



## Evaluation of Banking System under Preferences and Constraints

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### Abstract:-

Now a day's demand for financial services is transmuting rapidly and deportment of customers regarding these services is withal going to transmute rapidly. Consequently, it is compulsory for the banking sector additionally that in lieu of the traditional banking it should adopt electronic banking and some incipient strategies in order to magnetize and retain subsisting as well incipient customers. E-banking is the most pioneering trend among the customers in the present era of thrust for more expeditious and secured financial services. The transfer from the traditional banking to e-banking has been an elevating amendment in banking dealings. Enlarged competition, the advancement of information & communication technology, and transmuting business environment etc. are the consequential concerns that have coerced banking services to transmute. This particular paper endeavors to explore the sundry online customer services provided by the banking industry in India and additionally discussed the magnification rate and future prospects of the e-banking services provided by the Indian banks in this regard. To quantify the progress of sundry online services provided by the banks, data has been amassed from 2003 onwards from the website of the Reserve Bank of India. Magnification (growth) rate and compound annual magnification (growth) rate is utilized for analysis. After visually perceiving the growth rate of e-banking services it can be verbalized that e-banking is accepted in the banking sector and an abundance of work can be done in this sector to make it more advance, safe and more expeditious accommodation provider in finance sector. **Keywords:** ATMs, ECS, National Electronic Funds Transfer (NEFT), RTGS, CAGR

**Keywords:-Interaction Design, Evaluation, Banking System.**

### INTRODUCTION

Financial sector plays a key role in the economic growth of a country. Banks are withal considered the most paramount part of the financial sector. Economic growth & development of any country is mainly influenced by the advancement of the banking sector in that particular nation. In the present era of technology demand of financial services is transmuting at a very expeditious haste. To meet these ordinate dictations adoption of incipient advanced technology in banking sector is obligatory to accommodate subsisting customer and to magnetize more customers withal. The banking sector is increasingly growing which facilitate the opportune utilization of financial resources, immensely colossal flow of investment, intermediation activities as well as operating in a rapidly innovating industry to facilitate its customers. The globalization exhaustively transformed the face of Indian banking industry from past few years. Banks have customarily been in the front position of exploiting technology to ameliorate their products/services and working competence. Over a long period of time banks have been utilizing electronic and telecommunication modes for distributing a wide range of valueintegrated product/services. The transaction channels include private networks; public networks etc. and the devices include phone, computers, Automated Teller Machines (ATMs), etc. The extensive utilization of computers, laptops, tablet, mobile phones etc. make facile access to internet and World Wide Web. This form of banking is generally referred to as Electronic Banking, albeit the range of products and services offered by different banks vary considerably both in their content and sophistication. From the perspective of banking products and services being offered through internet, debit and credit cards, ATMs, mobiles, e-banking is nothing more than traditional banking services distributed through an electronic communication backbone.



There are not many inventions that have transmuted the business of banking as expeditiously as the e-banking revolution. World over banks are reorienting their business strategies towards new opportunities offered by e-banking. E- Banking has enabled banks to scale borders and thus bring about new opportunities.

LITERATURE REVIEW Tarandeep Kaur (2015) discussed that India has third largest reservoir of technical human resource, but it is not for medium of commerce for mass people, new models need to be developed and worked out with appropriate strategies to make electronic commerce and M-commerce as key policy for the development and progress in India. This current state will be further helpful to develop the new generation Ecommerce i.e. mobile commerce for mass in India. With the explosion of internet connectivity through mobile devices like Smartphone and tablets, millions of consumers are making decisions online and in this way enterprises can build the brand digitally and enhance productivity but government policies must ensure the cost effective methods/solutions. The advancements in technologies and innovative services shows that India is moving from E-commerce to M-commerce, and in future E-commerce and M-commerce will become asset for commerce by the people to the people in India. Unyathanakorn et al. (2014) uncovered that ebanks must fixate on service quality to increment customer contentment and trust and to obtain customer staunchness. Implicative insinuations are discussed in cognation to e-bank management. The Cyber World has become a vital part of people's daily lives. It has transmuted consumer department in many ways, including financial transactions formerly requiring a visit to a bank branch to

