Development and Issues of E-Banking Services in Public Sector Banks

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Abstract

Information Technology (IT) revolution has converted the world into a global village. The thinking, structure, work-culture and functioning style are changing rapidly. Information Technology has created tremendous job opportunities for the people around the globe, and has made the organisations efficient and productive. Banks are offering more and more tools, information and access to financial accounts to help customers achieve their financial goals through e-banking. The present study is based on survey of perceptions of employees regarding e-banking services in central suburbs of Mumbai city. An attempt is made to determine the future of e-banks in our country. On the basis of the responses of 120 respondents, study concludes that the future of e-banks is bright but public sector banks have to modify their services and adopt e-banking system otherwise they will be out of the race in this emerging Information Technology scenario.

Key Words: Information Technology, E-Banking, Mumbai City and Productivity