

TECHNOLOGY ADOPTION IN BANKING SECTOR: THE INDIAN CONTEXT

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ABSTRACT

This industry has been developing without leaps and bounces since the nationalization of the banks in India and addressing the demands of the different sectors of society. Recently the banking sector has made quick headway by leveraging IT as a platform and trying to soar greater altitudes. Customer conscience has prompted banks to adopt the most sustainable best practices in the world that focus on significant issues including the market, clients, competition, technology and society. Indian banking has adopted a number of strategies to accelerate growth for space and time, but still has to take steps in risk, security and so on. The research is carried out utilizing primary data from a structured questionnaire from 100 respondents. This survey is conducted in order to determine the knowledge of the consumer of different bank technologies Such as online banking, Mobile Banking, ATM, debit card, RTGS and credit card. The present study explores the effects of the Internet and mobile banking in India and hence the impacts on internet banking and mobile banking of perceived utility, perceived usability and perceived risk. This study looks at the emerging developments in the Indian banking industry. Different banking concerns were also discussed.

Keywords: Technology, ICT, Banking Industry, Indian Banks

INTRODUCTION

In the Indian financial sector, advancements in technology and their benefits in banking are steadily evolved. Technology is regarded the backbone of the financial system for the overall economic progress of the nation. Everybody grows under technological assist, whether it the industry, education or banking. Banks spend extensively in new technical or creative banking procedures to make maximum use of technology. Some examples are ATMs, electronic banking, mobile banking, CRM, tele-bank. In addition, the continual implementation of innovative technical payment systems by RBI is shown by electronic banking, Indian Financial Networks, real-time gross settling, RBI. The aforementioned considerations have resulted in a more complicated Indian financial system compared to the International Financial System.

Developments in IT substantially help the development and inclusion by promoting inclusive economic development in numerous industries. The use of IT in banks not only enhances its competitive efficiency with the strengthening of administrative backend procedures, but also enhances front end operations and reduces Customer transaction expenses. The India Reserve Bank has been actively involved in the development of innovative techniques for the Indian banking industry. Solution of Core Banking (CBS) is adopted Major technological contribution in the banking business networks consumers from all branches of the bank online with their accounts. India's banking industry has rapidly advanced its transition to a more the business environment is

competitive. In the banking sector reform process, technological infrastructure became a key feature.

RECENT TRENDS IN BANKING IN INDIA

The Indian financial sector has greatly changed. The following are the several new trends seen by the banking industry:

Electronic Payment Services

We now experience notions such as e-governance, e-mail, e-commerce, e-tail, etc. A new technology for e-check, which will ultimately replace the standard paper cheque, is also being developed in the US. India has previously revised, The Act on negotiable instruments should include: truncated and e-checked checks as a prophylactic to the introduction of the e-cheque.

RTGS

Since March 2004 in India, Real Time Gross Deal system has been launched which enables banks to transfer cash from their accounts to another bank's account using computerized instructions. The RTGS system is run by RBI and allows an effective and quicker movement of cash between the banks to facilitate financial transactions. As the name implies, the transfer of cash between banks is carried out on the basis of "real time." So, the money is immediately available to the recipient.

EFT

Transfer of Electronic Funds (EFT) is a mechanism where anybody wishes to make payments to another individual/company, and so on may visit their bank and pay cash or immediately transfer money from their own account to the recipient's/beneficiary bank account with the instructions/authorization. Full data, such as name, number of bank account, and your bank should be supplied upon request with your account type, bank name, city, branch name, etc., in order for the cash to reach your account properly and more quickly.

Electronic Clearing Service: In particular, when every payment is of a repeating form, Electronic Clearing is a technique of payments used to make big and identical payments and receipts. This service is intended to provide huge amounts of money to business and government agencies.

