

AN EVALUATIVE STUDY OF SELECTED SBI CUSTOMERS TOWARDS INTERNET BANKING SECURITY WITH REFERENCE TO SBI KAITHAL

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Abstract: The use of the Internet in the present situation has altered the whole financial system. Individuals will deposit anytime and whenever they want without having to enter a bank. This helps clients save money by completing projects at their hands. Despite the fact that Internet banking is easy and fast, it is plagued by a few security issues. Banking organizations have taken a number of precautions to ensure the safety of their customers when conducting various online transactions. In this one-of-a-kind case, an attempt has been made to examine and evaluate the Internet banking protection activities undertaken by the selected bank, Indian Bank, in the Kaithal area, to assist its clients. The latest investigation is being conducted with the help of a suitable exploration instrument. A sample of 100 clients was selected, and an analysis was conducted with the help of their responses, accompanied by a couple of suggestions.

Keywords: Internet Banking, Banking Security

1.0 Introduction

After China and the United States, India has the world's third largest web population and offers tremendous formative potential for the web segment in the coming years. The banking industry has become one of the most important beneficiaries of the Internet transformation, and the production of banking innovation products has been rapidly expanding. "A common feature of Internet banking is that customers can pay for services while sitting at home, rather than going to a branch. This enables clients to complete their transactions in a short period of time, saving both time and effort." (R. Pinto, 2000). E-banking framework ends up being extremely adaptable in finishing exchanges like withdrawal, balance inquiry, mini statements, other online services like ATM request, checkbook request, blocking account etc. Thinking about every one of the benefits, security of the financial information of customers is a very major concern of all banks.

2.0 Review of Literature related to Study

In his investigation, Gupta (2006) looked into the "capability of Internet banking and discovered that its capacity to arrive at any single crevice and void of the planet holds exceptional value for a realm like India." Guraau (2002) examined the current state of internet banking and its administrations. The examination also reflects on the virtual financial system. Karjaluo, Mattila, and Pentto (2002) attempted to describe the factors that affect the creation of buyer attitudes toward electronic banking. "Hutchinson and Warren (2003) studied the financial aid of electronic trading, Online Banking, and its benefits to consumers. In the investigation, online banking compliance efforts and numerous techniques for customer information security were discussed." According to Rotchanakitummai and Speece (2003), "examination study discovered that corporate clients don't acknowledge electronic form of banking, which can enable banks to carry out this self-administration invention all the more proficiently in the numerous financial exchanges." Lympo and Chanotakir (2004) evaluated the significance of Internet-banking innovation and the existence of numerous unmistakable components that influence. Li and Worington (2004) depicted a correlation between online banking and electronic business and mechanical events in their working paper. According to Pikkariainen, Pikkariainen, Karjaluo, and Pahnala (2004), "electronic financial experience has rendered more recent uses of banking, especially via web-based banking direct procedure." To regulate the online climate, the developers adopted a creativity endorsement model. Singh (2004) studied the effects of internet-based banking and web banking trends. The investigation also concentrated on the most recent financial breakthrough products and administrations for monetary advancement.

3.0 Objective of the Study

1. To Study the customers' attitudes and perceptions of Internet banking protection.
2. Analysis the challenges that internet banking consumers face.
3. To investigate the effect of internet banking securities on selected customers in Haryana's Kaithal district.

4.0 Scope of the study

This research provides a textbook for the modern nature of Internet banking protection and highlights clients' level of mindfulness when using Internet banking, as well as their understanding and fulfillment of technological developments and how they operate. Finally, this would aid in recognizing the benefits of Internet banking to customers as well as the banking sector.

5.0 Research Methodology

Sample Design: - To complete this analysis, the researcher used multistage sampling. Kaithal, a State Bank of India client, was chosen. In India, there are over 24000 SBI branches. There are 780 in Haryana and 21 in Kaithal. SBI Kaithal, located on the Marwah Complex Kurukshetra Road branch, was purposefully chosen out of 21 for the report.

