



“A Comparative Analysis of Internet Banking Usage By Youth And Elderly People In Bangalore”.

Dr. Ranjini. M.L

Jain University, Bangalore, India

Dr. MAHESH KUMAR.K.R

Director, Community Institute of Management Studies, India

Date of Submission: 07-03-2022

Date of Acceptance: 23-03-2022

ABSTRACT:

When a client wanted to open a ledger a few years ago, he or she had to be present at the bank's several locations. Traditional money has a personal meaning for each person. Traditional banks have a lot of disadvantages, including a set calendar, disorganized rooms, and a limited range of monetary items. Connecting to a current account is the simplest approach to open an online banking savings account. A business transaction can be completed with just a "tick." Clients can manage any documents from the comfort of their own homes, as there are no verbal correspondences or long lines at the counter. Internet banking is more advantageous than traditional banking because it provides banking administration 24 hours a day, seven days a week and has greater adaptability.

KEY WORDS: Internet Banking, Traditional Banking, Clients and Business transaction.

I. INTRODUCTION :

Following the demonetization in 2016, digital banking grew at a rapid pace. Many Indian banks have been established, and their Internet Banking, Mobile Banking, and Websites provide customers with online access to almost all banking products. Internet banking has now become one of the most common methods of providing secure and convenient banking services. Internet Banking, also known as Net Banking or Online Banking, is an electronic payment system that allows customers of banks and financial institutions to conduct financial or non-financial transactions online via the internet.

This service provides users with online access to all banking services that were previously only available through local branches, such as deposit fund transfers and online bill payments. It also allows users to check their bank balance at any time and from any location via the internet. This

service is only available to those who have registered for online banking with their bank and have an active bank account or financial institution. After you've registered, instead of going to the bank branch to complete your financial transactions, you can use the internet banking technique, which is much more simple and straightforward. It's not only convenient, but it's also a safe way to bank. The net banking portal is protected by unique user / customer IDs and passwords.

The term "internet banking," often known as "e-banking," refers to and embraces the complete spectrum of financial industry innovation. The supply of banking services and goods via electronic channels such as phones, cell phones, and the Internet is referred to as internet banking. Internet banking is defined as the transmission of bank data and administrations to clients through a range of delivery stages that can be employed with a variety of terminal gadgets, including a PC and a cell phone with programme or work area programming, phone, or advanced television.

ACCENTS FOR INTERNET BANKING

- Banking transactions are carried out over the Internet.
- This eliminates usual geographic limits because consumers can be served in a variety of countries.
- E-banking allows you to conduct business at any time of day or night, including holidays and Sundays.
- It offers a range of innovative distribution platforms that are more efficient and cost-effective for both the client and the bank, and is based on science and technology that saves time and energy for both bankers and consumers through the use of electronic devices.



- Its distinguishing characteristics are transaction stability, client confidentiality, and transaction transparency.

THE BENEFITS OF INTERNET BANKING

1. It is a monetary transaction such as:
 - Money transfer from one customer's account to another customer's account.
 - Loan applications and transactions, such as repayment, investment acquisition, or selling.
 - Bill payment via electronic means.
2. It also conducts non-financial transactions, such as:
 - Co-browsing, verify links, and wire transfer for online statements
3. Customers may also request the issuance of a check book.
4. Continue to monitor investments linked to the bank account.
5. The account is secured by customer IDs and passwords.
6. It is a safe and secure banking method.
7. Continue to monitor the loans, mortgages, and savings accounts that are linked to the bank account.
8. We can set up or cancel automatic recurring payments and standing orders.

ISSUES AND DIFFICULTIES IN INTERNET BANKING

1. Banking Customs
2. Protection and safety
3. Transaction Difficulty
4. Technical Difficulties
5. Limited Funding

INTERNET BANKING RISKS

- The risk of credit
- Interest rate volatility
- Liquid risk
- Price risk
- Foreign exchange risk
- Transaction risk
- Internal auditing

IS INTERNET BANKING ECONOMICALLY BENEFICIAL?

- ✓ **Comfort**
- ✓ **Improved Rates**
- ✓ **Administrations**
- ✓ **Versatility**
- ✓ **In good working order**

ROLES AND SIGNIFICANCE

- Internet Banking has revolutionized the financial business by allowing banking customers to conduct most of their transactions from their own computers at times that are convenient for them. Customers no longer need to wait in line at the bank to obtain their funds. They can withdraw the cost, conduct the transfer, and make the payment with the click of a mouse before it shuts.
- Internet banking is simple and convenient for people who work from home and have limited time or who want to keep track of their finances at all times of the day. Internet banking enables account holders to transfer funds and pay bills, as well as maintain a more accurate balance ledger and report fraudulent transactions. Additionally, anyone with a laptop or desktop computer with internet access can do their banking from anywhere in the globe.
- Computers were designed to have a minor role in banks at first. Originally intended to help with accounting transactions, its superiority as a tool for management information and a variety of other inventions evolved as time went on. Despite this, accounting is still crucial and relevant. Information Technology (IT) plays a larger role in day-to-day banking operations, particularly in decision-making. Other services, such as anyplace banking, ATMs, the Internet, and mobile banking, have also grown in popularity. It has been acknowledged that information technology is not the aim in and of itself, but it is a beneficial instrument in the hands of management to exploit prospects and increase efficiency.
- When a customer utilises online banking, the financial institution may be able to detect fraud or theft since software tools are in place to deter criminal conduct. Account holders can protect themselves by putting a firewall on their computers. Financial institutions embrace internet banking because it decreases manpower requirements and encourages users to complete financial reporting in a more efficient manner. The consumer can also take advantage of financial services at any time and from any location. In today's fast-paced world, internet banking is a need for the majority of people.
- The bank is now under pressure to decrease operational costs in order to protect the bottom line, as banking becomes more customer-centric with each passing day. Technology has enabled banks to introduce a wide range of customer-centric solutions, such as debit cards, ATMs, and 24-hour, anyplace banking. The popularity of internet banking is likely to be determined by the customer's concern for the security and personal privacy of their money and assets.



