

## **Information Technology Management of Selected Banks in Ahmednagar City**

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### **ABSTRACT**

The Banking sector is increasingly gaining momentum in Indian economy. The changes in banking operations in India are mainly due to information and communication technology. The impressive growth in the information technology sector has been feasible because of low cost of operations, high quality of product, services and easily available skilled manpower. The banking sector mainly focuses on customer service. The attempt has been made to review the recent trends and developments taking place in banking sector due to technology management. The paper assesses the knowledge of employee regarding security measure used in selected banks of Ahmednagar city.

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**Key words:** Banking sector, customer service, economy, security measure

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### **Introduction**

The banking sector has been remained the source of economic growth. Banking in India started in the year 1786. In the year 1941 the Banking Companies act was passed and State bank of India came into effect in the year 1955. The information and communication technologies in the banking sector gained the importance after the adoption of liberalization, privatization and globalization policy. In the banking sector E-commerce describes conducting business activities via electronics and telecommunication technologies usually over the internet. It includes financial and commercial transactions that take place electronically. E-commerce is arriving at a bang. Internet Banking is also growing at an impressive rate as it has much lower operating cost. It cost almost nothing to conduct banking transactions using the internet, as compared to what it would be if handled by a teller at a branch bank. Even the customers have no need to write and checking of email. The customer's accounts get updated automatically. E banking in the banking sector mainly includes ATM, EDI, EFT, EMT, Internet banking, online banking, Telebanking, and E-cheques. Co-operative banks are deeply rooted inside local areas and communities. They are involved in local development and contribute to the sustainable development of their communities. Their members and management board usually belong to the communities in which they exercise their activities.

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### *Rationale of the Study*

The Indian banking sector is gradually becoming stronger and stronger. Defining and improving quality in the service sector is a major challenge. State banks of India have created good position in the market. Comparing with SBI the co-operative and private banks have to pass a long pathway. The objective of technology management in banks must be for giving good service to the customer and attracting more and more customers. Online banking helps to view and manage current account, savings, and credit card and mortgage whenever and wherever we like. It also helps to set up, manage and pay the bills, transfer money between nationwide accounts instantly.

### **Objectives of the Study**

The primary objectives of the present study are to analyse technology management in selected banks. With this background, the following objectives were framed and undertaken.

1. To analyze the use of Technology for operation in selected Banks of Ahmednagar city.
2. To study the awareness of security measure used in selected banks of Ahmednagar city.

### **Research Methodology**

#### *Data Collection*

To achieve the objectives set forth, the study is based on both primary and secondary data. Primary data was collected from the sample respondents. Structured questionnaire was framed and distributed among the 30 employees of 5 selected banks in Ahmednagar city. In all 20 officials have given response to the questionnaire. The various ahmednagar branches of bank selected for the study were Ambejogai people's co-operative bank, Ahmednagar central co-operative bank, Yes bank, Axis bank Ltd., Ratnakar bank. The questionnaire is divided into 3 parts. In the first part the questions about general information of the bank employees and their knowledge regarding pc banking were tested. The second part of the questionnaire mainly includes 10 questions regarding the use of technology in the banking operations. The third part of the questionnaire consists of six questions related to awareness on security measures. The secondary data collected from the journal, website of the banks and reference books.

#### *Hypotheses*

The purpose of the study to find awareness of various internet banking services and technology management trends in selected. The hypotheses framed for the study are as follows,

*H 1:* There is no significant difference about awareness of various internet banking practices.

*H 2:* There is no significant difference about knowledge of different security measures.

**Limitations of the Study**

1. The research paper considered only 5 selected banks in Ahmednagar city. Hence the conclusions may not apply to the entire banking sector.
2. Some of the respondents have shown unwillingness to share information on secrecy ground.

**Analysis and Interpretation**

The Given responses were quantified and thoroughly analysed for arriving at meaningful conclusions. All responses compiled in tabular form with the help of Excel sheet (computer software) for the analysis purpose. The proportion test was applied to the tabulated data for testing the stated hypotheses. The table 1 depicts the Profile of the respondents.

**Table 1:** Profile of the Respondents

Sr.No	Background Variable	Number
1	<b>Age :</b>	
	Upto 30 Years	4
	30-40 Years	8
	40-50 Years	8
	<b>Total</b>	20
2	<b>Work Experience:</b>	
	Up to 5 Years	7
	6-10 Years	8
	Above 10 years	5
	<b>Total</b>	20
3	<b>Gender</b>	
	Male	14
	Female	6
	<b>Total</b>	20
4	<b>Education</b>	
	Graduate	4
	Post Graduate	16
	<b>Total</b>	20

Source: Primary Data

**Table 2:** Awareness of Employee Regarding Various Internet Banking Practices

Sr.No	Opinion	Agreement
1.	Idea of PC Banking	20 (100 %)
2.	Idea of PC banking as Internet Banking	10 (50%)

Source: Primary Data

**Table 3:** Awareness of Internet Banking Services

Sr.No	Statement	Agreement
1.	Viewing of A/C balance	20 (100 %)
2.	Bill Payment	20 (100 %)
3.	Transfer of funds between A/C	20 (100%)
4.	Online application for checking and saving A/C	8(40%)
5.	Cheque –book reconciliation	20 (100%)
6.	View of A/C history	20 (100%)
7.	Ordering cheques online	12 (60%)
8.	Viewing of loan and credit card A/C information	20 (100%)
9.	Issuing stop payments orders online	12 (60%)
10.	24/7 service by phone email	10 (50 %)

Source: Primary Data

**Table 4:** Awareness on Security Measures

Sr.No	Statement	Agreement
1.	Aware of Login and Logout procedure	20 (100 %)
2.	Implementation of hardware lock	10 (50 %)
3.	Updates about virus protection software	20 (100%)
4.	Password setting	5(25%)
5.	Virtual keyboard	10 (50%)
6.	Digital signature	10 (50%)

Source: Primary Data

The table 2 depicts Awareness of employee regarding various internet banking practices. 20 (100 %) of employees are found aware of pc banking while 50 % employee are aware of PC banking as internet banking. Table 3 shows awareness of Internet Banking services and table 4 depicts awareness on security measures. After analyzing the data it can be inferred that the hypothesis H 1 and H 2 both are accepted.

### Conclusion

From data analysis, interpretations and testing of hypothesis it is concluded that the employees of the selected bank has been found capable of using internet banking services for banking sector. Similarly it is also concluded that there is significant awareness on various security measures implemented in the banking sector grounds. The uses of IT in the banking

sector have been found applicable in reducing the cost of operation. The customer satisfaction is based upon the quickness and reliable services rendered by the banks. Because of the use of IT the banking operations are becoming user friendly. Customers are getting services quickly. Due to inventions in the computer hardware and software, the banking sector has been in the transition phase. Due to availability of skilled manpower the banks are facing severe competition. Therefore it is recommended that use of secure and modest IT services is key to face current emerging challenges in banking sector.

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