

“E-Banking in the Development of Industrial Sector in Bihar”

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Abstract-The role of state bank in agricultural and Industrial finance was very negligible till very recently State Banks branch network had a strong urban basis and did not have an adequate coverage of rural areas. Keeping this fact in view Government took a bold step of nationalizing the 14 Banks in 1969 in order to reduce the regional imbalances. The advances of State Bank of India towards an agricultural and Industrial Development are also increased enormously. Instead it has started new type of branches at important Centers known as State Bank of India Agricultural Development Banks. The bank (SBI-ADB) with the available resources and by the assistance from the NABARD has been assisting the potential farmers. Involvement of State Bank of India in agricultural and Industrial finance in a big way is said to be a boon to the agriculturists and Industrialist. Moreover SBI are providing finance for farming, Industry, and other related activities which is a gate way for the prosperity of the state to the examine the working of SBI to special of Bihar.

Keywords: Internet Banking; Consumer Behavior; M Connect; Bihar

I Introduction-Nowadays every bank is providing online services to their customers to provide Hassel free services with security [1]. In Bihar, the availability of internet networks and signals are useful in urban areas but quite dissatisfactory in rural areas [2]. Recently in Bihar started free WIFI zone facility for people of Bihar state in Patna only of range 20 km but internet facility is not safe [3]. Even the literacy rate of Bihar also plays a significant role in the adoption of e-banking services and the lack of the availability of accessories [4]. The rate of use e-banking services is different for the age group of people like the teenager is much more concern about the e-banking services and quit enjoying the facilities [5], but the older age groups are less active on online services

[6]. Income level also affects the use and adoption of online services also the educational attainment.

The Indian banking system is significantly different from those prevalent in other countries due to its unique geographic, social and economic characteristics. India has a large population, different cultures in different parts of the country and also disparities in income. Indian population spread among rural and urban areas is skewed in the favor of urban areas. All these features reflect on the size and structure of the Indian banking system. Further in order to fulfill these needs the government policy has been subjected to various nationalization schemes at different times. RBI credit policies form the guidelines for banks in India. Since they had to satisfy the domestic obligations, banks have so far been confined within the Indian borders. E-Banking is a generic term encompassing internet banking, telephone banking, mobile banking etc. In other words, it is a process of banking services and products through electronic channels such as telephone, internet, cell phone etc. The concept and scope of E-banking is still evolving. E-banking facilitates an effective payment and accounting system thereby enhancing the speed of delivery of banking services. While E-banking has improved efficiency and convenience, it has also posed several challenges to the regulators and supervisors. An automated teller machine or automatic teller machine (ATM) is a computerized telecommunications device that provides financial institutions and customers a method of transacting with finance in a public space without the need for a human clerk or bank teller. On most modern ATMs, the customer identifies him or herself by inserting a plastic ATM card with a magnetic stripe or a plastic smart card with a chip that contains his or her card number and some security information, such as an expiration date or CVC (CVV). Security is provided by the customer entering a personal identification number (PIN). Using an ATM, customers can access their bank accounts in order to make cash withdrawals (or credit card cash advances) and check their account balances. Many ATMs also allow people to deposit cash or cheques, transfer money between their bank accounts, pay bills, or purchase goods and services. Some of the advantages of ATM to customers are:

- Ability to draw cash after normal banking hours
- Quicker than normal cashier service

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- Complete security as only the card holder knows the PIN
- Does not just operate as a medium of obtaining cash
- Customer can sometimes use the services of other bank ATM's

II. Literature Review-The banking industry in India has a vast canvas of history, which covers the old business practices from the time of British to the transformations period [8]. Therefore, business in India has been through a long journey. Today business is known as innovative business [2]. The use of technology has brought an uprising in the working style of the banks. Information Technology has had a positive impact on alternatives for traditional funds movement services [9]. With networking and interconnection, new trials are arising related to security privacy and confidentiality to transactions [10]. In this paper, work is made to explain the changing banking scenario. The study also identifies the challenges and opportunities for the Indian banking sector in changing scenario [11]. Banks are offering different types of products for customer satisfaction and fulfilling the demand of money by lending as well as keeping deposits from customers [3]. As we know, the major part of India is rural areas, and the people are unaware of the products offered by the banks [10]. They use only selected goods or services from the bank, but to the lack of information, maximum products are not enjoyed by the customers of Bihar [12]. In order to know the rate of usage of internet and E-banking facilities in Bihar research has been done and on the basis of the age, education, qualification we came to understand the rate of development of internet services provided by bank and also to increase the speed of use of internet and e-banking facilities by knowing the customers difficulties. State bank of India is the oldest and one of the largest commercial bank in India. It is serving the people more than 200 years back. The bank provides a full range of corporate commercial and retail banking services in India. Indian central bank namely Reserve Bank of India (RBI) is the major share holder of the bank with 59.7% stake. The bank is capitalized to the extent of Rs. 646 on with the public holding (other than promoters) at 40.3% SBI has largest branch and ATM network spread across every corner of India The bank has a branch network of over 14,000 branches (including subsidiaries) A part from Indian network it also has a network of 73 overseas offices in 30 countries in all time zones, correspondent relationship with 520 international bank in 123 coun- tries. It caters to the needs of agriculturists