ATM

Automatic Teller is the most common Indian equipment allowing customers to withdraw 7 days a week 24 hours a day. This device allows ATM card customers without interacting with human accounts for typical banking transactions. ATMs may also be used to pay bills, transfer money between accounts, check deposit, cash deposit, balance inquiry etc. in addition to cash withdrawals.

Point of Sale Terminal

Point - Of - Sale Station is an online computer terminal connected to the customer data files in a banking system and to the customer identifying the magnetically encoded plastic transaction card on the computer. The account of the client is debited during a transaction, and the account of the merchant is credited to the computer for the purchased amount.

Tele Banking

Telebanking enables the client to make all non-cash-related telephone banking services. This gadget is used for basic questions and transactions like the Automatic Voice Recorder. Manned phone terminals are utilized for difficult enquiries and transactions.

Mobile Van Banking

A complete bank side may condense the proper laptop, with a full technological progress, that may be carried by a technique at any time by creating a multitude of cellular banking options. Many banks have also begun banking mobile/motorcycles.

Lobby Banking

Reception banks give the global online banking kiosk, mobile phone banking, screening and ATM in a customized hall, including facilities. It involves machinery, mostly employees- much less banks where every transaction is usually done simply by self-managed devices.

Electronic Data Interchange (EDI)

The Electronic Procurement is a standard, computer-processed, generally recognized format between trade partners to exchange business documents such as purchase orders, invoices, shipping notes, receiving notifications, etc. on an electronic basis. EDI may also be used to electronically communicate financial information and payments.

The banking sector, particularly the new generation banks, reacted rapidly to developments in the industry. With further adaptation by leveraging technology, the continuation of the trend has redefined and re-engineered the banking activities as a whole. Since technology makes it easier to operate banking, clients may access banking services and transact banking on any product at any time. Physical branches are becoming less important.

CHALLENGES

Customer Satisfaction

Today consumers in the industry have more value since they have other options. Every bank must take care to meet the satisfaction of our consumers.

To Provide a Number of Staff

The current requirement for banks is to offer diverse service areas, including service expansion, social banking, selective modernization and innovative mechanisms, computerization and customer services, effective management culture, internal supervision and control, adequate profitability, a strong corporate culture, and so forth. Banks thus need to be able to provide clients complete personal service expectations.

Retail Lending

Banks have recently been able to adapt their product folios in a consumer category. Retail lending has also helped to disperse risk and increase banks' income with improved recovery rates and has become a priority, notably in the field of financing sustainable consumer products, houses, cars, etc.

Indian Clients

Indian Clients are the greatest potential now for the Indian banking business. Indian Clients are increasingly working with the right balance of equity and loan to support consumption and asset building to meet their lifestyle objectives at younger ages. He represents in rural regions across towns, towns and villages. Consumer goods firms are already taking use of this potential to provide banks the option to provide these solutions.

Technological Challenges

Because of a lack of technological understanding, clients are not gaining pace. Installation of the electrical supply channels does not have the correct infrastructure.

Security Issue

The biggest downside of e-banking is its security issues. It is true that internet transactions pose a substantially higher risk compared with offline purchases. This is because to hacking difficulties and robbery.

Stronger Role of IT as Business Transformer/ Performer

The banking infrastructure is not unchanging. Every day, new technologies arise, and new media (as did the Internet) will require management to rethink infrastructure goals. Defining key infrastructure objectives enables the Bank to remain focused and adapted to client value without getting sidetracked with technology. In helping firms adjust to and prosper with these new conditions, the IT function may play a key role. The head information officers (CIOs) may give excellent strategic and operational assistance by aligning their teams with their company requirements.

IT must also take its most suitable job into consideration. Senior management may expect IT to provide innovation and change in certain circumstances, especially for bigger, multinational corporations. In certain smaller enterprises, the focus may be on a more basic service, cost-saving and effective operating demands. In general, IT falls under a category of four: -

1. Utility

Where its major objective is to maintain the business

2. Protector

The management of the IT estate is mainly focused

3. Performer

Where concrete value is predicted for the company Transformer: Where function surpasses daily operational requirements that contribute to actual change. To make the transformer/performer IT better grasp the demands of the leadership team in order to move from a basic utility/protector role to the customer benefit, work constantly to assist the business obtain a competitive advantage.

