



A Comparative Study of Mobile Banking Transactions of Select Public and Private Sector Banks in India

Dr. Veena K.P.

Associate Professor, Dept. of Master of Business Administration (MBA), Visvesvaraya Technological University, Post Graduation Studies, Mysore Regional Centre, Mysore – 570029, Karnataka.

Ms. Shilpa D.

Research Scholar, Dept. of Master of Business Administration (MBA), Visvesvaraya Technological University, Post Graduation Studies, Mysore Regional Centre, Mysore – 570029, Karnataka.

Abstract

The tremendous growth in innovation and technology plays a vital role in banking sector. The banking technology is wider concept in this mobile banking is considered as micro part of electronic banking services. In this observation mobile technologies and services are envisioned driving force that will create a variety of business opportunities and render faster services to the customers in banking sector. The main objective of this study is to highlight the theoretical background on mobile banking users and services in India and to examine the volume of mobile banking transactions in selected public and private sector banks and also analysis the value of mobile banking payments in selected public and private sector banks. Finally this study also assesses the comparison of mobile banking payments and transaction in selected public and private sector banks in India. The present study is focused top five selected public sector and private sector banks with comparison of volume of mobile transaction and value of mobile banking payments. In these paper data has been collected from secondary sources and for the purposes of analysis or to measure adequacy of data applied Independent sample T-Test, descriptive statistics and one way ANOVAs test, therefore this study finds out there is no significant difference between volume of mobile banking transactions and value of mobile banking payments towards selected public and private sector banks in India. Therefore null hypotheses are accepted and alternative hypotheses should be rejected.

Key Words: Mobile Banking, Mobile Transactions, Public and Private Sector Banks.

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INTRODUCTION

The Federal Reserve survey defines mobile banking as “using a mobile phone to access your bank account, credit card account, or other financial account. Mobile banking can be done either by accessing your bank’s web page through the web browser on your mobile phone, via text messaging, or by using an application downloaded to your mobile phone. Union bank of India, the first state owned bank which introduced mobile banking services in India, has so far added only 1700 customers in mobile banking. SBI has so far received only 10,000 registration for mobile banking, while ICICI bank has 80 lakh customers registered so far for mobile banking while HDFC bank has 40 lakh registered clients as against Kotak Mahindra bank has around 52000 clients under the mobile banking fold.

The Boston based financial regional and consulting firm reports that 84percent of India households were unbanked in 2005 and that mobile banking in India has grown 94 percent since 2002. In this context consumer and mobile banking services centers projected that India’s mobile banking active user base may reach to 25 million by 2012. COAI Annual Report shown that were 752 million mobile phone users in Dec, 2015 as against less than 200 million bank accounts holders¹⁸; a great opportunity for tapping financial inclusion. According to RBI projection, the penetration of mobile phone banking active use base is anticipated to increase to 53 million in 2015 as compared to 10 million in 2010, which represents a compound annual growth rate of 51.8 percent. The two business drives namely customer experience and cost savings such as security and customer experience to adopt technology which contributed to the evolution of mobile banking.

Table No. 1: Users of Mobile Banking – Top 10 Countries

Rank	Country/Territory	Mobile Banking Usage in 2012	Rank	Country/Territory	Mobile Banking Usage in 2012
1.	South Korea	47%	6.	Spain	34%
2.	China	42%	7.	United States	32%
3.	Hong Kong	41%	8.	Mexico	30%
4.	Singapore	38%	9.	Australia	27%
5.	India	37%	10.	France	26%

Source: Decade Reports on GMI, NPS surveys in 2011-12.

Mobile banking is an application of mobile computing which provides customers with the support needed to be able to bank anywhere, anytime using a mobile handheld device and a mobile service such as Short Message Service (SMS). Mobile banking facility removes the space and time limitations from banking activities such as checking account balances or transferring money from one account to another and time saves to the customers. Internet Banking helps give the customer's anytime access to their banks. Customer's could check out their account details, get their bank statements, perform transactions like transferring money to other accounts and pay their bills sitting in the comfort of their homes and offices. But the biggest limitation of Internet banking is the requirement of a Personal Computer with an Internet connection, but definitely a big barrier if we consider most of the developing countries of Asia like India.