THE LEGAL IMPLICATIONS OF INTERNET BANKING

With the advent of e-banking, India is up against stiff competition from the rest of the world. While playing out its activity, the Internet -Banking has various serious challenges. As a result, banks' obligations for a breach of security when information passes through a system are unclear. Negotiable Instruments Act, 1881 imposes responsibility on banks to make inquiries regarding the planned client's uprightness and renown. Security techniques, which comprise tactics and devices such as client id, secret key, PINs and encryption, are used to establish the genuineness of assistance. The Group has addressed the concern that Internet banking exchanges could become a conduit for unlawful tax avoidance. Banks should inform customers of the time frame and conditions under which any stop-payment instructions will be honoured. This will aid in the standardisation of paperwork as well as the creation of best practises. The recent financial breach in India's banking system, exposed the personal information of over 3.2 million debit card holders, has raised concerns about the security of 'convenient' electronic transactions. The Group believes that no further procedures for Internet banking are required to address this concern.

THE SAFETY OF INTERNET BANKING

1. Always use genuine anti-virus software.
2. Instead of using public Wi-Fi, use VPN software.
3. Ensure that the operating system on your Smartphone is up to date.
4. Change your password on a regular basis, and make sure it's a good one.
5. Register to receive updates on your phone.
6. Do not use mailers to access your online banking account.
7. Do not access your online banking account from public computers.
8. Keep an eye on your account on a regular basis.

II. REVIEW OF THE LITERATURE

Sanket charkha (2018) This research paper investigates the concept of online banking as well as traditional banking. In the traditional banking system, they can open their own bank account in banks and the customer can take the facility of saving his money and depositing the money in the local banks, and he can also withdraw his money through its check or counter payment and through bank draught, and the customer can meet the bank managers to ask his problem, and the customer can

take physical help for getting a loan from the bank. The current study is concerned with the performance of internet or online banking in comparison to traditional banking and its impact on traditional banking in Pune.

DK Naduku (2014) : This research paper study is focused on internet banking as well as cell phone banking, it focuses on the perceived usefulness the subjective norms and the customers trust through the internet or cell phone banking system has explanatory and predictive variables for attitude towards the usage of internet banking and behaviour also intention to adopt the internet banking and continued by using internet and cell phone banking service and it also discusses.

Chepkoech Beatrice (2017) The study concentrated on Internet banking, a relatively new product offered by Kenyan commercial banks. Businesses are constantly changing as a result of the internet's impact. Advances in information technology have a significant impact on the creation of more user-friendly banking services in the banking world, resulting in a more efficient banking system. The study's goals were to identify the infrastructure challenges of internet banking, as well as the legal and security issues that come with it, and to determine how customers' exposure and literacy to computers and information technology affect internet banking. The researcher used primary data in this study due to the nature of the variable to be generated and the type of demographic characteristics.

Ngoc Bao le (2016) The study in this research is on factors that affect the customer's usage of online banking and their relationship between the quality of the online banking and the customer royalty to the bank, as well as the researched methodology that has been used in previous relevant studies. Previous research or factors influencing student internet banking usage are also taken into account.

OBJECTIVES OF THE STUDY

- To determine the advantages of using the internet for banking for the youth and elderly.
- To investigate a variety of issues related to internet banking.
- To determine the rate of internet banking usage among the youth and elderly.
- To find out how they feel about using the internet to do their banking.



SCOPE OF THE STUDY

This study will examine whether youth or the elderly are more likely to use internet banking, as well as the issues and problems that youth and the elderly face as a result of their use of internet banking.

RESEARCH DESIGN

Type of research: Descriptive research

SAMPLING TECHNIQUE

Type of sampling: Convenience sampling

SAMPLING SIZE

A sample size of 150 respondents is selected for the study to make the study meaningful and relevant.

SAMPLING UNIT: Internet banking users

SOURCE OF DATA

PRIMARY DATA: Questionnaires

SECONDARY DATA: Websites, Journals, Research Papers.

TOOLS FOR DATA COLLECTION

Distribution table, percentage analysis, graph.

LIMITATION OF THE STUDY

- The primary limitation is the customer's perception of internet banking, which can differ.
- Constrained by time
- The research is restricted to Bengaluru.

III. DATA ANALYSIS AND INTERPRETATION

RESPONDENTS PROFILE

1. RESPONDENTS BASED ON GENDER

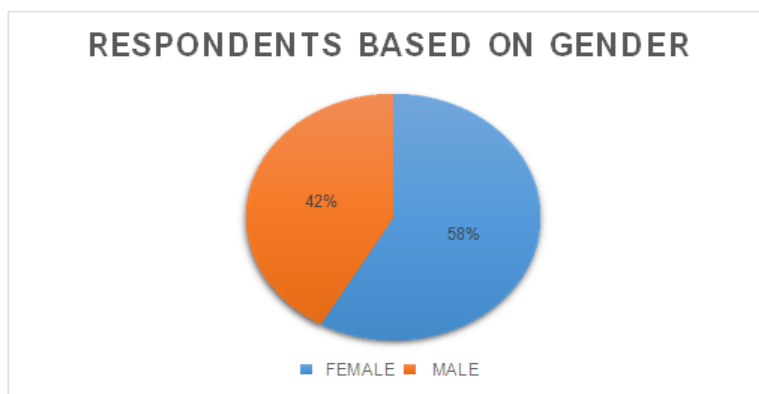
Gender	No of respondents	No of respondents (%)
Female	60	58%
Male	43	42%
Total	103	100%

Analysis

In the graph above, the gender diversity of the survey participants is represented; 60 of the 103 respondents were female, while the remaining 43 respondents were male.

The number of women who have started utilising

internet banking services is higher than the number of men. Internet banking is the most extensively used in this epidemic situation due to special government laws and constraints. Another important reason to use internet banking is to protect one's health while also saving time.



Interpretation

The entire number of respondents were divided into two groups based on their gender in the above table. Out of 103 respondents, around 58 percent (60 respondents) were female respondents and the remaining 42 percent (43 respondents) were male respondents.

