Introduction

Information technology (IT) is increasingly becoming an invaluable and powerful tool driving development, supporting growth, promoting innovation, and enhancing competitiveness. Emerging information technology offers opportunities for developing nations to leapfrog earlier stages of development. It is also important to note that with an increasingly global environment less limited by time or distance, nations around the world need to get connected and join the global networked community. Otherwise, they may fall further behind and the gap they have with the developed world could get wider. Additionally, there is growing evidence that information technology is becoming an increasingly powerful tool when used as part of an overall development strategy coupled with partnerships between governments, business, and civil society (World Bank, 2003).

Information and communication technology coupled with knowledge management hold much potential for propelling the development process (Okpaku, 2003). The vital role information and communication technology is playing is felt across many industries and sectors, affecting both economic development and growth at large in many societies. The resulting implications have had a major role in transforming such sectors and have affected the economic-development process in developing nations.

The banking sector is an example in which information-technology infrastructures have had implications on the economic development of many nations in the developing world. It is important to note that the banking industry was one of the very first to utilize information technology back in the 1960s, and has thus a record of influencing the development process through the technology. There are many examples of information-technology applications in the banking sector that have helped build new markets and fuel the economy. For example ATM, Internet banking and mobile banking etc.

Online Banking (OB): Online banking is a system that allows the individuals to perform banking activities at home, via internet. Almost every bank today provides the service of online banking. This system allows the individuals (the customers of the bank)
to perform all routine transactions, such as account transfers, balance inquiries, bill payments, and stop-payment requests, and some even offer online loan and credit card applications. Account information can be accessed anytime, day or night, and can be done from anywhere.

In online banking system the bank has a centralized database that is web-enabled. A few online banks update information in real-time, while others do it daily. Many banks allow for file transfer between their program and popular accounting software packages, to simplify record keeping. Despite the advantages, there are a few drawbacks. It does take some time to set up and get used to an online account. Also, some banks only offer online banking in a limited area. Some services that traditional banks offer are difficult or impossible for online-only banks to offer, such as traveler's checks and cashier's checks.

Online banking is becoming much more common. We can pay our bills online and access a record of our checking account transactions online. Online banking makes everything we do with our finances a bit easier. We can access the information anywhere that we have access to the Internet. It makes our financial life much easier to manage. In short, online bank provides the financial service for the individual client by means of internet.

**Mobile Banking (MB)** means a financial transaction conducted by logging on to a bank’s website using a cell phone, such as viewing account balances, making transfers between accounts, or paying bills. It is a term used for performing balance checks, account transactions, payments etc. via a mobile device such as a mobile phone. In recent time Mobile banking is most often performed via SMS or the Mobile Internet but can also use special programs called clients downloaded to the mobile device.

In general term we can categorized the mobile banking below –

* Mobile Accounting
* Mobile Brokerage
* Mobile Financial Information Services
Most services in the categories designated Accounting and Brokerage are transaction-based. The non-transaction-based services of an informational nature are however essential for conducting transactions – for instance, balance inquiries might be needed before committing a money remittance.

Mobile banking can offer services such as the following:
* Mini-statements and checking of account history
* Alerts on account activity or passing of set thresholds
* Monitoring of term deposits
* Access to loan statements
* Access to card statements
* Mutual funds / equity statements
* Insurance policy management
* Pension plan management
* Status on cheque, stop payment on cheque
* Ordering check books
* Balance checking in the account
* Recent transactions
* Due date of payment (functionality for stop, change and deleting of payments)
* PIN provision, Change of PIN and reminder over the Internet
* Blocking of (lost, stolen) cards
* Domestic and international fund transfers
* Micro-payment handling
* Mobile recharging
* Commercial payment processing
* Bill payment processing
* Peer to Peer payments
* Withdrawal at banking agent
* Deposit at banking agent
In this study the research will find out the customer acceptance for MB and OB with reference to socio-economic status, gender, education. This study will find out the correlation between

i) Socio economic status and OB and MB
ii) Gender and OB and MB
iii) Education and OB and MB
iv) Age and OB and MB

Thus, the findings of this study help the commercial banks, Co-operative banks, Reserve Bank of India and other financial institutions to take corrective measures and make policies to encourage maximum customers to use MB or OB or both. Knowledge of correlation helps the banks and financial institution to take appropriate decisions to expand the uses of MB and OB.

This study is helpful for the community and customer to get more awareness about OB and MB so that the maximum people will get benefit of this service provided by the government. The findings of this study also help in promoting the use of technology in different functioning of the banks.

The findings of this study make the banking work easier for the customer.

In short, this study will help a lot in

1. Framing the policies to increase the use of MB and OB
2. Encourage the customer to use MB and OB
3. To understand the correlation between different variables like socio economic status, gender, education with MB and OB.
4. To promote technology in banking service
5. To make banking work easier for the customer.