LITERATURE REVIEW

Ashok Kumar Chandra (2015) - Has carried out a comparison examination of the Korba e-banking services between public sector banks and private sector banks. E-Banking is banking's future, internet banking is becoming a trend among clients and helps enhance ties between bankers and clients. As e-banking is becoming popular and banking is using state-of-the-art technology, they are prone to cybercrimes and have increased potential for reputational damage, effective security controls and strong cyber regulations are also needed in India.

Surekha, Anitha & Kaleshwari (2015) - In their research report, e-influence banks on public and private sector SQs are investigated. SQ will be evaluated using the SERVQUAL scale in five metrics at selected banks. The number of responses in this research suggests that perception varies little from the total level of service provided to specific banks. Reliability, responsibility and assurance are the main and critical drivers of service quality and customer satisfaction in public and private sector banks.

Sharma (2016) - Analyzed was the internet banking environment in India. In that area, the market of the salesperson is transitioning to the buyer's market and, finally, the banking community has persuaded them to change their 'traditional banks.' This shift has enabled all customers to better meet their various requirements and expectations. The expansion of customer internet awareness, the integration of banking services into e-commerce, expanded internet reach and global banking businesses have enormous potential internet banks.

Dhiraj Sharma (2016) - The bankers' issues owing to the e-banking adoption in India has been explored. Early adopters are private sector banks. In order to make banking a safe and pleasurable experience, regulation and technology standards are developed. All in all, private players were the winners. However, 65% of the public sector banking sector still has a vital role to

play, too, and the sooner technology begins to be included in their business strategy as a whole the sooner they will be able to recoup their lost market share.

Aswin & BalaNageshwara Rao (2018) - It examines the connection between the application of new technologies in the banking industry and clients. How you know the technologies and how you use them. The clients of different banking sectors within the Reserve Bank of India collected data for this research. The analysis and diagram will be done using a single %. 30 samples have been gathered and interpreted according to the questioners. Findings indicate that most bank clients use ATM. The banks must thus become aware of the e-banking services. Finally, the paper provides a few documents focusing on banking technology development.

Satinder Singh & Ajaydeep Singh Brar (2019) - A succession of major shifts have taken place in the banking industry during the previous several decades. The Indian financial system nowadays is recognized worldwide as a well-developed and well-regulated financial sector. The banking sector today is more powerful and able to cope with competitive challenges. Indian banking sector has increasingly moved towards best practice in accounting, corporate governance and risk management with increased openness and openness. Internationally acknowledged prudential standards have been followed. This study looks at the emerging developments in the Indian banking industry. There have also been discussions on the different potential for the banking industry. The paper also examines IT in the banking industry since it plays a significant part in the banking industry. In addition, the future possibilities of the banking industry were highlighted.

Neerja Nigam & Sameer Sharma (2020) - The current research focuses on the influence of ICT in India's banking industry. Research is conceptual in nature and is based on ICT and banking literature. Researchers pointed out the main aspects that Indian banks take into account in the banking industry for adoption of the ICT, the growing trends of banking ICT in the globe and the role or applications of ICT in the banking industry. The survey concludes that, besides updating technology, banks take a large number of activities. Centralized processing at company level is carried out for different operations such as check book issues, mailing account statements, debit/credit card statements, establishing of online accounts, developing new products & so on. At the same time, most branches now provide individual window operations, open call centers, the management system for customer interactions, etc. In general, in their daily activity's banks have expanded usage of ICT.

OBJECTIVES

1. To explore the role of IT in the Indian Banking Industry.
2. To research trends in the Industry of Indian Banking.
3. In the new scenario, to emphasize different issues facing banks.