According to the results of this survey, the majority of those who completed the form were women, with the remainder participants being men.



2. RESPONDENTS BASED ON AGE

Age	No of respondents	No of respondents (%)
13 - 24	54	52%
25 - 40	37	36%
41 - 55	11	11%
55 - 65	1	1%
65 and above	0	0%
TOTAL	103	100%

Analysis

The table above shows that out of 103 respondents, 54 belong to the age group 13-24 years old, 37 to the age group 25-40 years old, 11 to the age group 41-55 years old, 1 to the age group 55-65 years old, and no one to the age group 65 and above years old.

The majority of respondents are between the ages of 13 and 24, and 25 and 40. People in this age range are generally students and employees, or belong to the self-category. Most of them are using internet banking services as a result of the pandemic. When compared to age groups of 13 to 40 years of age, responders between the ages of 55 and 65 are found to be very low.

Interpretation

According to the above graph, 52 percent

of 103 respondents are between the ages of 13 and 24 years, 36 percent are between the ages of 25 and 40 years, 11 percent are between the ages of 41 and 55 years, and roughly 1% are between the ages of 55 and 65 years.

We can see that the majority of the respondents are between the ages of 13 and 24. We can also see that the youth of the respondents reply more than the elderly, with only a few people over 40 years old taking part in the poll.

OBJECTIVES: -

To gain a better understanding of the rate of online banking usage among the youth and old, as well as the benefits and issues that both groups encounter. To achieve these goals, the study determines the rate of utilisation and compares it between the youth and the old.

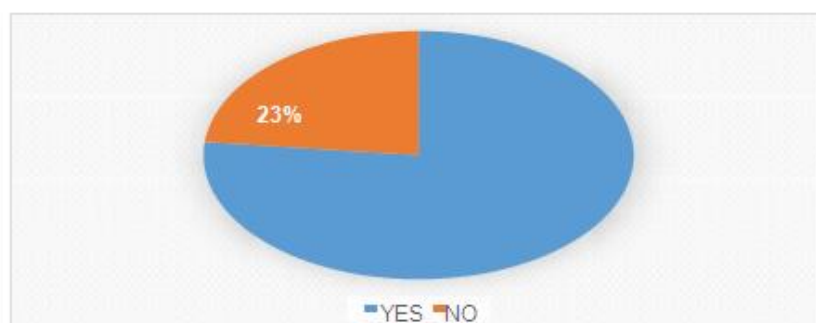
1. This table shows that whether the respondents have registered with the internet banking services or not.

Option	No of respondents	No of respondents (%)
YES	79	77%
NO	24	23%
TOTAL RESPONDENTS	103	100%

Analysis

According to the chart above, 79 respondents acknowledged that they had registered for internet banking services, while 24 respondents did not register for internet banking services and

did not use them. The majority of them agreed that they had signed up for internet banking services, which they found to be more beneficial and convenient in this epidemic circumstance.





Interpretation

Out of 103 respondents, 77% have registered for internet banking services, while 23% have not.

We may deduce from this that the majority of people have registered for internet banking services, while others have not.

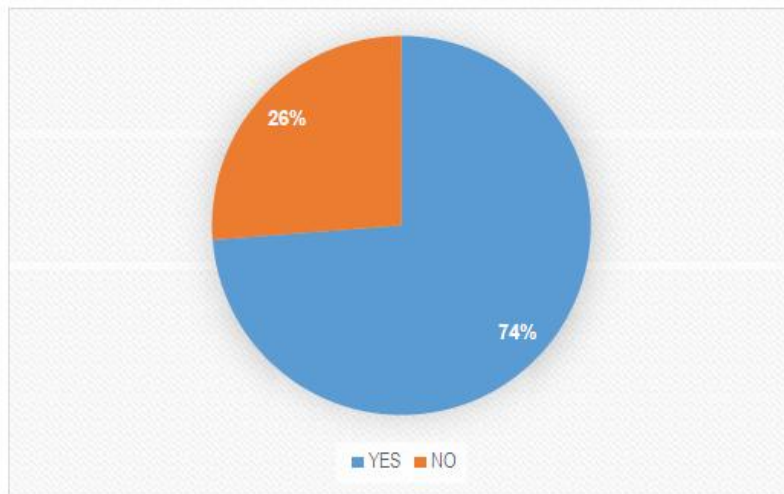
2. This table shows that respondents are using internet banking services or not.

Option	No of respondents	No of respondents (%)
Yes	76	74%
No	27	26%
Total respondents	103	100%

Analysis

According to the table above, 76 of the 103 respondents use internet banking services now, while 27 do not. We can see that the majority of the respondents use internet banking services, and that out of 27 respondents, 24 have not registered with

internet banking services, and the remaining 3 have registered with internet banking services but have not used internet banking services at this time due to technical issues and a lack of knowledge about internet banking services.



Interpretation

According to the survey, 74% of 103 respondents use internet banking, while 27% do not. We can deduce from this that the majority of those who took part in the poll use internet banking services in the current epidemic condition.

3. This table shows that if the respondents who had registered with the internet banking services, then they are getting benefits from the internet banking services.

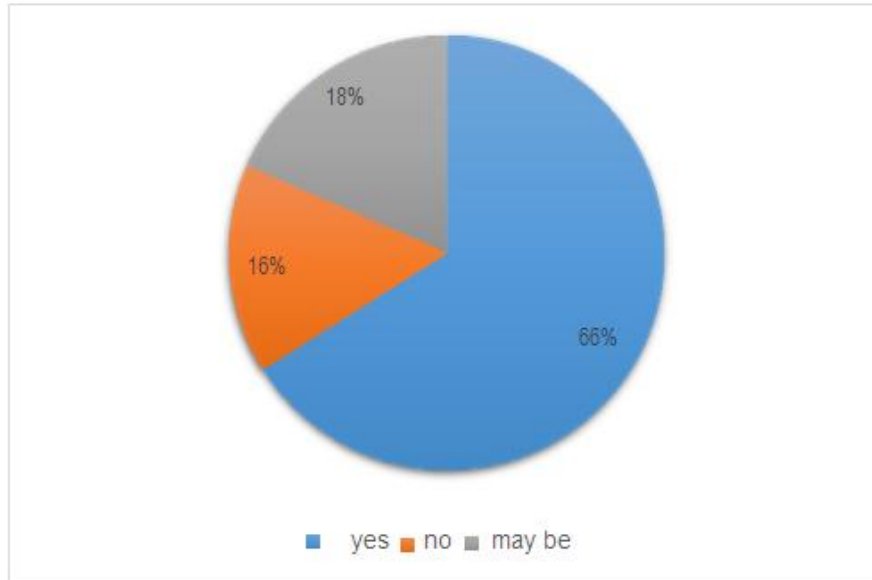
Option	No of respondents	No of respondents (%)
Yes	68	66%
No	16	16%
May be	19	18%
Total respondents	103	100%