achieve. Commercial banks have been in the forefront in utilizing this to meet customer desiderata for on-demand financial services. N. Jamaluddin (2013) concluded that Information technology has played a vital role in the advancement of banking system. The reach of Indian banking to every individual is possible because of the computerization process adopted by banking sector. Information technology has not only simplified the operation but it has also given a great comfort an individual who does not have a good knowledge of IT but need to access banking in an optimum manner. Roshan Lal (2012) analyzed that development of e- banking in banking sector is due to advent of IT. Banks today operate in a highly globalized, liberalized, privatized and a competitive environment. In order to survive in this environment banks have to use IT. Indian banking industry has witnessed a tremendous developments due to sweeping changes that are taking place in the information technology. In the study conducted by Mohammed and Shariq (2011) examined the adoption of e-banking channels, particularly ATM, in the city of Lucknow, U.P. He found that ATM was the most adopted technology by banks. Shukla and Shukla (2011) stated that E-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. Customers are advised not to share sensitive personal information like PIN numbers, passwords, and OTP (One time password) etc. with anyone, including employees of the bank; change ATM PIN and online login and transaction passwords on a regular basis; ensure that the logged in session is properly signed out. Mishra (2011) provided useful tips to ensure safety of internet based transactions (IBT). IBT users are advised not to reply to any mail, phone call or letter, asking for the IB information like login id or password, and not to click on any link provided in any mail, claiming to be the link for the bank's website are the important tips, among others. Electronic banking has emerged from such an innovative development. Uppal and Chawla (2009) found that the customers of public sector, private sector and foreign banks in Ludhiana district of Punjab are interested in e-banking services, but at the same time they are facing problems like inadequate knowledge, poor network, lack of infrastructure, unsuitable location, misuse of ATM cards and difficulty to open an account. Indian customers' perception in the context of e-banking has been examined by Reeti Aggarwal (2009) and found that people in the age group of 31-45 years using e-banking most frequently. Respondents opined that using e-banking for balance inquiry to be the most useful, closely followed by inter-account transfer of funds and they found e-banking least useful for lodging complaints. Slow transaction speed was found to be the most frequent problem faced, closely followed by non-availability of the server while using e-banking. Sharma (2009) opined that the trend towards electronic delivery of banking products and services is occurring partly as a result of consumer demand, and partly because of the increasing competitive environment



in the global context. Kumar and Sinha (2009) cited various instances of hacking and phishing attacks reported throughout India.

They remarked that cyber-crimes prove that e-banking has several loopholes that can be easily exploited and users need to be extra cautious while making online transactions. Srinivas (2009) discussed various e-banking channels and suggested security tips for customers which include changing password frequently, abstaining from revealing PIN either via mails or phone, avoiding cyber cafes for net banking etc. Kamakodi et al. (2008) found that a wide gap exists in human service in Indian banking while technology based services are exceeding expectations. Raghavan (2006) opined that at present, over 85% of the finished payment transactions are electronic and traditional way of doing banking at the branch level has relatively little importance to electronic banking users. Many banks, including PSU banks, would have online ATMs, phone banking, virtual banking, e-banking, Internet banking, etc. by 2020. Mohan (2006) remarked that Indian banking is at the threshold of a paradigm shift and a significant development has been achieved by banks in offering a variety of new and innovative e-banking services to customers today, which was not thought of before. However, public sector banks have not been able to harness the benefits of computerization.

#### **OBJECTIVES OF THE STUDY:-**

1. To identify various e-banking services/products provided by Indian banks.
2. To study and analyze the progress made by Indian banking industry in adoption of technology to provide technology based services.
3. To analyse the future prospects of the e-banking services of the Indian Banking Industry.
4. To study the challenges faced by Indian banks in adoption of technology and make recommendations to tackle these challenges.