Thus banks offering mobile access for the following services:

Sl. No.	Mobile Banking Services	Sl. No.	Mobile Banking Services
1.	Account Balance Enquiry	6.	Cheque Book Requests
2.	Account Statement Enquiries	7.	Fund Transfer between Accounts
3.	Cheque Status Enquiry	8.	Credit/Debit Alerts
4.	Minimum Balance Alerts	9.	Bill Payment Alerts
5.	Recent Transaction History Requests	10.	Information Requests like Interest Rates/Exchange Rates

In other part of the study is focused on mobile banking services in India, and its started with SMS banking way back in 2002. With an increasing mobile subscriber base in India, mobile banking has picked up steam in recent years. Today more than half the population in India has a mobile phone. its usage is not anywhere close to its potential with the advent of smart phones and ever growing usage of internet on mobile handsets, application based banking has emerged as a new concept within this space. Other than SMS banking, banks are now offering banking services on mobile handsets through WAP-based internet websites and application based mobile banking service.

REVIEW OF LITERATURE:

The lot of research has been conducted on state of mobile banking transaction among selected public and private sector banks from. last few decades.

Yazdanifard (2011), this study was conducted on mobile commerce and related mobile security issues. This article also discusses m-commerce conducts transactions of the mobile device through Internet these technologies are developed throughout the years. This paper also finds the security and privacy levels when dealing with mobile commerce, and what kind of issues are encountered when using mobile commerce systems. The article will also evaluate the solutions on how m-commerce issues are avoided and how they are tackled by the technology in Indian banking sectors.

Safeena (2012), this study was emphasized on technology adoption and indian consumers: study on mobile banking. This paper focused on mobile banking is the latest and most innovative service offered by the banks. This study determines the consumer's perspective on mobile banking adoption e-banking started from the use of Automatic Teller Machines (ATMs) and telephone banking (tele-banking), direct bill payment, electronic fund transfer and the revolutionary online banking services in india.

Rokibul (2013), this study was undertaken on factors influencing the usage of mobile banking: incident from a developing country. The study has been conducted to investigate the factors that influence the users of banking services to use mobile banking in Bangladesh. This paper also focused on mobile banking while factors like ability, integrity, benevolence, perceived ease of use relative cost and time advantages are positively related with the intention to use mobile banking services in India.

Nayak (2014), this study was conducted on a study of adoption behavior of mobile banking services by Indian consumers. The purpose of this review paper is to explore the factors that influence the adoption behavior of mobile banking services by Indian consumers. And also understand the factors which contribute to user's intention to use the mobile banking services. This paper also discusses the various steps that mobile banking providers should take to increase their mobile banking services user's in India.

Rumanyika (2015), this study was focused on obstacles towards adoption of mobile banking in Tanzania: A review. This paper focused on problems related to mobile banking services such as poor network coverage, lack of knowledge of m-banking users, high mobile money transaction fees, irregular standards of mobile money payments, ATM breakdown and theft, lack of trust of mobile money agents, and poor security of mobile networks. The findings reveal that poor network coverage, lack of knowledge of m-banking users, lack of enough float of mobile money agents and ATM breakdown and theft are major obstacles on the way to the adoption of m-banking in Tanzania.

Tardivo (2016), this study was conducted on Young Customers' Perception of the Quality of M-banking Services. These articles focus their attention on perceived services and they aren't directed towards their main users. The main aim of this study is to understand the diffusion of M-banking among young people, to measure their satisfaction. Finally, the paper provides new directions to researchers of M-banking service quality and young people's towards M-banking services that prevalently comes from reliability and the possibility of saving time offered by these services.