METHODOLOGY

A contemporary research was carried out using the following technique, entitled "Technology roll in banking industries – an empirical trial in India." The investigation was performed *via* primary and secondary data collection. The analysis was based on a study carried out on the e-banking services of a sample of 100 customers of Corporation Bank. Each consumer was presented the surveys individually to guarantee little possibility for defective data input and misinterpretation. The interviewer was also given the opportunity to participate into a conversation

and to get a deeper knowledge of the consumer. The questionnaire attempted to gather client reactions, primarily in relation to essential services and technology and only few questions were taken to measure satisfaction and we are using chi-square test for testing the hypothesis.

Primary Data Source:

Data from 150 customers of e-banking services and 100 bank managers of chosen institutions are obtained *via* questionnaire.

Secondary Data Source

Data have also been gathered from the bank's annual report, newspapers, publications and books. The statistical technique percentages have been employed for the analysis of the research.

DATA ANALYSIS AND INTERPRETATION

The data were gathered from respondents for the aim of research, and the data acquired were tabled and analyzed to derive significant conclusions.

Respondents Profile

| Table 1 | | |
|----------------------------|------------------|-------------------|
| RESPONDENTS PROFILE | | |
| Gender | Frequency | Percentage |
| Male | 55 | 55 |
| Female | 45 | 45 |
| total | 100 | 100 |
| Age | Frequency | Percentage |
| Less than 30 | 60 | 60 |
| 30-40 | 25 | 25 |
| 40-50 | 10 | 10 |
| Above 50 | 5 | 5 |
| total | 100 | 100 |
| Education level | Frequency | Percentage |
| Matric Level | 8 | 8 |
| Higher education | 20 | 20 |
| Graduation | 22 | 22 |
| Post-Graduation | 35 | 35 |
| Others | 15 | 15 |
| Total | 100 | 100 |
| Occupation | Frequency | Percentage |
| Professional | 28 | 28 |
| student | 30 | 30 |
| IT | 23 | 23 |
| business | 15 | 15 |
| Retired | 4 | 4 |
| Total | 100 | 100 |

E-banking and Traditional Banking Preferences for Customers

Knowledge of consumers must be given primacy to e-banking and conventional banking. In view of this, the data were collected and shown in Table 2 & Table 3.

| Preference | Respondents | Percentage |
|---------------------|-------------|------------|
| E-Banking | 70 | 70 |
| Traditional Banking | 15 | 15 |
| Both | 15 | 15 |
| Total | 100 | 100 |

| | Value | df | Asymp. Sig. (2-sided) |
|-------------------------------|----------|------|-----------------------|
| Pearson Chi-Square | 1.209E2a | 83.9 | 0.001 |
| Likelihood Ratio | 168.9 | 83.9 | 0 |
| Linear-by- Linear Association | 11.702 | 1 | 0 |
| N of Valid Cases | 100 | | |

Result

The results of chi-square test show that the Null Hypotheses is rejected because p-value is less than 0.01, means there is significant difference between E-banking and traditional banking preferences for customers (Figure 1).

H0: There is a no significant difference between E-banking and traditional banking preferences for customers. (Rejected)

H1: There is significant difference between E-banking and traditional banking preferences for customers. (Accepted)



**FIGURE 1
E-BANKING AND TRADITIONAL BANKING PREFERENCES FOR CUSTOMERS**

The preference of customers for e-bank and traditional banking is shown in Table 2. Of the 100 participants, 70 favored e-banking with 70 percent preferred, 15 preferred traditional banking,

15 preferred accounting and 15 preferred both with 15 percent. Many respondents choose e-banks It is discovered that (Table 4 & Table 5).

| Table 4 USERS OF E – BANKING SERVICES | | |
|--|------------|-------------------|
| Usage/services | use | Do not use |
| ATM Card | 85% | 15% |
| Credit Cards | 50% | 50% |
| Tele Banking | 55% | 45% |
| Internet Banking | 65% | 35% |
| Mobile Banking | 65% | 35% |

