

REVIEW OF RESEARCH



A STUDY ON IMPACT OF E- BANKING THOUGHT INCREASE IN EMPLOYEES PRODUCTIVITY AND KNOWLEDGE IN COOPERATIVE BANKING, NAGPUR

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ABSTRACT:-

CBS from the customer's perspective simplify their banking operations by allowing them to conduct common frequently used banking transactions without visiting bank's branches, thus saving a lot of time. On the other hand banks have improved upon their operational efficiency after the introduction of CBS. CBS provides for online banking, Mobile banking and ATM services on 24/7 basis to customers so that a customer need not visit a bank for his banking needs.

In the backdrop of above information this chapter present interpretation of data collected from 100 employees in Cooperative Banks in Nagpur District.

Hence, data is collected from total 100 respondents. The collected data is analysed by using appropriate statistical tools. The analysed data is arranged in tables and is described appropriately. The results are presented at the end after description of each table.

KEYWORDS : *banking operations , banking transactions , Cooperative Banks.*

INTRODUCTION

Present State of Technology being used Information Technology has become an essential and integral part of banking. As a result, during last five years UCBs have realized the need to create IT infrastructure in order to have a competitive edge. But with limitations on capital budgets on hand and skilled, professional and IT enabled manpower, the result is inadequate IT infrastructure to face the challenges. UCBs tried applications developed by vendors who had limitations on technical capabilities, banking domain knowledge and ability to assimilate needs of the changing hour. These systems proved to be inadequate as well incompatible with the business needs except a few gains of saving labor in routine work. The management of the banks who were supposed to be the major beneficiaries had very marginal gains while employees at the front office were relieved to a great extent in the labor and customers were benefited to some extent by way of few quicker services such as service at the counters for routine transactions, delivery of passbooks, statement of accounts, demand drafts, and better accuracy in interest calculations etc. UCBs have numerous vendors with varied technologies used with different level of comfort for end users. Multilocal or distributed location of data, ineffective back office activities, Management Information Systems with poor speed in gathering data and questionable accuracy.

At the same time state of IT in PSBs is very different. They have implemented and Integrated leading edge retail banking systems, have improved overall management and appearance of documentation, have centralized databases resulting in quick gathering of data. And are using above systems for better risk cover, customer relations management, better identified and understood opportunities, promoted credit card services, introduced internet based primary banking services. Objectives of IT Setup in UCBs Replace old technologies seamlessly with state-of-the-art multi-tier Software. Replace multiple disparate and older generation software systems with single integrated multi-product tailor made application software. Move to Centralized Processing and handle much higher volumes without a proportionate increase in resources or infrastructure costs. Use business intelligence tools to analyze customer needs and create new product offerings. Build and retain customer relationships based on the strength of customer service capability. Enable and modify product offerings quickly and efficiently based on market needs.

Reduce costs, improve governance, bottom-line and stakeholder rewards enable multiple new delivery channels (RTGS, ATM, POS, Mobile, Internet, and Telephony) Solution: Entire bank will operate as one Unit (Single General Ledger). Central Server facility will be created within the premises of head office. Operations of the branches will be synchronized with the Central Server. Action Plan: The Central Facility Creation will need three major areas to be addressed: Building Infrastructure for the Data Centre to be located at the Head Office. Up gradation of the hardware at the Branches and Implementation of the new software. Establishing Network of all the branches and synchronization with the Central Host. Working of core banking system: All the transactions originating from any branch or other delivery channel will be processed real-time ensuring that the information acquired is accurate and up-to-date. A perfect acquisition and proper storage of transactions in a structured database leads to high reliability of inputs to further related systems. It will maintain General Ledger with User Definable Chart of Accounts, multiple level sub ledgers, transaction Journals with all the details acquired at the time of transactions. Quick Transaction Processing, Quick Response, Accommodative to new transaction types, easy adaptability to any new delivery channel and easy protocol exchange with external systems will be the focused areas.

Table no. 1 Opinion of bank employee regarding impact of e-banking on increase in productivity

Increase in Productivity	Frequency	Percentage
Not at all	20	20.0
Very large extent	25	25.0
large extent	10	10.0
Little extent	45	45.0
Very Little extent	-	-
Total	100	100.0
Chi. Sq.	Df	Sig.
34.474	3	<0.05

Table no. 1 illustrates information pertaining to impact of e-banking on increase in productivity in co-operative banks Nagpur. It is evident from the information that according to 45.0% employees there is increase in productivity at little extent due to e-banking, which is followed by increase in productivity at very large extent due to e-banking (25.0%). Furthermore, according to 10% employees there is increase in productivity at large extent whereas according to 20% employees productivity is not increased due to e-banking. The non-parametric chi square statistics showed that there is significant (Chi.Sq. = 34.474; $P < 0.05$) difference among employees of bank with respect to their opinion regarding impact of e-banking on increase in productivity.

Thus, it is evident from the above information that most of the employees of co-operative banks Nagpur feel increase in productivity at little extent.

Table no. 2: Opinion of bank employee regarding impact of e-banking on increase in knowledge

Increase in Knowledge	Frequency	Percentage
Not at all	25	25.0
Very large extent	70	70.0
large extent	-	-
Little extent	5	5.0
Very Little extent	-	-
Total	100	100.0
Chi. Sq.	df	Sig.
65.500	2	<0.05

Table 2 illustrates information pertaining to impact of e-banking on increase in knowledge in co-operative banks Nagpur. It is evident from the information that according to 70.0% employees there is increase in knowledge at very large extent due to e-banking, which is followed by increase in knowledge at little extent due to e-banking (5.0%). Furthermore, according to 25% employee's knowledge is not increased due to e-banking. The non-parametric chi square statistics showed that there is significant (Chi.Sq. = 65.500; $P < 0.05$) difference among employees of bank with respect to their opinion regarding impact of e-banking on increase in knowledge.

Thus, it is evident from the above information that most of the employees of co-operative banks Nagpur feel increase in knowledge at very large extent due to e-banking.

CONCLUSION

Bank employees have more than one problems due to computerization of the bank such as, lack of thorough knowledge of technology; lack of confidence in handling automated transactions; no direct interaction with the customer and fear about the job security. However, most of the employees of co-operative banks Nagpur face problem of lack of thorough knowledge of technology due to computerization of bank.

There is increase in number of hours at little extent due to e-banking; increase in decision-making process at very large extent due to e-banking; increase in division of work at very large extent due to e-banking; increase in productivity at little extent; increase in knowledge at very large extent due to e-banking.

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