OBJECTIVES OF THE STUDY;

The major objectives of the study are as follows:

1. To highlight the theoretical background on mobile banking users and services in India;
2. To examine the volume of mobile banking transactions in selected public and private sector banks in India;
3. To analysis the value of mobile banking payments in selected public and private sector banks in India;
4. To compare mobile banking payments and transaction in selected public and private sector banks in India; and
5. To offer findings and suggestions in the light of the study.

RESEARCH METHODOLOGY:

Research is considered as journey from unknown to the known. Methodology is the way to solve the research problem systematically. The required secondary data constitutes the main source of information, suitable for the purpose of the present study. In this study we select first top five public and private sector banks for analysis of data. The sources of secondary data were collected from Reports on various issues of reserve bank of India (RBI).The information for this study is gathered for the time of 2010-11 to 2015-16. And also various national and international journals, periodic publications, working papers, books, articles, thesis, dissertation work on state of mobile banking transactions and payments of various universities etc is referred. For the purpose data analyze applied group or descriptive statistics, independent sample T-test and one way ANOVA test to known the significant relationship between two variables and also to prove the hypotheses of the study.

HYPOTHESES:

The study is based on the following hypotheses.

- i. Null (H0): There is no significant difference between volume of mobile banking transactions and value of mobile banking payments towards selected public and private sector banks in India.
- ii. Alternative (H1): There is significance difference between volume of mobile banking transactions and value of mobile banking payments towards selected public and private sector banks in India.

ANALYSIS AND INTERPRETATION

❖ Volume of Mobile Banking Transactions in selected Public Sector Banks:

Table No.1 represents the mobile banking transaction in selected top five public sector banks as mentioned below. The overall volume of mobile transaction numbering 5, 41, 99,279 out of that the highest volume of mobile transaction were found in State Bank of India numbering 5,03,58,335 as against the lowest volume of mobile transaction were found numbering 1,12,408 in IDBI Bank. In the context of State Bank of India the highest volume of mobile banking transactions were found numbering 1,71,72,295 in 2015-16 as against the lowest volume of mobile transactions were found numbering 21,22,445 in 2010-11. Further the bank of board the highest volume of mobile banking transactions were found numbering 8,34,097 in 2015-16 as against the lowest volume of mobile transactions were found numbering 13,779 in 2010-11. In the context of Indian Overseas Bank the highest volume of mobile banking transactions were found numbering 1,80,943 in 2015-16 as against the lowest volume of mobile transactions were found numbering 254 in 2010-11. In the context of canara and IDBI bank the highest volume of mobile banking transactions were found numbering 10,29,404 and 46,838 in 2014-15 and 2015-16 respectively, as against the lowest volume of mobile transactions were found numbering 1978 and 1062 in 2010-11 respectively. To conclude that the state bank of India statistical information shows the highest number of customers opted mobile banking users, therefore the SBI having highest volume of mobile banking transactions compared to other public sector banks.

Table No.1

Volume of Mobile Banking Transactions in selected Public Sector Banks

Year	State Bank of India	Bank of Baroda	Indian Overseas Bank	Canara Bank	IDBI Bank	Total
2010-2011	2122445	13779	254	1978	1062	2139518
2011-2012	3424352	34470	425	7175	15757	3482179
2012-2013	5026462	49895	246	23571	1654	5101828
2013-2014	7429003	101641	111	165585	4936	7701276
2014-2015	15183778	573786	24077	687099	46838	16515578
2015-2016	17172295	834097	180943	1029404	42161	19258900
Total	50358335	1607668	206056	1914812	112408	54199279

Sources: Annual Reports of RBI.

Independent sample T-test Table No.1 (a) depicts that to test the significant difference between the mean differences among volume of mobile transaction in selected public sector banks. The calculated P value (Sig 2-tailed) is 0.027, which is less than the Alpha Value of 0.05, which indicated that the stated null hypothesis to be rejected and alternative hypothesis is accepted.

