:** Data collected are analysed through SPSS .Percentage analysis, Chi- Square and F-test are used in the study.

**TABLE-1**  
**CHI-SQUARE TEST SHOWING THE AGE AND PROBLEM OF E- BANKING SERVICES**

Age	Problem Faced			$X^2$	Df	Statistical inference
	Low (n=58)	High (n=42)	Total (n=100)			
Less than 25yrs	16(27.6%)	0	16(16%)	24.138	2	.000<0.05 Significant
25 to 50yrs	42(72.4%)	33(78.6%)	75(75%)			
above 50yrs	0	9(21.4%)	9(9%)			

**Source: Compiled from primary data**

Table- 1 explains that the calculated value is .000 which is less than the table value .05 and hence it is concluded that there is a significant association between age of the

respondents and the problem of E- Banking service. Problem faced is high for the age group of between 25-50 years (78.6%). **There is a significant association between age and problem of E-Banking services.**

**TABLE-2**  
**CHI-SQUARE SHOWING THE E-BANKING SERVICES AVAILED BY BANKS \* PROBLEMS OF E-BANKING SERVICES**

E-Banking Services Offered By Banks	Problem Faced			$X^2$	Df	Statistical inference
	Low (n=58)	High (n=42)	Total (n=100)			
ATM	9(15.5%)	21(50%)	30(30%)	15.914	3	.001<0.05 Significant
Debit Card	8(13.8%)	6(14.3%)	14(14%)			
Mobile Banking	3(5.2%)	0	3(3%)			
Electronic Clearing Services	38(65.5%)	15(35.7%)	53(53%)			

**Source: Compiled from primary data**

Table-2 reveals that the calculated value is .001 which is less than the table value 0.05 and hence it is concluded that there is a significant association between E- Banking by problems faced. Electronic Clearing Services are used by 53 percentage of the respondents. **There is a significant association E-Banking services availed and problems of E-Banking.**

#### **FINDINGS**

- ❖ 75% of the respondents belong to the age group of between 25 to 50 years.
- ❖ 56% of the respondents earn a monthly income of less than Rs.20,000.
- ❖ 62% of the respondents operate their bank account through public sector banks.
- ❖ 52% of the respondents have their account in SBI.
- ❖ 53% of the respondents use Mobile Banking
- ❖ 35% of the respondents strongly agree with the statement – “time consuming”.
- ❖ 34% of the respondents agree with the statement- “E-banking is insecure”.
- ❖ 57% of the respondents agree with the statement – “ATM is out of order”.
- ❖ 45% of the respondents strongly agree with the statement – “Amount debited but no receipt”.
- ❖ 54% of the respondents disagree with the statement — “Misuse of card”.
- ❖ 62% of the respondents disagree with the statement – “Login is difficult”.

- ❖ 49% of the respondents disagree with the statement –“Too many clicks to get anything done”.
- ❖ 46% of the respondents agree with the statement- “Poor online deposit system”.
- ❖ 54% of the respondents disagree with the statement- “No refund of money for charging twice”.
- ❖ 47% of the respondents strongly disagree with the statement- “No botheration for reminder”.
- ❖ 38% of the respondents agree with the statement-“server is down”.
- ❖ 64% of the respondents disagree with the statement-“Customer service is very poor”.
- ❖ 6% of the respondents disagree with the statement-“Not safe in using E-banking”.
- ❖ 56% of the respondents disagree with the statement – “Lack of preparedness/awareness in the adoption of new technological changes”.
- ❖ 58% of the respondents feel that the level of problems faced is low’.
- ❖ There is a significant association between age of the respondents and the problem faced in E-banking services.
- ❖ There is a significant difference between monthly Income and problems in E-banking services.
- ❖ There is a significant association between E-Banking services availed & problems of E-banking.
- ❖ There is a significant difference between banker and problems of E-banking services.

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#### SUGGESTIONS

Though E-Banking are offering several value – added services through their electronic channels, there are certain problems that need to be addressed through this study. The most serious threat faced in e-banking is that it may not be secure all the time. Steps can be taken to reduce the time consuming process. Measures to be taken to that ATM are in working condition & attended. Online deposit system can further be improved. Website should be user friendly.

#### CONCLUSION

The study shows that there is a significant difference between age, monthly income, type of bank account, name of the