REFERENCES

1. Ahasanul, Haque; Ahmad Zaki Hj Ismail and Abu Hayat Daraz (2009). Issues of E–Banking


9. Dr.S.T.Surulivel Senior Assistant Professor, School of Management, SASTRA University, Thanjavur, South IndiaCustomer Awareness and Preference towards E-Banking Services of Banks (A Study of SBI)

10. Ding, Xin “Three studies of service operations and customer experience design in online services (2007).


13. Featherman, Mauricio Sanchez” Evaluative criteria and user acceptance of Internetbasedfinancial transaction processing systems (2002).


32. Taft, Jeanette” An examination of the antecedents of electronic banking technology acceptance and use(2007)