Table No.1 (a)

Independent Sample T-Test

Variables	Test Value=0					
	T	df	Sig (2-tailed)	Mean differences	95% Confidence Interval of the Difference	
Mobile Transactions	2.322	29	.027	1.8066	21508.53	3.3982
Public Sector Banks	7.616	29	.000	2.0000	1.4629	2.5371

*. The mean difference is significant at the 0.05 level.

❖ **Value of Mobile Banking Payments in selected Public Sector Banks:**

Table No.2 indicates that value of mobile banking payments in selected top five public sector banks as mentioned below. The overall value of mobile banking payments were found to be ₹ 426,745,403.91 out of that, the highest values of mobile banking payments were found in State Bank of India amounts to ₹ 396,147,177. As against the lowest value of mobile banking payments were found amounts to ₹ 4,38,569.2 thousands in IDBI bank. In the context of State Bank of India, the highest value of mobile banking payments were found amount to ₹ 200,073,320 thousands in 2015-16 as against the lowest value of mobile banking payments were found amounts to ₹ 12, 957,403 in 2013-14. Further the bank of board the highest value of mobile banking payments were found amount to ₹ 32,77,280 thousands in 2015-16, as against the lowest value of mobile banking payments were found amounts to ₹ 5,28,912 thousands in 2013-14. In the context of Indian

overseas bank the highest value of mobile banking payments were found amount to ₹ 16,54,943 thousands in 2015-16, as against the lowest value of mobile banking payments were found amounts to ₹ 651.91 thousands in 2012-13. In the context of Canara and IDBI bank the highest value of mobile banking payments were found amount to ₹ 8,833,791 thousands and ₹ 2,17,485 thousands in 2013-14 and 2014-15, as against the lowest value of mobile banking payments were found amounts to ₹ 6060.00 thousands and ₹ 285.13 thousands in 2010-11 respectively.

Table No. 2
Value of Mobile Banking Payments in Selected Public Sector Banks
(₹ in '000)

Year	State Bank of India	Bank of Baroda	Indian Overseas Bank	Canara Bank	IDBI Bank	Total
2010-2011	922710.00	15771.00	1494.01	6060.00	285.13	946320.1
2011-2012	2053245.00	79767.00	1478.79	21384.00	3101.22	2158976
2012-2013	3780080.00	172841.00	651.91	55729.00	7039.81	4016342
2013-2014	12957403	528912	874.00	8833791	27169	22348149
2014-2015	176360419	2241224	86347	3964850	217485	182870325
2015-2016	200073320	3277280	1654943	6018747	183489	211207779
Total	396147177	9513308	1745788.71	18900561	438569.2	426745403.91

Sources: Annual Reports of RBI

Independent sample T-test Table No.2 (a) indicates that to test the significant difference between the mean differences among value of mobile payments in selected public sector banks. The calculated P value (Sig 2-tailed) is 0.057, which is greater than the alpha value 0.05, which indicated that the stated null hypothesis to be accepted.

Table No.2 (a)
Independent Sample T-Test

Variables	Test Value=0				
	T	df	Sig (2-tailed)	Mean differences	95% Confidence Interval of the Difference
Mobile Payments	1.979	29	.057	2.10	-7.0532 4.2768
Private Sector Banks	7.616	29	.000	2.00	1.4629 2.5371

*. The mean difference is significant at the 0.05 level

❖ **Volume of Mobile Banking Transactions in selected Private Sector Banks:**

Table No.3 depicts that mobile banking transaction in selected top five private sector banks as mentioned below. The overall volume of mobile transaction numbering 54,779,200 out of that the highest volume of mobile transaction were found in ICICI bank numbering 20,695,538 as against the lowest volume of mobile transaction were found numbering 1,66,256 in Karnataka Bank. In the

context of HDFC bank, the highest volume of mobile banking transactions were found numbering 63,53,802 in 2015-16 as against the lowest volume of mobile transactions were found numbering 14,711 in 2010-11. Further the ICICI bank the highest volume of mobile banking transactions were found numbering 78,20,784 in 2015-16 as against the lowest volume of mobile transactions were found numbering in 2,52,461 in 2010-11.