6.0 Sample Size: - 100customers who used E-Banking were taken for the study.

Type of Study and Data: - The current research The study, “An Evaluative Study of Selected SBI Customers Against Internet Banking Security with Regard to SBI Kaithal,” is both analytical and exploratory. This study relied on both primary and secondary data. A formal questionnaire is used to investigate the knowledge of, perception of, and satisfaction with Internet banking security. Primary data was obtained from 100 Internet banking users through a separate pre-tested Questionnaire. Internet banking users were chosen from the SBI Kaithal branch on Marwah Complex Kurukshetra Road.

7.0 Analysis of the Data

Kaithal's Internet Banking Customers' Socioeconomic Profile

Table-1(A) Age Group of the Respondents

Age Group	Male	Female	Total	Percentage		
				Male	Female	Overall
20-30Y	52	15	67	52%	15%	67%
31-40Y	14	4	18	14%	4%	18%
41-50Y	8	2	10	8%	2%	10%
51-60Y	2	1	3	2%	1%	3%
60+Y	2	0	2	2%	NIL	2%
Total	78	22	100	78%	22%	100%

Interpretation – The age group of e banking users is shown in table -1(A) above. According to the numbers, 67 percent of respondents or e banking users are between the ages of 20 and 30. In this 67 percent, 15 percent are female, while the remaining 52 percent are male. In the age group of 31-40, 18% of users are male and the rest are female; in the age group of 41-50, 10% of users are male and the rest are female; and in the age group of 60+, only 2% of users are female; there are no female users in this age group.

Table-1(B) Qualification

Qualification	Male	Female	Total	Percentage		
				Male	Female	Overall
Metric	15	5	20	15%	5%	20%
Intermediate	8	3	11	8%	3%	11%
Graduation	42	11	53	42%	11%	53%
Post Graduation	11	3	14	11%	3%	14%
Professional Degree	2	0	2	2%	NIL	2%
Total	75	25	100	78%	22%	100%

Interpretation- The qualification of the respondents or e banking users is shown in table 1(B). More than half of the users fall into the graduation group. 53 percent of e-banking users are graduates, with 42 percent being male and the remaining 11 percent being female. Twenty percent are metric pass, and eleven percent are intermediate. Just 2% of e-banking users have a professional degree, while 14% have a postgraduate degree.

Table-1(C) Occupation of the E-banking Users

Occupation	Male	FEMALE	Total	Percentage		
				Male	Female	Overall
Agriculturist	1	0	1	1%	Nil	1%
Government Employees	15	3	18	15%	3%	18%
Business man	18	1	19	18%	1%	19%
Employee in Private Sector	25	8	33	25%	8%	33%
Student	16	9	25	16%	9%	25%
Retire Employee	3	1	4	3%	1%	4%
Total	78	22	100	78%	22%	100%

Interpretation- The data in table-1(C) indicates the profession or occupation of e banking users. According to the report, the majority of e-banking users are from the private sector, with 33 percent being employees of the private sector, with 25 percent being male and 8 percent being female. Following that, 25% of e-banking users are students, with males accounting for 16% and females accounting for the remainder. Agriculturists make up just 1% of all consumers. 18% are government employees, and 19% are company owners. Retired workers use e-banking at a rate of 3%.

Table-1(D) Account Type of the E-banking users

Saving Account	Current Account	Percentage	
		Saving	Current
92	8	92%	8%

Interpretation- the table – 1(D) shows the nature of the account. There are 92% accounts are saving accounts in nature and rest 8% is current accounts.

Table- 2. level of awareness of the customer regarding internet banking.

Become aware through	No of users	Percentage of users
Advertisements	52	52%
Parents	12	12%
Television	11	11%
Newspaper	5	5%
Bank employees	13	13%
Friends	6	6%
Relatives	1	1%
Total	100	100%

Interpretation- the above table-2 shows the data through which medium users of e banking become aware. According to data there are 52% users are those who become aware for e banking through advertisements. 13% user’s response that they became aware towards e banking with the help of bank employees. 1% user’s response that they use e banking with the suggestion of relatives and 12% says that they recommended by parents. 11% users are aware through television and 5 % with the newspaper.