Analysis

In the table above, 68 of the 103 respondents are receiving benefits from internet banking services, 16 are not receiving benefits, and

19 are unsure. In the current epidemic condition, we can deduce from this poll that the majority of respondents are benefiting from internet banking services supplied by their banks.



Interpretation

At the following graph, 66 percent of 103 respondents are benefiting from internet banking services, 16 percent are not benefiting, and 18 percent are in the stage of perplexity. We may

deduce from this that the majority of respondents agree that internet banking services are beneficial in this epidemic circumstance and that they are satisfied with the bank's internet banking services.

- This table shows that if the respondents are not using internet banking, what are the reasons that they are not using the internet banking services.

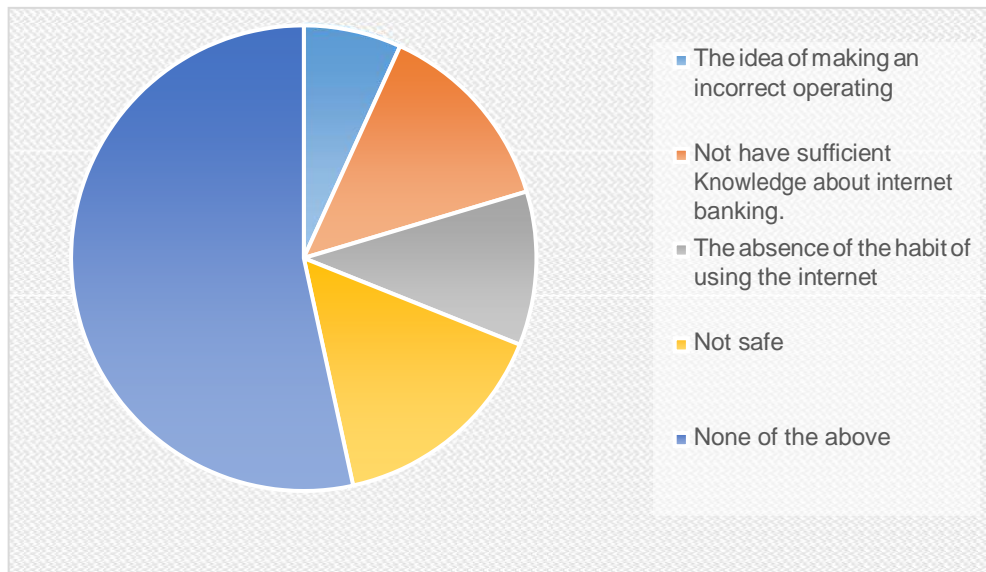
OPTIONS	NO OF RESPONDENTS	NO OF RESPONDENTS (%)
The idea of making an incorrect operating	7	7%
Not have sufficient Knowledge about internet banking.	14	14%
The absence of the habit of using the internet	11	11%
Not safe	16	15%
None of the above	55	53%
Total respondents	103	100%

Analysis

Out of 103 respondents, the reasons for not using internet banking services are listed in the table above. 7 of the respondents believe they will make a mistake, followed by 14 who do not have enough information about internet banking, 11 who do not

have the habit of using the internet, 16 who believe it is unsafe to use, and 55 who do not have any reasons.

As a result, we can deduce that the majority of respondents use internet banking services for no apparent reason.



Interpretation

According to the above graph, 7 percent of 103 respondents agree that the idea of making an incorrect operation is not safe, 14 percent of respondents do not have enough knowledge about internet banking, 11 percent of respondents do not have the habit of using the internet, 15 percent of

respondents agree it is not safe, and 53 percent of respondents responded none of the above.

The majority of respondents had no reason, therefore we may deduce from this study that the majority of respondents use internet banking services.

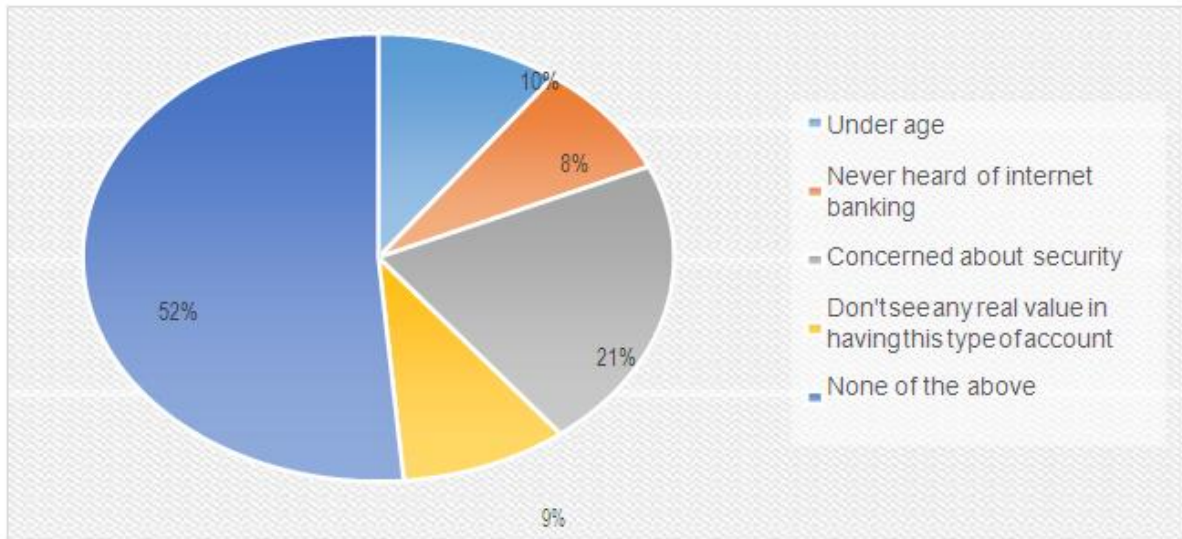
5. This table shows the reasons that the respondents have not registered with the internet banking facility provided by bank yet.