and laud less agricultural laborer through a network of 8750 rural and same urban branches. A part from the branches, there are 428 agricultural development branches (ADBS) which also cater to agriculturists (www.sbi.com). State bank of India have covered a whole gamut of agricultural activities like crop production, horticulture, plantation crops, farm mechanization, land development and reclamation, digging of wells, tube wells and irrigation projects, forestry, construction of cold storages and god owns, processing of agri- products finance to agri-Input dealers, allied activities like dairy fisheries, poultry, sheep-goat, piggery and rearing of silk worms. SBI has schemes and products both for short term requirements as well as long term requirements of agriculturists. “ kisan credit card (KCC) is a popular package to cover the short term requirement of the farmers carrying four co mponents of their requirement Viz-crop production requirement, ancillary requirements like repair and maintenance of pump sets, pipeline, purchase small implements of couple of farm animals and contingent need that may arise during “

III. Methodology-This study examines the factors affecting the adoption of e-banking services in Bihar. From the literature, factors are identified which are convenience accessibility, availability, bank management and Image, security concerns, privacy, design, content, speed, fees, and charges. Anonymous questionnaires are randomly administered to a total of 360 respondents from a different district. The survey is managed by the call as such the response rate is satisfactorily healthy. To ensure content validity, the items used in the questionnaire are constructed by the extant literature. To assure their perceptions are based on experience, screening questions are asked to ensure that the respondents have used e-banking services before. “Table 1 According to this Table 1, the total figure of respondents is 360, 161 respondents (44.7 percent) have its place to rural areas followed by 119 (33.1 percent) from urban and 80 respondents (22.2 percent) from semi-urban areas.”The need to support the agricultural and Industrial sectors has been well recognized and the efforts in th is direction have been enormous and institutions set up to aid this sector are aplenty. For in Bihar it is essential t o support the agricultural and Industrial sectors. Although the efforts in this direction has been made enormously and many institution set up to aid this sector. The problems faced by the people of Bihar broadly relate to inabilities to understand and take advantage of various

facilities available from commercial banks, regional rural banks, co-operative banks, local area banks government agencies, self help groups and micro finance institution. Their problems arise from the absence of steady income, high institutions in the prices of their products, high level of inflation, increased Inputs cost undependable infrastructure such as electricity, transport, marketing, and storage facilities and grant of initiatives a good beginning SBI is the largest banking sector of India which fulfils the agricultural and industrial needs of the country by reviewing the literature it is obvious that net much work has been done on the roll of SBI credit in Bihar. 1) The banks should appoint such officials who to the people of remote areas and make them aware about the framing and business policies of the bank in their own languages. This will make the farmers directly interacted with the bank its policies. 2) The procedure of section of lone should be easy the number of documents required for it should be as less as possible. 3) The banks should have to launch the campaign for the awareness of bank policies in the remote villages. 4) The bank should provide the knowledge about new technologies under joint program with the help of IERT and scientists and engineers. 5) Additional credit union should be set up in the localities. 6) The Training for transaction with the ATM or KCC and online pay tm card should be provided to the public. 7) The bank should have to launch the awareness program to make people aware about the guidelines and policies. 8) To analyze the SBI credit benefit on farmers and industrialists development. 9) To analyze the problem faced by the public in borrowing from the state bank of India.

Conclusion-For a developing country, It essential to support the banking sectors. Although the efforts in this direction has been made enormously and many institution set up to aid this sectors. The banking sector is considered as the back bone of our economy but unfortunately it is still gambling on monsoon and dependent on informal credit. The problems faced by the villagers broadly relate to inabilities to understand and lake advantage of various facilities available from commercial banks, regional rural banks, Co -Operative banks, local area banks, government agencies self help groups and micro finance institution. Their problem arise from the absence of steady income, high fluctuations in the prices of their products, high level of inflation, increased inputs cost undependable e Infrastructure such as electricity, transport, marketing and stored rural storage facilities, Basically development t of agriculture and industrial

sector is state subject. Hence the imitative and leadership would have to come from the states. SBI is the largest banking sector of India which fulfils the agricultural needs of the country. By reviewing the literature it is obvious that not much work has been done on the role of SBI credit in Bihar. The introduction of agricultural and Industrial developments based on which allocation of resources and grant of initiatives by the central government can be made and perhaps it is a good beginning. All data collected through face to face interaction with villagers and interview with BANK MANAGER, by meeting them impersonal and questionnaire s, needed. The data used for their study are inclusive of the data collected from internet, and brochures, magazines and articles. The convenient sampling method was used in article. Also, it is a study of variables in their natural setting or under usual circumstances. This comprises observation of facts, formulation of hypothesis, collection and classification of data, interpretation of data, formulation of theories, application of facts and predictions. Since human behavior is difficult and cannot be predicted, it makes the results of the research at times not to be applicable to the population. The questionnaires were used in order to get a standard form of answers or survey in Bihar.

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