Table-3 Level of Awareness regarding Internet Banking Security among Customers of SBI Kaithal (Marwah Complex Kurukshetra Road branch).

Protection Mode	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
Security code	72	72%	12	12%	10	10%	05	5%	1	1%
Password protection	70	70%	23	23%	05	05%	2	2%	NIL	NIL
Transaction security	82	82%	8	8%	3	3%	7	7%	NIL	NIL
Confidently	78	78%	12	12%	5	5%	4	4%	1	1%
Authentication	38	38%	22	22%	35	35%	03	03%	2	2%
Hardware security	65	65%	10	10%	08	08%	04	04%	03	03%
Memory protection	62	62%	12	12%	16	16%	07	07%	03	03%
Data base Security	55	55%	20	20%	14	14%	8	8%	03	3%

Interpretation – The data in table-3 show the level of knowledge of Internet banking protection among SBI Kaitha's selected customers. According to the report, 84 percent of respondents are aware of the security code needed to use Internet banking. This is unknown to 6% of the population. On the other hand, 10% of users in this group are neutral. 86 percent of e-banking users are aware of password security, and 90 percent are aware of confident banking. 75 percent of e-banking users agree that hardware security is important for e-banking and are aware of it. 75% of respondents are aware of database security, while 74% are aware of memory protection. It demonstrates that the majority of customers are aware of password protection security and confident banking.

Table-4 advantage of standard banking system.

Facilities/ Services	Strongly Agree		Agree		Neutral		Strongly Disagree		Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
Interaction with bank employees	30	30%	12	12%	28	28%	15	15%	10	10%
Easy Deposit	15	15%	17	17%	08	08%	35	35%	25	25%
Demand draft	64	64%	16	16%	18	18%	01	01%	01	01%
Security	50	50%	30	30%	15	15%	02	2%	03	3%
Lockers facilities	62	62%	10	10%	18	18%	03	3%	07	7%
Cheque clearance	66	66%	09	09%	10	10%	05	5%	10	10%

Interpretation - Table 4 shows the data related to benefits of traditional banking system. According to data 42% of the respondents agree with the benefits of interaction with bank employees; 32% of the respondents agree with the benefits of easy deposit and withdrawal; 75% of the respondents agree with the benefits of collection of cheque clearance, 80% of the respondents agree with the benefits of demand draft; 85% of the people agree the benefits of security; and 72% of the respondents agree with the benefits of security lockers. It is observed that maximum people benefitted from the secure traditional banking.

Table-5 advantage of e- banking system

Internet banking benefits	Strongly Agree		Agree		Neutral		Strongly Disagree		Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
Time saving	52	52%	32	32%	18	18%	-	-	-	-
Any time banking	65	65%	30	30%	5	05%	-	-	-	-

Any where banking	62	62%	15	15%	23	23%	-	-	-	-
No queue	70	70%	18	18%	12	12%	-	-	-	-
Easy accessibility	55	55%	10	10%	05	05%	15	15%	15	15%

Interpretation – the above table -5 shows the benefits of the internet banking. According to this table 52% of the respondents strongly agree with the benefits of time saving options, 65% of the respondents strongly agree with the benefits of any time banking with the help of internet banking. 62% of the respondents strongly agree with the benefits of anywhere banking with the help of internet banking 55% of the respondents strongly agree with the benefits of easy accessibility; 70% of the respondents strongly agree with the benefits of no queue with the option of internet banking. It is found that maximum respondents benefited due to no queue and any time banking through Internet banking.

Table- 6. Why users used e-banking services.

Uses of internet Banking services	Strongly Agree		Agree		Neutral		Strongly Disagree		Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
Secured Transaction	-	-	5	5%	15	15%	70	70%	10	10%
Quick Statement	55	55%	20	20%	20	20%	-	-	5	5%
NEFT	45	45%	35	35%	15	15%	-	-	5	5%
RTGS	45	45%	35	35%	15	15%	-	-	5	5%
Core banking System	-	-	-	-	25	25%	60	60%	15	15%

Interpretation - Table 6 state the usage of Internet banking services. It is found that 80 % of respondents disagree with the usage of secured transaction during internet banking 75% of respondents agree with the usage of quick settlement with the help of internet banking 75% of respondents agree the usage of national electronic fund transfer while 75% of respondents agree with the usage of real time gross settlement (RTGS). 75% of respondents disagree with the core banking system. It is found that maximum respondents are disagreed secured transactions through e banking.