options	No of respondents	No of respondents (%)
Under age	11	10%
Never heard of internet banking	9	8%
Concerned about security	23	21%
Don't see any real value in having this type of account	10	9%
None of the above	56	52%
Total respondents	107	100%

Analysis : The above table shows that 11 of the respondents have not yet registered with internet banking services due to their age, 9 of the respondents have never heard of internet banking, 23 are concerned about security, 10 of the respondents don't see any real value in having this type of service, 4 of the respondents are too new to

open an account, and 56 are agreed none of the above.

We can deduce from this that the majority of respondents have signed up for internet banking services because it saves time and is more convenient to use.



Interpretation

Out of 103 respondents, 10% are under the age of 18, 8% have never heard of internet banking, 20% are concerned about security, 9% do not see the utility in having these services, and 3% are too new. They want to test how it works before

deciding whether or not to establish an account, and 50% said none of the above.

We can deduce from this that the vast majority of respondents have signed up for the bank's internet banking service.

6. This table shows the reason to use internet banking.

option	No of respondents	No of respondents (%)
Save time	25	24%
24 hours availability	36	35%
Transaction cost is cheap	3	3%
Banking transaction are easy	28	27%
Security	11	11%
Total respondents	103	100%

Analysis

In the above table, 25 of the 103 respondents agree that using internet banking services saves time, 36 of the respondents respond that it is available 24/7, 3 of the respondents respond that transaction costs are low, and 28 of the respondents respond that it is safe and secure to use internet banking services.

The majority of respondents think that the key reason for using internet banking services is the opportunity to transact at any time and from any location.

Interpretation

In the above figure, 24 percent of 103 respondents believe that it saves time, 35 percent agree that it is available 24 hours a day, 27 percent agree that banking transactions are simple, 3 percent agree that transaction costs are low, and 11 percent think that it provides strong security.

We may deduce that the majority of respondents utilise internet banking since it is available 24 hours a day, 7 days a week, and transactions can take place at any time and in any location.



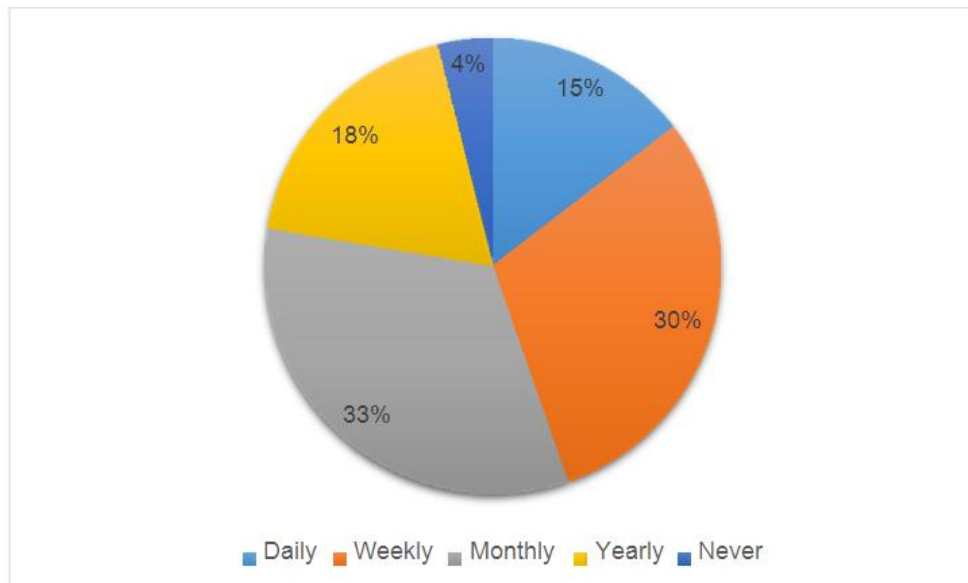
7. This table shows that how often the respondents are use internet banking.

option	No of respondents	No of respondents (%)
Daily	15	15%
Weekly	31	30%
Monthly	34	33%
yearly	19	18%
never	4	4%
Total respondents	103	100%

Analysis

In the table above, 15 of the 103 respondents use online banking daily, 31 of the respondents use it weekly, 34 of the respondents use it monthly, 19 of the respondents use it yearly, and 4 of the respondents have never used it.

The majority of respondents use internet banking on a monthly basis, with the second greatest percentage using it on a weekly basis, third highest on a yearly basis, and fourth highest on a daily basis.



Interpretation

Out of 103 responses, 15% use daily, 30% use weekly, 33% use monthly, 18% use yearly, and 4% never use. The majority of the respondents can be understood in this way. The majority of

respondents use internet banking on a monthly basis, with the second greatest percentage using it on a weekly basis, third highest on a yearly basis, and fourth highest on a daily basis.



