OBJECTIVES OF THE STUDY:

1. To study the satisfaction of customer in select Public Sector Banks.
2. To study different problems and operational risks involved in e-banking products/services.
3. To make a comparative analysis of customers’ perception with reference to e-banking products/services among the select Public Sector Banks.
HYPOTHESIS:

H₀ 1 - There is no significant difference in the customers’ perception towards e-banking products/services within demographic variables.

H₀ 2 - There is no significant difference regarding the customers’ perception about the e-banking products/services of the selected two banks.

H₁ - There is a significant association between level of customers’ satisfaction and quality, safety and security of e-banking products/services.