**RESEARCH METHODOLOGY & DATABASE :-**The study is predicated on secondary data. It is analytical and exploratory in nature. Statistical and mathematical tools such as simple growth rate, percentage, average, trend lines and compound annual growth rate (CAGR) are sourced to analyze the data. Data has been amassed from 2003-04 to 2015-16 (for 2015-16 data of last quarter was not available as the financial year yet to culminate at the time of data compilation) from Reports on Trends and Progress of Banking in India and monthly data releases about e-banking transactions published by Reserve Bank of India. The parameters of the study are Automated Teller Machines and Transactions through Retail Electronic Payment Methods such as Electronic Clearing services (ECS) - debit and credit, National Electronic Fund Transfer and Real Time Gross Settlement System. To study about the future prospects of the various e-banking services trend analysis is done. In this study, simple growth rate is indicated by GR and below given formula is used for the calculation of GR.

$$GR = (V_t - V_{t-1}) / V_{t-1} \times 100$$

Where:  $V_t$  indicates value of given parameter in current year and  $V_{t-1}$  indicates value of given parameter in the previous year. Simple tabular analysis and relevant graphs are used for analysis purpose wherever found relevant for particular study. CAGR is a relatively simple metric which quantifies the average rate of an investment's growth over a variable period of time. Because of this simplicity, this metric is a flexible one and thus has a variety of uses. CAGR is used to calculate the overall growth rate of e-banking services provided by the Indian banking industry over a specific period of time i.e. from 2003-04 to 2014-15. Here for calculation of CAGR data has been considered only up to 2014-15 so that accurate growth rate can be obtained because 2015-16 data do not include the information of the final quarter as stated above.

**ANALYSIS AND INTERPRETATION:-**Transactions done through ECS: By the utilization of electronic payment systems such as Electronic Clearing Services (ECS) credit and debit the haste of financial transactions across the country had ameliorated. Electronic Clearing Services (ECS) is one of the incipient and latest electronic banking services. ECS is a non-paper predicated kinematic of funds which is emboldened by the RBI on a wide scale. ECS consists of- Electronic Credit Clearing Service & Electronic Debit Clearing Service. ECS brings down administration cost and ensures profitability and productivity to the banks. The Table 5.1 shows the volume of electronic transactions of Scheduled Commercial Banks. In average terms volume of ECS Debit



(128.44) is preponderant than ECS Credit (84.35). Growth rate in case of ECS Credit has incremented tremendously in 2004-05, 2006-07 and in 2013-14 but after 2014 it is decreasing. In case of ECS Debit maximum growth has been recorded in 2005-06 and in 2006-07. The Figure-1 shows graphical presentation of ECS Credit, ECS Debit and Total volume of ECS with linear trend lines with linear equations. To calculate CAGR, volume of 2014-15 has been taken as ending value (required in the formula) because the volume of 2015-16 do not include the value of last quarter of the financial year as it has not been updated on RBI website (at the time of data compilation). ECS Credit (volume) and ECS Debit (Volume) registered a notable upturn from 2003 to 2015 with a Compound Annual Growth Rate (CAGR) of 15.56% and 32.29% respectively.

**Table 1**  
**Volume of ECS Credit and Debit during 2003-04 to 2015-16**

Year/ Transaction	ECS Credit		ECS Debit		Total	GR
	Volume in Million	GR	Volume in Million	GR		
2003-04	20.32	-	7.87	-	28.19	-
2004-05	40.05	97.15	15.30	94.31	55.35	96.36
2005-06	44.22	10.40	35.96	135.02	80.17	44.85
2006-07	69.02	56.10	75.20	109.14	144.22	79.89
2007-08	78.37	13.54	127.12	69.04	205.49	42.48
2008-09	88.39	12.80	160.06	25.91	248.45	20.91
2009-10	96.28	8.92	149.28	-6.73	245.56	-1.16
2010-11	117.27	21.80	156.77	5.02	274.04	11.60
2011-12	121.50	3.61	154.75	-1.29	276.25	0.81
2012-13	122.33	0.68	177.12	14.45	299.45	8.40
2013-14	152.62	24.76	193.88	9.46	346.49	15.71
2014-15	115.30	-24.45	226.01	16.58	341.31	-1.50
2015-16	30.91	-73.19	190.34	-15.78	221.26	-35.17
<b>Total</b>	<b>1096.56</b>		<b>1669.66</b>		<b>2766.23</b>	
<b>Average</b>	<b>84.35</b>		<b>128.44</b>		<b>212.79</b>	
<b>CAGR</b>	<b>15.56%</b>		<b>32.29%</b>		<b>23.09%</b>	