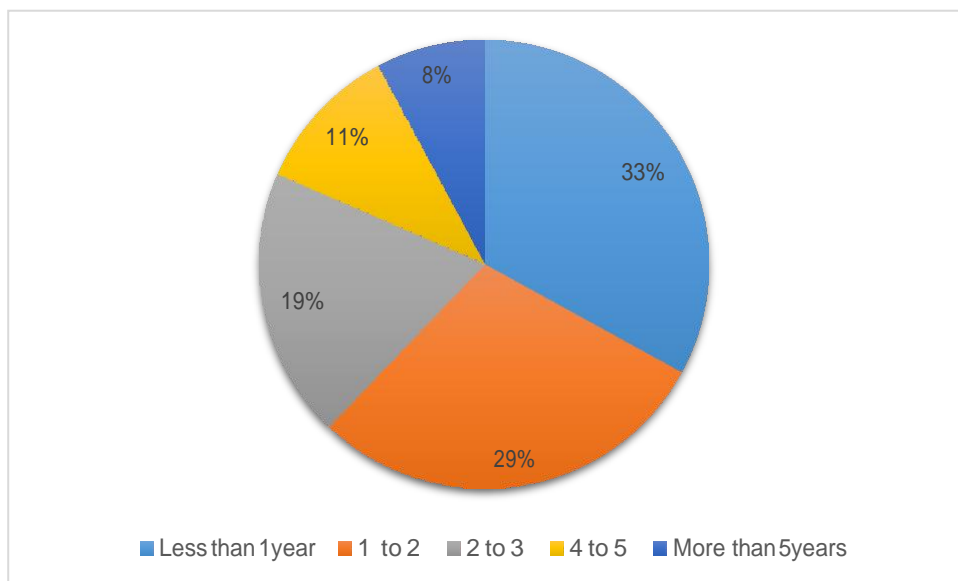
8. This table shows that from how long the respondents are using internet banking.

Option	No of respondents	No of respondents (%)
Less than 1 year	34	33%
1 – 2	30	29%
2 – 3	20	19%
4 – 5	11	11%
More than 5 years	8	8%
Total respondents	103	100%

Analysis

In the table above, 34 of the 103 respondents use internet banking for less than a year, 30 of the respondents use internet banking for one to two years, 20 of the respondents use internet

banking for two to three years, 11 of the respondents use internet banking for four to five years, and 8 of the respondents use internet banking for more than five years.



We can deduce from this that the majority of respondents began using internet banking less than a year ago, owing to the pandemic condition, when most individuals began utilising internet banking services.

Interpretation

In the graph above, 33 percent of 103 respondents

are using from less than one year, 29 percent are using from one to two years, 19 percent are using from two to three years, 11 percent are using from four to five years, and only 8% of respondents are using from more than five years. As a result, we may deduce that the vast majority of respondents had only been using for less than a year.



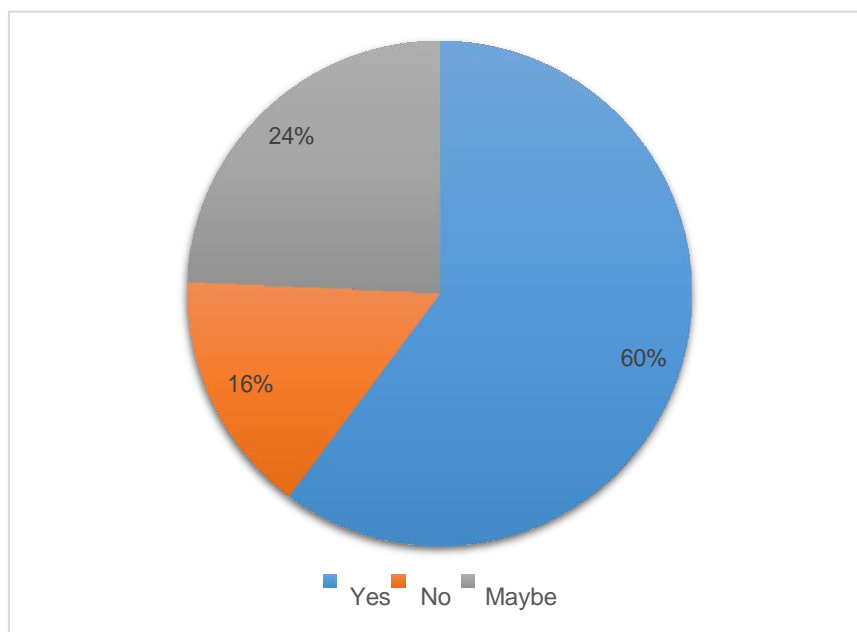
9. This table shows that internet banking provides more reach and frequency than traditional banking.

Option	No of respondents	No of respondents(%)
Yes	62	60%
No	16	16%
May be	25	24%
Total respondents	103	100%

Analysis

According to the above data, 62 of the 103 respondents agree that internet banking has a greater reach and frequency than traditional banking, while 16 disagree and 25 are undecided. The majority of respondents feel that internet

banking has a greater reach and frequency than traditional banking because they have been accustomed to technological developments, while the remaining respondents are more accustomed to traditional banking than internet banking.



Interpretation

In the above graph, 60 percent of 103 respondents agree that internet banking has a greater reach and frequency than traditional banking, while 16 percent disagree and 24 percent are undecided. We can deduce from this that the majority of

respondents agree that online banking gives greater reach and frequency than traditional banking, but some disagree and are content with traditional banking, which provides greater reach and frequency than internet banking.

10. This table shows that what extents did the respondents are satisfied with the internet banking services.

Option	No of respondents	No of respondents(%)
Very satisfied	21	20%
Satisfied	48	47%
Neutral	24	23%



Dissatisfied	10	10%
Very dissatisfied	0	0%
Total respondents	103	100%

Analysis

The above table reveals that out of 103 respondents, 48 are content with internet banking services, 24 are neutral, 21 are very satisfied with internet banking services, and 10 are dissatisfied with internet banking services.

The majority of respondents are satisfied with the bank's internet banking services and are comfortable with the bank's services.

Interpretation

In the graph above, 47 percent of respondents are satisfied with the bank's internet banking services, 20% are extremely satisfied, 23% are neutral, 10% are dissatisfied, and 0% are extremely dissatisfied.

As a result, we may deduce that the majority of respondents are content with internet banking services, but others are unsatisfied with the services and prefer traditional banking to internet banking.