Table No. 3
Volume of Mobile Banking Transactions in selected Private Sector Banks

Year	HDFC Bank	ICICI Bank	Axis Bank	Karnataka Bank	Kotak Mahindra Bank	Total
2010-2011	14711	252461	28129	948	204	296453
2011-2012	61056	754871	480024	13839	481	1310271
2012-2013	272237	1463016	1223225	15299	163111	3136888
2013-2014	1252189	3402685	1952110	21642	515008	7143634
2014-2015	3913278	7001721	6028436	48506	1700472	18692413
2015-2016	6353802	7820784	7896459	66022	2062474	24199541
Total	11867273	20695538	17608383	166256	4441750	54779200

Sources: Annual Reports of RBI.

In the context of Axis bank the highest volume of mobile banking transactions were found numbering 78,96,459 in 2015-16 as against the lowest volume of mobile transactions were found numbering 28.129 in 2010-11. In the context of Karnataka bank and Kotak Mahindra Bank the highest volume of mobile banking transactions were found numbering 66,022 and 20,62,474 in 2015-16 respectively, as against the lowest volume of mobile transactions were found numbering 948 and 204 in 2010-11 respectively. To conclude that according to the statistical information ICICI bank shows the highest number of customer's opted mobile banking users, therefore the ICICI bank having highest volume of mobile banking transactions compared to other private sector banks.

The descriptive statistics table No.3 (a) represents the Volume of Mobile Banking Transaction in selected Private Sector Banks. The highest mean of 7.402 were found in ICICI bank category as against the lowest mean of 1.977 in Kotak Mahindra bank category. The highest standard deviation recorded around 9.109 in ICICI bank category as against the lowest standard deviation recorded around 2.449 in Karnataka bank category. The highest range were recorded 7.87 in axis bank category as against the lowest range range were recorded 2.06 in kotak Mahindra bank category. The highest variances were found 8.298 in ICICI bank category as well as the lowest variance were found 1.051 in axis bank category.

Table No.3 (a)
Descriptive Statistics

Public Sector Banks	N	Mean	Std Deviation	Range	Variance
HDFC Bank	6	3.449	3.260	6.34	6.772
ICICI Bank	6	7.402	9.109	7.57	8.298
Axis Bank	6	2.934	3.242	7.87	1.051
Karnataka Bank	6	2.770	2.449	6.51	5.999
Kotak Mahindra Bank	6	1.977	2.602	2.06	1.063
Total	30	18.532	20.662	30.35	23.183

❖ **Value of Mobile Banking Payments in selected Private Sector Banks:**

Table No.4 shows that value of mobile banking payments in selected top five private sector banks as mentioned below. The overall value of mobile banking payments were found to be ₹ 704,190,910.96 thousands out of that the highest values of mobile banking payments were found in ICICI bank amounts to ₹ 248,881,018 thousands. As against the lowest value of mobile banking payments were found amounts to ₹ 6,87,610.40 thousands in Karnataka bank. In the context of HDFC bank, the highest value of mobile banking payments were found amount to ₹104,308,527 thousands in 2015-16 as against the lowest value of mobile banking payments were found amounts to ₹ 9,631 thousands in 2011-12. Further the ICICI bank the highest value of mobile banking payments were found amount to ₹ 114,234,892 thousands in 2015-16, as against the lowest value of mobile banking payments were found amounts to ₹ 7,41,409 thousands in 2011-12. In the context of Axis bank the highest value of mobile banking payments were found amount to ₹ 75,521,002 thousands in 2015-16, as against the lowest value of mobile banking payments were found amounts to ₹ 20466.39 thousands in 2010-11. In the context of Karnataka bank and Kotak Mahindra bank the highest value of mobile banking payments were found amount to ₹ 4,02,195 thousands and ₹ 28,826,258 thousands in 2015-16, as against the lowest value of mobile banking payments were found amounts to ₹ 81.44 thousands and ₹ 1359.98 thousands in 2010-11 respectively.