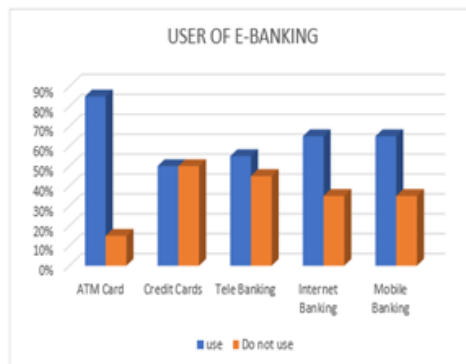
| Table 5 CHI-SQUARE TESTS | | | |
|-------------------------------------|--------------|-----------|------------------------------|
| | Value | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square | 35.929a | 32 | 0.001 |
| Likelihood Ratio | 45.09 | 32 | 0 |
| Linear-by- Linear Association | 11.047 | 1 | 0.001 |
| N of Valid Cases | 100 | | |

Result

The results of chi-square test shows that the Null Hypotheses is rejected because p-value is less than 0.01, means there is significant difference between users of e – banking services (Figure 2).

H0: There is a no significant difference between users of e – banking services. (Rejected)

H1: There is significant difference between users of e – banking services. (Accepted)



**FIGURE 2
USERS OF E – BANKING SERVICES**

Table 4 states that 85% use ATM cards and 15% don't use ATM, whereas 50% use credit cards, but 50% don't use credit cards, either. According to table 2.55 percent of the public utilize

tele-banking, while 45 percent do not use tele-banking either. People are using 65% internet/mobile banking and 35% are not using it. Table V illustrates that ICT banking benefits the respondents. A large majority (100%) of the respondents felt it saves time and eliminates the danger of retaining cash.

Satisfaction Level Who Use ATM Cards

The degree of satisfaction of ATM card users must be known in this categorization. Table 6 measures and shows the degree of satisfaction.

| Satisfaction Level of consumers | Respondents | Percentage |
|--|--------------------|-------------------|
| Highly satisfied | 24 | 24 |
| Satisfied | 50 | 50 |
| Neutral | 15 | 15 |
| Dissatisfied | 5 | 5 |
| Highly dissatisfied | 6 | 6 |

The satisfaction of participants with the use of the ATM card is shown in Table 5. Out of 100 respondents, 50% of the facilities in the MTB are pleased, represent 50%, 24% are very pleased, account for 24%, 15% are neutral and 15% are very unhappy. 6% are unhappy and 5% are unhappy. Many respondents reported themselves happy with the Bank's ATM installations (Table 7).

| | Value | df | Asymp. Sig. (2-sided) |
|------------------------------|--------------|-----------|------------------------------|
| Pearson Chi-Square | 32.801a | 30 | 0.001 |
| Likelihood Ratio | 45.98 | 30 | 0 |
| Linear-by-Linear Association | 12.212 | 1 | 0.001 |
| N of Valid Cases | 100 | | |

Result

The results of chi-square test show that the Null Hypotheses is rejected because p-value is less than 0.01, means there is significant difference between Satisfaction level of ATM card users.

H0: There is a no significant difference between Satisfaction level of ATM card users. (Rejected)

H1: There is significant difference between Satisfaction level of ATM card users. (Accepted)

Satisfaction among Consumers who use Credit Cards

The degree of satisfaction of credit card users must be known in this categorization. The information was gathered and shown in Table 8.

| Satisfaction Level of consumers | Respondents | Percentage |
|--|--------------------|-------------------|
| Highly satisfied | 15 | 27 |
| Satisfied | 25 | 46 |
| Neutral | 5 | 10 |
| Dissatisfied | 6 | 10 |
| Highly dissatisfied | 4 | 7 |

Table 8 indicates the credit card users' satisfaction rating. Of the 55 respondents, 25 are satisfied, representing 46 percent, 5 neutral, 10 percent, and 15 very impressed, 27 percent dissatisfied, 6 strongly dissatisfied, 10 percent, 4 very dissatisfied, 7 percent. It was observed that many people were satisfied (Table 9).