Source: Authors' own calculation, basic data - Report on Trends and Progress of Banking in India, Reserve Bank of India

The above Table shows value of electronic transactions of scheduled commercial banks. In average terms the value of ECS Credit is more preponderant than ECS Debit though in volume terms it is converse. Growth rate in case of ECS Credit was topmost in 2007-08 and growth rate in ECS Debit was topmost in 2005-06. In case of total value of ECS it has recorded the peak growth rate in 2007-08. The Figure 2 shows graphical presentation of ECS Credit, ECS Debit and Total value of ECS.



**Table 2**  
Value of ECS Credit and Debit for the period of 2003-04 to 2015-16

Year/ Transaction	ECS Credit		ECS Debit		Total	
	VALUE in Billion	GR	VALUE in Billion	GR		GR
2003-04	96.97	-	22.41	-	119.38	-
2004-05	201.80	108.11	29.21	30.34	231.01	93.51
2005-06	323.24	60.18	129.86	344.57	453.10	96.14
2006-07	832.73	157.62	254.41	95.91	1087.14	139.93
2007-08	7822.22	839.35	489.37	92.35	8311.59	664.54
2008-09	974.87	-87.54	669.76	36.86	1644.63	-80.21
2009-10	1176.13	20.64	695.24	3.80	1871.37	13.79
2010-11	1816.86	54.48	736.46	5.93	2553.32	36.44
2011-12	1838.00	1.16	834.00	13.24	2672.00	4.65
2012-13	1771.00	-3.65	1083.00	29.86	2854.00	6.81
2013-14	2492.74	40.75	1275.14	17.74	3767.88	32.02
2014-15	2018.80	-19.01	1739.74	36.43	3758.54	-0.25
2015-16	827.91	-58.99	1395.57	-19.78	2223.47	-40.84
TOTAL	22193.27		9354.16		31547.43	
Average	1707.17		719.55		2426.73	
CAGR	28.78%		43.71%		33.30%	

Source: Authors' own calculation, basic data - Report on Trends and Progress of Banking in India, Reserve Bank of India

Transactions done through RTGS and NEFT: The celerity of financial transactions across the country had been amended by utilizing RTGS and NEFT. Real Time Gross Settlement System (RTGS) is a mechanism of transferring funds from one bank to another on a 'real time' and on 'gross' substructure. Under RTGS, the minimum amount of fund transfer is Rupees Two Lakhs (3100 US \$) and there is no circumscription to the maximum amount. RTGS transactions can be interbank as well as between customers through bank accounts. National Electronic Fund Transaction (NEFT) is a deferred net settlement system and is an improvement over other modes in terms of security and processing efficiency. This facility is presently available at over 46,300 bank branches throughout the country. Table 5.2 shows volume and value of RTGS and value of NEFT from 2008 onwards. The table shows that RTGS has itemized a remarkable magnification in value during the duration of 2009-10, 2010-11 and 2012-13. The utmost growth rate in case of RTGS was recorded in 2009-10 in value terms and in volume also and in case of NEFT the growth rate was supreme in 2010-11 and in 2011-12. CAGR for RTGS in volume is 34.04 percent which is grander than CAGR for RTGS in value with 15.57 percent. NEFT is growing with CAGR of 66.65 percent which is very good for the banking industry.