Table No. 4
Value of Mobile Banking Payments in selected Private Sector Banks
(₹ in '000)

Year	HDFC Bank	ICICI Bank	Axis Bank	Karnataka Bank	Kotak Mahindra Bank	Total
2010-2011	33024.00	741409.00	20466.39	81.44	1359.98	796340.80
2011-2012	9631.00	2361852.00	667344.61	10943.06	2738.87	3052510
2012-2013	4882750.56	5946225.00	3333791.00	25918.93	2275366.49	16464052
2013-2014	40967884	19824078	13101752	67607.00	7574650	81535971
2014-2015	87168948	105772562	62678529	180865.00	23248260	279049164
2015-2016	104308527	114234892	75521002	402195.00	28826258	323292874
Total	237370764.56	248881018	155322885	687610.40	61928633	704190910.96

Sources: Annual Reports of RBI.

ANOVA Table No.4 (a) depicts that to test the significant difference between the mean score among the value of mobile banking payments in selected private sector banks. The calculated P value is 0.042, which is less than the Alpha Value of 0.05, which indicated that the stated null hypothesis to be rejected and alternative hypothesis is accepted.

Table No. 4 (a) One Way ANOVA

<i>Source of Variation</i>	<i>Sum of squares</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>Sig.</i>
Between Groups	1.639	4	4.099	2.910	.042
Within Groups	3.521	25	1.408		
Total	5.161	29			

❖ **Comparison of Selected Public and Private sector Banks:**

Table No.5 shows that comparison of volume of mobile banking transactions and payments towards selected public and private sector banks. In the context of public sector banks overall volume of mobile transaction numbering 54,142,588, it was compared to private sector banks the volume of mobile banking transaction was high, numbering 54,779,200. The highest volume of mobile transaction were found in public and private sector banks numbering 19,117,811 and 24,199,541 in 2015-16 respectively. As against the lowest volume of mobile transactions were found in public and private sector banks numbering, 21,41,928 and 2,96,453 in 2010-11 respectively. Further the overall value of mobile banking payments in public sector banks amounts to ₹ 426,745,403.91 thousands, it was compared value of mobile banking payment of private sector banks was high amounts to ₹ 704,190,910.96 thousands. The highest value mobile banking payments were found in public and private sector banks amounts to ₹ 211,207,779 thousands and ₹ 323292874 thousands in 2015-16 respectively. As against the lowest value of mobile banking payments were found in public and private sector banks amounts to ₹ 21,58,976 thousands and ₹ 16,464,052 thousands in 2011-12 and 2012-13 respectively.

Table No. 5 Comparison of Public and Private sector Banks

Year	Public sector Banks		Private Sector Banks	
	Volume of Mobile Transactions	Mobile payments (₹ in '000)	Volume of Mobile Transactions	Mobile payments (₹ in '000)
2010-2011	2141928	946320.1	296453	796340.80
2011-2012	3492194	2158976	1310271	323292874
2012-2013	5123198	4016342	3136888	16464052
2013-2014	7747224	22348149	7143634	81535971
2014-2015	16520233	182870325	18692413	279049164
2015-2016	19117811	211207779	24199541	323292874
Total	54142588	426745403.91	54779200	704190910.96

Sources: Annual Reports of RBI

Independent sample T-test Table No.5 (a) indicates that to test the significant difference between the mean differences among comparison of volume of mobile banking transaction in selected public and private sector banks. The calculated P value (Sig 2-tailed) is 0.983, which is more than the Alpha Value of 0.05, which indicated that the stated null hypothesis to be accepted.