| | Value | df | Asymp. Sig. (2-sided) |
|-------------------------------|--------------|-----------|------------------------------|
| Pearson Chi-Square | 39.097a | 10 | 0.001 |
| Likelihood Ratio | 38.901 | 10 | 0 |
| Linear-by- Linear Association | 15.007 | 1 | 0.001 |
| N of Valid Cases | 100 | | |

Result

The results of chi-square test show that the Null Hypotheses is rejected because p-value is less than 0.01, means there is significant difference between Satisfaction among consumers who use Credit Cards.

H0: There is a no significant difference between Satisfaction among consumers who use Credit Cards. (Rejected)

H1: There is significant difference between Satisfaction among consumers who use Credit Cards.(Accepted)

Satisfaction among Tele Banking Users

This categorization is needed to determine telebanking consumers' degree of satisfaction. Table 10 gathered and presented this information.

| Satisfaction Level of consumers | Respondents | Percentage |
|--|--------------------|-------------------|
| Highly satisfied | 7 | 14 |
| Satisfied | 21 | 42 |
| Neutral | 15 | 30 |

| | | |
|---------------------|---|---|
| Dissatisfied | 4 | 8 |
| Highly dissatisfied | 3 | 6 |

The satisfaction of tele bank users is seen in Table 10. Of 50 responders, 21 are satisfied, representing 42%, 15 are indifferent, representing 30 percent, 7 very happy, 14 percent and 3 dissatisfied, representing 6 percent each. Many people were satisfied with the It was observed that (Table 11).

| | Value | df | Asymp. Sig. (2-sided) |
|------------------------------|--------------|-----------|------------------------------|
| Pearson Chi-Square | 26.941a | 30 | 0.001 |
| Likelihood Ratio | 257.004 | 30 | 0 |
| Linear-by-Linear Association | 10.347 | 1 | 0.001 |
| N of Valid Cases | 100 | | |

The results of chi-square test show that the Null Hypotheses is rejected because p-value is less than 0.01, means there is significant difference between Satisfaction among Tele Banking Users.

H0: There is a no significant difference between Satisfactions among Tele Banking Users. (Rejected)

H1: There is significant difference between Satisfactions among Tele Banking Users. (Accepted)

Satisfaction among Internet Banking Users

The degree of satisfaction of online bank consumers must be known in this categorization. Table 12 collects and presents this information.

| Satisfaction Level of consumers | Respondents | Percentage |
|--|--------------------|-------------------|
| Highly satisfied | 12 | 18 |
| Satisfied | 35 | 54 |
| Neutral | 10 | 15 |
| Dissatisfied | 5 | 8 |
| Highly dissatisfied | 3 | 5 |

The degree of satisfaction of online banking consumers is shown in Table 12. Of the 65 respondents, 35 are pleased, 54 percent, 10 neutral and 15 percent very pleased, 12 are highly satisfied, 6 percent unsatisfied, 4 percent dissatisfied, 8 percent and 3 percent highly dissatisfied. Many people utilizing online banking have shown their satisfaction (Table 13).

| | Value | df | Asymp. Sig. (2-sided) |
|-------------------------------|--------------|-----------|------------------------------|
| Pearson Chi-Square | 25.841a | 33 | 0.001 |
| Likelihood Ratio | 25.404 | 33 | 0 |
| Linear-by- Linear Association | 10.347 | 1 | 0.001 |
| N of Valid Cases | 100 | | |

Result

The results of chi-square test show that the Null Hypotheses is rejected because p-value is less than 0.01, means there is significant difference between Satisfaction among Internet Banking Users.