Table-7 Factors affecting the e-banking services

Factors	Strongly Agree		Agree		Neutral		Strongly Disagree		Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
Convenience	80	80%	20	20%	-	-	-	-	-	-
Friends / Relatives Advice	56	56%	29	29%	10	10%	-	-	5	5%
Personality of Bank Manager	25	25%	32	32%	23	23%	-	-	20	20%
Popularity Of Banks	28	28%	30	30%	22	22%	-	-	20	20%
Quality Of Service	45	45%	20	20%	25	25%	-	-	10	10%

Interpretation- the table 7 show the factor that is influencing customers toward e-banking. There are no single response of strongly disagreed in all above categories. According to the data there are 100% users who believe that internet banking is convenience. 85% users are agreed that friends and relatives advice is also a factor to influence towards e banking. 57% users say that personality of a bank manager is also a factor on the other hand 65% users says that quality of services is a factor.

Table -8 Table Operating System updating and Security Patches

Category	Gender		No of respondents	% of Respondents
	Male	Female		
Yes	55	08	63	63%
No	08	12	20	20%
Can't say	15	02	17	17%

Interpretation – the table -8 shows the data of updating and security patches of operating system. In the analysis of data , It is found that 63% of the respondents are aware of updating with security patches However, 20% of the respondents are not aware of the same.

Table -09 Frequency of internet banking Transaction

Category	No of Respondents	Percentage
Occasionally	10	10%
Frequently	62	62%
Never	05	5%
Very Often	23	23%
Total	100	100%

Interpretation - Table 09 shows the data related to the frequency of Internet banking transactions. According to the data 10% of the respondents are occasionally use the Internet banking while 62% of the respondents frequently use the Internet Banking. There are 5% of the respondents who never using the Internet banking and the amount of 23% of the respondents who use internet banking very often.

Table -10: Frequency of changes in the Internet banking password

Category	No of respondents	Percentage
Monthly	12	12%
Quarterly	42	42%
Half yearly	40	40%
Yearly	06	06%
Total	100	100

Interpretation – above table 10 shows the Frequency of changes in the Internet banking password. According to the data there are 42% respondents or users who change their e banking password on quarterly bases. 40% are those who changed their password every half yearly and only 6% respondent are those who changed their e banking password in one year. 12% users changed their password monthly basis

Table-11 Purpose of users to using internet banking

Description	Strongly Agree		Agree		Neutral		Strongly Disagree		Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
Online money Transfer	62	62	15	15	13	13	–	–	10	10
Online bill Payment	69	69%	13	13%	13	13%	–	–	05	05
Ticket Booking	45	45	47	47	08	08	–	–	–	–
Balance Inquiry	72	72	18	18	10	10	–	–	–	–
Request for Check book	50	50	15	15	22	22	–	–	13	13
Online Shopping	45	45%	30	30%	05	05%	10	10%	10	10%
Online Income tax Pay	30	30%	25	25%	18	18%	17	17%	10	10%
Insurance premium Pay	25	25%	15	15%	40	40%	15	15%	05	5%

Interpretation: - table 11 shows the Purpose of using internet banking uses. In the table 77% users are those who used e banking for money transfer. 82 % are those who used e banking for bill payments and 90% selected respondents say that they also used e banking for ticket booking. There are 90% users who used e banking for balance inquiry only. There are less no of users who used e banking for insurance premium, only 40% responses are in the favors of this category. 65% respondents say that they used e banking for requesting a check book also. 55% respondents use internet banking for online income tax pay also.