**Automated Teller Machines (ATMs):-**ATM (Automated Teller Machine) is a modern contrivance introduced by the banks to enable the customers to have access to money day-in and day-out without visiting the bank branches physically. The system is kenneed as "Any Time Money" or "Any Where Money" because it enables the customers to withdraw money from the bank from any of its ATMs round the clock. ATM has become the most popular and convenient dispensing channel throughout entire country. Table 5.3 indicates the progress made by ATMs of Scheduled Commercial Banks for the period 2005-2014. In average terms Onsite ATMs are more as compared to Offsite ATMs though the number of both has incremented in the period of 10 years. In 2005 only 8233 onsite ATMs were there but in 2014 it has incremented to 91,967 and recorded



approximately 27.29 percent compounded annual growth rate. In the same way the total no. of off-site ATMs are also increasing year by year but maximum growth in total no. of off-site ATMs were recorded in 2012 i.e. 56.10%. All over CAGR in case of off-site ATMs is 23.82%. The figure 4 shows graphical presentation of on-site ATMs and off-site ATMs from 2005 to 2014 (it is upto 2014 because on RBI website data is available only for this time period) which are increasing year by year.

**RESEARCH IMPLICATIONS:-**This research fixated on all over growth done by the Indian Banking Industry subsequent to the assumption of internet/ e-banking facility. So the very first benefit of this research is for the banking industry itself to ken its pros and cons and it enables the major areas of trepidation where the Reserve Bank of India must focus.

Recently the Government of India has been accentuating on mounting financial inclusiveness. By opting e-banking and some other advance options banks can magnetize more customers and can help the Government to achieve the motive of financial inclusion. The study provides vital inputs that by increasing the no. of ATMs and by opening new branches well furnished with new technologies can help more people to have bank accounts and to access all e-banking services.

**LIMITATIONS OF THE STUDY AND SCOPE FOR FURTHER RESEARCH:-** The study is based on secondary data. So the problem as associated with normal secondary data may partially retain in the analysis. In the present paper data has been amassed from 2003-04 to 2015-16 (for 2015-16 data of last quarter was not available as the financial year yet to culminate at the time of data compilation) from the website of Reserve Bank of India so researchers have a further scope to study the later part of the year 2015-16 besides exploring the impact of financial inclusion which is implemented and pacified in post Modi period. This study grossly depends on data published by RBI and prior researches done by other researchers and other such resources and documents for the period mentioned above as the data prior and later than that were not available. This paper is based on services like ECS, RTGS, NEFT and no. of ATMs there is a wider scope for the researchers to analyse other digitalized services also like plastic money, online transactions and mobile commerce facility provided by the banks. CHALLENGES IN

**ADOPTION OF E-BANKING:-**The under-mentioned challenges are in obverse of the Indian banking industry while adopting new technology:

- ◆ The most solemn threat faced by the banking sector is that the customers do not consider e- banking services safe and secure all the time. They cerebrate that there may be loss of data/money due to technical defaults.
- ◆ Banks are facing business challenges also. For the transactions made through internet, the service charges are very low. Unless an astronomically immense number of transactions are routed over the Web, the e-banks cannot cerebrate of profit.
- ◆ There is lack of preparedness on the part of both i. e. Banks and customers in the adoption of incipient technological changes.
- ◆ There is lack of congruous infrastructure for the installation of e-delivery channels.

**RECOMMENDATIONS AND CONCLUSION:-**Banks are making earnest efforts to popularize the e-banking services and products. Younger generation is commencing to optically discern the convenience and benefits of e-banking. In years to come, e-banking will not only be customary mode of banking but will be chosen mode of banking. No doubt Indian banks are making sincere efforts for the adoption of advanced technology and for installation of edelivery channels but still masses are wary of the concept and still there are many challenges cognate to the safety and security of the money and information so some special arrangements should be made by banks to ensure full security of customers' funds. Technical defaults should be evaded by



employing well trained and expert technicians in field of computers, so that loss of data can be avoided. Seminars and workshops should be organised by the banking professionals on the salubrious utilization of e-banking services especially for those who are ATMs or computer illiterate. E-banking services should be customised on basis of age, gender, vocation etc. so that needs and requisites of people can be rewarded accordingly. Government should magnify investments for the construction of wellfurnished building and infrastructure.

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