11. This table shows that the what are the type of problem faced by using internet banking.

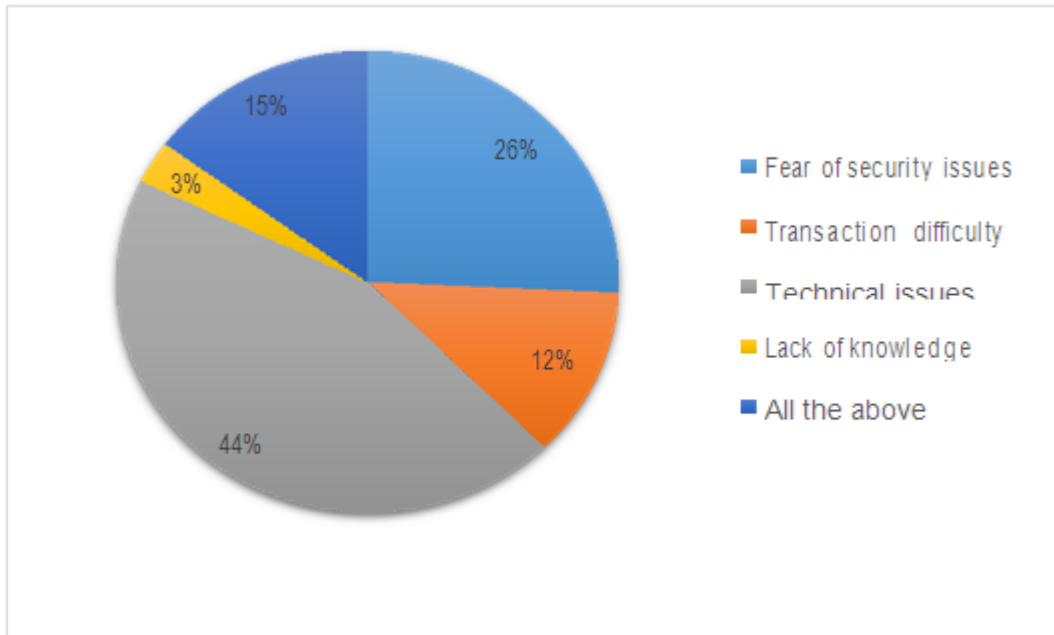
Option	No of respondents	No of respondents(%)
Fear of security issues	26	26%
Transaction difficulty	12	12%
Technical issues	45	44%
Lack of knowledge	3	3%
All the above	15	15%
Total respondents	101	100%

Analysis

The above table reveals that out of 103 respondents, 101 responded. Out of 101 respondents, 45 are having technical challenges with internet banking, 26 are concerned about security issues, 12 are concerned about transaction difficulty, and 15 are responding to all of the

above.

We may deduce from this that the majority of respondents are dealing with technological challenges that prevent them from making a transaction in an emergency. This is the main difficulty with internet banking, and respondents' fear of security is one of the issues they confront.



Interpretation

According to the above graph, 26 percent of 103 respondents are concerned about security issues, 12 percent are having difficulty with transactions, 44 percent are concerned about technical challenges, 3% are concerned about a lack of understanding,

and 15% are concerned about all of the above. As a result, we can deduce that the majority of respondents are dealing with technological challenges, with security being one of the primary concerns of internet banking.

12. This table shows that security is a treat which can prevent data transaction or allow an authorized access to the account through network attacks or hacking etc.

Option	No of respondents	No of respondents(%)
Strongly agree	22	23%
Agree	27	28%
Neutral	33	34%
Disagree	10	11%
Strongly disagree	4	4%
Total respondents	96	100%

Analysis

According to the chart above, 22 of the 96 respondents strongly believe that security is a treat that can block data transactions or provide authorised access to an account through network attacks or hacking, among other things. 27 respondents agree, 33 respondents are impartial, 10

respondents disagree, and only four respondents strongly disagree.

The majority of respondents are undecided, while a few agree that security is a treat that can block data transactions or provide permitted access to an account via network attacks or hacking, and only a few disagree.



Interpretation

In the above figure, 23 percent of respondents strongly agree, 28 percent agree, 34 percent agree, 11 percent disagree, and 4 percent strongly disagree that security is a treat that can block data transactions or provide authorised access to the account through network attacks or hacking.

We can deduce from this that the majority of respondents are indifferent, and some agree that security is a treat that can block data transactions or provide permitted access to an account through network attacks or hacking, with only a few disagreeing.

13. This table shows that whether the Internet Banking Services is not as strong as compared to trust in office services provided by the bank.

Option	No of respondents	No of respondents(%)
Strongly agree	3	3%
Agree	14	14%
Neutral	36	35%
Disagree	31	30%
Strongly disagree	19	18%
Total respondents	103	100%

Analysis

According to the above table, 3 of the 103 respondents believe that Internet Banking Services are not as strong as faith in the bank's office services, 14 of the respondents disagree, 36 of the respondents are neutral, 31 of the respondents disagree, and 19 of the respondents strongly disagree.

The majority of respondents are indifferent to the fact that Internet Banking Services are not as strong as faith in the bank's office services, and just a few are in agreement. The majority of them disagree, believing that internet banking services are superior to bank trust in office services.

Interpretation

Out of 103 respondents, 18% strongly disagree, 30% disagree, 35% disagree, 35% neutral, 14% agree, and 3% strongly agree that Internet Banking Services are not as strong as faith in the bank's office services.

We can see that just a small percentage of respondents think that Internet Banking Services is not as strong as trust in the bank's office services. The majority of respondents are indifferent, and many dispute that Internet Banking Services is not as strong as office services.

14. This table shows that the internet banking is Convenience and flexibility in terms of location and time play a vital role in the adoption of Internet Banking.

Option	No of respondents	No of respondents(%)
Strongly agree	17	16%
Agree	47	46%
Neutral	23	22%
Disagree	10	10%
Strongly disagree	6	6%
Total respondents	103	100%



Analysis

According to the above table, 17 of the 103 respondents strongly believe that internet banking is Convenience and flexibility in terms of location and time play a critical role in the adoption of Internet Banking. 47 of the respondents agree with it, 23 of the respondents are neutral, 10 of the respondents disagree, and only a handful (6) of the respondents strongly disagree.

The majority of respondents feel that internet banking is convenient and flexible in terms of location and time are important factors in its acceptance, although some of them disagree due to technological challenges.