Table - 12 Technical Problems and Difficulties While Using Internet Banking Facility

Problems	Strongly Agree		Agree		Neutral		Strongly Disagree		Disagree	
	No.	%	No.	%	No.	%	No.	%	No.	%
Hacking	20	20	40	40	30	30	02	02	08	08
Phishing	50	50	15	15	25	25	01	01	09	09
Illegal activities	30	30	45	45	20	20	02	02	03	03
Malware	15	15%	25	25%	10	10%	10	10%	40	40%

Interpretation: - the table 12 shows the data of the respondents who faced Technical Problems and Difficulties While Using Internet Banking Facility. There are 65% respondents are those who says that phishing is a major problem on the other hand 60% respondents are those who says hacking is a major problem. 75% users faced illegal activities during e banking and 40% users are those who faced malware problem.

8.0 Findings

- 67% of respondent or e banking users is from the age group of 20-30years.
- There are more than 50% users of internet banking are graduate. 53% users of e banking are Graduate in which 42% are male and rest 11% is female.
- 33% users of internet banking are employee of the private sector in which 25% are male and 8% are female.
- 25% users of e banking are student in which 16% are male and rest are females.
- Only 1% are users are agriculturist
- Only 18% users of internet banking are government employees.
- 52% users are those who become aware for e banking through advertisements.
- Data shows that maximum customers are aware of password protection security and confident banking.
- 86% users of e banking are aware for password protection, and 90% users are aware for confident banking.
- 42 percent of those polled agreed that this is an advantage of interacting with bank employees. The benefits of quick deposit and withdrawal are endorsed by 32% of respondents. 75 percent of respondents agree with the benefits of collection of cheque clearance, 80 percent agree with the benefits of demand draught, 85 percent agree with the benefits of confidentiality, and 72 percent agree with the benefits of security lockers. It has been found that the majority of citizens benefited from stable conventional banking.
- According to the results, 52 percent of respondents strongly agree with the benefits of time savings, and 65 percent strongly agree with the benefits of any time banking through internet banking. 62 percent of respondents strongly agree with the benefits of banking anywhere; 55 percent strongly agree with the benefits of quick accessibility; and 70 percent strongly agree with the benefits of no queue. It has been discovered that the majority of respondents benefited from the fact that there were no lines and that they could bank at any time using Internet banking.
- It found that 80 % of respondents disagree with the usage of secured transaction; 75% of respondents agree with the usage of quick settlement; 75% of respondents agree the usage of national electronic fund transfer; 75% of respondents agree with the usage of real time gross settlement (RTGS); 75% of respondents disagree with the core banking system. It is concluded that maximum respondents are disagreed secured transactions through e banking.
- There are 100% users who believe that internet banking is convenience.
- It is found that 63% of the respondents are aware of updating with security patches.
- 62% of the respondents frequently use the Internet Banking; 5% of the respondents never using the Internet Banking; and 23% of the respondents very often to use Internet Banking for transactions.

- 42% respondents or users who change their e banking password on quarterly bases. 40% are those who changed their password every half yearly and only 6% respondent are those who changed their e banking password in one year. 12% users changed their password monthly basis
- 82 % are those who used e banking for bill payments and 90% selected respondents say that they also used e banking for ticket booking. There are 90% users who used e banking for balance inquiry only.
- There are 65% respondents are those who says that phishing is a major problem on the other hand 60% respondents are those who says hacking is a major problem. 75% users faced illegal activities during e banking and 40% users are those who faced malware problem.

9.0 Conclusion: - This study explores internet banking customers in the Kaithal region in order to better understand different aspects of internet banking services and consumer protection concerns. The findings of internet banking research have assisted in defining security checklists that are vulnerable to a range of problems in the internet banking age. Furthermore, superior and efficient security measures implemented by banks, as well as laws passed by local or state governments, are needed to improve security in the internet banking system. Furthermore, banks must have stronger, modern, and enhanced high-tech security measures such as Internet fraud detection, hacking detectors, and virus protection, among other things.

10.0 Limitation of the Study: - in this study only one bank and only one branch was selected for the data collection. This type of study can also do on another bank with more branches. Only 100 respondents were taken for doing this study this is also a limitation of the study.

11.0 References

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