H0: There is a no significant difference between Satisfaction among Internet BankingUsers. (Rejected)

H1: There is significant difference between Satisfaction among Internet BankingUsers. (Accepted)

Satisfaction among Mobile Banking Users

This rating is crucial to understand the mobile banking customers' degree of satisfaction. Table 14 has gathered and shown this information.

| Satisfaction Level of consumers | Respondents | Percentage |
|--|--------------------|-------------------|
| Highly satisfied | 10 | 15 |
| Satisfied | 35 | 54 |
| Neutral | 10 | 15 |
| Dissatisfied | 6 | 10 |
| Highly dissatisfied | 4 | 6 |

The satisfaction of mobile banking users is shown in Table 14. Of sixty-five responses, 35 are pleased, 54%, 10 are neutral, 15% are dissatisfied, 6, 10% and 4, very satisfied and very dissatisfied, representing 6% of each, are highly impressed. Many people were satisfied with the It was observed that (Table 15).

| | Value | df | Asymp. Sig. (2-sided) |
|-------------------------------|--------------|-----------|------------------------------|
| Pearson Chi-Square | 43.446a | 30 | 0.001 |
| Likelihood Ratio | 39.761 | 30 | 0 |
| Linear-by- Linear Association | 14.25 | 1 | 0.001 |
| N of Valid Cases | 160 | | |

Result

The results of chi-square test show that the Null Hypotheses is rejected because p-value is less than 0.01, means there is significant difference between Satisfaction among Mobile Banking Users.

H0: There is a no significant difference between Satisfaction among Mobile Banking Users. (Rejected)
H1: There is significant difference between Satisfaction among Mobile Banking Users. (Accepted)

Technology-Based Rating of Services by Banks

| Ratings | Respondents | Percentage (%) |
|----------------|--------------------|-----------------------|
| Excellent | 14 | 14 |
| Good | 60 | 60 |
| Satisfactory | 15 | 15 |
| Unsatisfactory | 5 | 5 |
| Inefficient | 6 | 6 |
| Total | 100 | 100 |



**FIGURE 3
TECHNOLOGY-BASED RATING OF SERVICES BY BANKS**

Table 16 reveals that, of the cent participants, 60% considered that the Bank's technology-oriented services were good, followed by 15% satisfying, 14% exceptional, 5% insufficient and 6% inefficient. A substantial number of respondents have determined that the Bank's technological service is as excellent in the field of study.

FINDINGS

Many clients are interested in e-banking. Many clients are using ATM cards. Many of the client’s profit from the withdrawal of the ATM cards at any time. Most consumers are delighted with the Bank's ATM installations. Credit card is not used by the maximum number of clients. By credit cards, clients will profit from credit facility. The usage of credit cards satisfies many of our consumers. Most clients do not utilize tele banking services. A big number of clients are benefiting from tele bank payments. Maximum customer numbers are happy with TB. Many clients utilize

online banking. Many users profit from online banking due to home banking. A large proportion of clients are happy with Internet banking. Most clients utilize mobile banking. Many clients utilize mobile banking to inquire about their balance sheet and to get the newest rates. The mobile banking satisfies the highest number of clients. The bank's technological service is seen as excellent by a large number of consumers. Most clients have expressed the view that since the advent of computers at the banks, bank operations are efficient. The security level that the bank provides for e-banking services satisfies many consumers.

CONCLUSION

Information technology, with continual product and process changes, and it is certain that the future of banking will give clients more complex service. The IT course promises to modify banking rates in the next years. In the near future, indoor banking will be produced *via* mobile bank and internet banking. Although IT systems are clever and complicated, they are "energy scammers." The banking sector is rapidly expanding thanks to technologies such as ATMs, online banking, telephone banking, mobile banking etc. One of the financial items is the plastic card, which has experienced an increase in numbers in the exponential growth of the retail sector in recent years. The Internet has offered participants in the banking business a lot of options. While the newest technology allows new entrants a distinct chance of leading the online market by the goodwill of incumbent institutions. This rise has been substantially encouraged by technological developments without which our lifestyle could naturally not have changed in the following years.

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