Interpretation

According to the graph above, 16 percent of 103 respondents highly agree, 46 percent agree, 22 percent agree, 22 percent neutral, 10 percent disagree, and 6 percent strongly disagree that internet banking is a good idea. Convenience and flexibility in terms of location and time are critical factors in Internet Banking adoption.

We can deduce from this that the vast majority of respondents believe that internet banking is beneficial. Convenience and flexibility in terms of location and time are critical factors in Internet Banking adoption.

15. This table shows that the Customer oriented privacy policy of the banks leads to the adoption and continued use of Internet Banking.

Option	No of respondents	No of respondents(%)
Strongly agree	15	14%
Agree	45	44%
Neutral	31	30%
Disagree	8	8%
Strongly disagree	4	4%
Total respondents	103	100%

Analysis

According to the above table, 15 of the 103 respondents strongly believe that the banks' customer-oriented privacy policies lead to the adoption and sustained usage of Internet Banking. 45 respondents agree, 31 respondents are impartial, 8 respondents disagree, and just four respondents (4) strongly disagree.

The majority of respondents think that banks' customer-oriented privacy policies encourage the adoption and sustained use of Internet Banking, while others are undecided.

According to the graph above, 14 percent of respondents highly agree, 44 percent agree, 30 percent agree, 8 percent disagree, and 4 percent strongly disagree that banks' customer-oriented privacy policies lead to the adoption and sustained usage of Internet Banking.

The majority of respondents agree that the banks' customer-oriented privacy policies lead to the adoption and continued use of Internet Banking, some are neutral, and a few disagree and strongly disagree that it is not a reason that the banks' customer-oriented privacy policies lead to the adoption and continued use of Internet Banking.

Interpretation

16. In this table shows that the rating scale for internet banking services which provides by bank.

option	No of respondents
1	3
2	8



3	31
4	50
5	9
Total respondents	101

Analysis

In the table above, 3 of the 103 respondents are given a 1 out of 5 rating scale for satisfaction with the bank's internet banking services, while 8 of the respondents are given a 1 out of 5 rating scale for happiness with the bank's internet banking services. 2 out of 5 replies (31%) are given 50 of the responders (3 out of 5) are given 9 of the 5 responders are given a score of 4 out of 5. 5 out of 5 people responded, while 2 people did not.

IV. FINDING, SUGGESTION AND CONCLUSION

FINDINGS

- According to the findings of the current study, out of 103 respondents, 53 percent of the respondents are youth, while 47 percent of the respondents are senior people, indicating that younger people are using more Internet Banking services supplied by banks than elderly people.
- The majority of respondents have opened and used their Internet Banking services, with 58 percent of female respondents and 42 percent of male respondents out of 103 respondents.
- Also, according to this poll, over 66 percent of respondents feel that using internet banking services provides benefits such as time savings, 24/7 access, and the capacity to transact at any time and location.
- Some people do not utilise Internet Banking because they are content with traditional banking services and they are afraid of making a mistake, not having enough understanding about internet banking, fear of complicated transactions, and technical problems.
- Since of the pandemic condition, the majority of respondents have only recently begun to utilise internet banking services. Most of the respondents are utilising internet banking services because it is very convenient and flexible in terms of location time.
- The majority of respondents are satisfied with the overall satisfaction of the bank's internet banking services; on a scale of 1 to 5, nearly half of the respondents rate 4 out of 5; thus, in this study,

Interpretation

According to the graph above, three respondents out of a total of 103 are given. 1 out of 5 rating scale A total of 8 people have responded to the survey. 2 out of 5 replies (31%) are given 50 of the responders (3 out of 5) are given 9 of the 5 responders are given a score of 4 out of 5. 5 out of 5 people responded, while 2 people did not.

The vast majority of responses are given 4 out of 5 for customer satisfaction with the bank's internet banking services.

the majority of respondents are satisfied with internet banking services rather than traditional banking services.

SUGGESTION

- It is proposed that because some of the respondents still use traditional banking, the bank should focus its efforts on emphasising the multiple benefits of internet banking and demonstrating how it can more effectively replace traditional banking.
- And the majority of respondents are experiencing technical issues, such as being unable to make payments or conduct transactions during this time. Because the loss of funds or data as a result of a crash can be extremely worrying for bank customers, it is suggested that banks make it a priority to alleviate this concern by clarifying how account funds will not be lost if a technical issue occurs.
- Some respondents stated that they do not have enough understanding about how to use internet banking services, so the bank should focus on updating the methods and approaches with suitable instruction.
- Customers' security concerns are a major issue, thus the bank should concentrate on showing and explaining the security of online banking to ease the problem.

CONCLUSIONS

- This study began with the goal of doing a comparative analysis of online banking usage among Bangalore's youth and senior population. The data was obtained by questionnaires from the



youth and elderly, and the analysis was conducted using a percentage analysis.

➤ In the current pandemic condition, internet banking plays an important role, and according to this study, internet banking services are more secure and beneficial to individuals in this situation.

➤ According to the findings of this study, the youth population is increasingly using internet banking services, and many of the respondents have only recently begun to use internet banking services on a regular basis in this pandemic condition. Because of internet banking, the environment for adopting new technology has changed. Younger people are more readily adopting internet banking services than older consumers, according to this survey.

BIBLIOGRAPHY

- [1]. <https://www.encyclopedia.com/finance/encyclopedias-almanacs-transcripts-and-maps/electronic-banking>
- [2]. <https://www.gobankingrates.com/banking/banks/history-online-banking/>
- [3]. <https://www.paisabazaar.com/banking/internet-banking-e-banking/>
- [4]. http://www.userindesign.com/Images/Papers/Online_Banking_Springer.pdf
- [5]. <https://www.creditmantri.com/net-banking/>
- [6]. <https://www.rbi.org.in/SCRIPTS/PublicationReportDetails.aspx?UrlPage=&ID=243>
- [7]. <https://sbi.co.in/web/personal-banking/digital/internet-banking>
- [8]. <https://accountlearning.com/top-10-differences-between-internet-banking-and-traditional-banking/>