Table No.5 (a)
Comparison volume of Mobile transactions between public and private sector Banks
Independent Sample T-Test

Variables	Levene's Test for Equality of Variances		T-Test for Equality of Mean						
	F	Sig	T	df	Sig (2-tailed)	Mean Difference	Std Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	1.183	.302	.021	10	.983	1.06102	5.0015	1.1250	1.1038
Equal variances not assumed	-	-	.021	9.039	.984	1.06102	5.0015	1.1412	1.1201

*. The mean difference is significant at the 0.05 level

Table No.5 (b)
Comparison value of Mobile payments between public and private sector Banks
Independent Sample T-Test

Variables	Levene's Test for Equality of Variances		T-Test for Equality of Mean						
	F	Sig	T	df	Sig (2-tailed)	Mean Difference	Std Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	9.093	.013	0.859	10	.411	6.554	7.636	2.358	1.046
Equal variances not assumed	-	-	0.859	8.863	.414	6.5516	7.616	2.386	1.076

*. The mean difference is significant at the 0.05 level

Independent sample T-test Table No.5 (b) shows that to test the significant difference between the mean differences among comparison of value of mobile banking payments in selected public and private sector banks. The calculated P value (Sig 2-tailed) is 0.411, which is more than the Alpha Value of 0.05, which indicated that the stated null hypothesis to be accepted.

FINDINGS OF THE STUDY:

The following are the major findings of the study:

- The overall volume of mobile transaction numbering 5, 41, 99,279 out of that the highest volume of mobile transaction were found in SBI numbering 5,03,58,335 as against the lowest volume of mobile transaction were found numbering 1,12,408 in IDBI Bank..
- In the context of State Bank of India, the highest value of mobile banking payments were found amount to ₹ 200,073,320 thousands in 2015-16 as against the lowest value of mobile banking payments were found amounts to ₹ 12, 957,403 thousands in 2013-14.
- The overall volume of mobile transaction numbering 54,779,200, out of that the highest volume of mobile transaction were found in ICICI bank numbering 20,695,538 as against the lowest volume of mobile transaction were found numbering 1,66,256 in KBL Bank.
- The total value of mobile banking payments were found to be Rs. 704,190,910.96 thousands out of that the highest values of mobile banking payments were found in ICICI bank amounts to ₹ 248,881,018 thousands.
- In the context of public sector banks overall volume of mobile transaction numbering 54,142,588, it was compared to private sector banks the volume of mobile banking transaction was high, numbering 54,779,200.
- Further the overall value of mobile banking payments in public sector banks amounts to ₹ 426,745,403.91 thousands, it was compared value of mobile banking payment of private sector banks was high amounts to ₹ 704,190,910.96 thousands.

SUGGESTIONS FOR THE STUDY:

The following are the suggestions for the study:

- ❖ Banks should develop the belief of usefulness and ease of use by providing sufficient information on the benefits of mobile banking. In order to achieve this, banks should provide user manual that contains details on mobile banking, including usefulness and ease of use. Banks should also have counters for mobile banking customers.
- ❖ Banks should take necessary steps to create awareness among rural people to know about how to use mobile banking services.
- ❖ Public sector banks should improve their mobile banking services and internet banking services to compete with their private sector counterparts.

- ❖ Mobile banking is convenient and easy to use; customers are afraid of adopting these services because they think that using these “services are difficult and complicated”. So, on-site training can be provided to the bank customers who intend to use of mobile banking services.
- ❖ The public and private sector banks should give much more concentration regarding security and safety of mobile transactions and payments services. They develop new technology to secure customers mobile banking transaction to avoid cyber crimes.

CONCLUSION:

Mobile banking is one of the alternatives channels available to customer for quick and efficient service at anytime and anywhere. Banks can also use unable banking for increasing the efficiency of their staff create a platform for better customer service and improve relationship with their customers. The current study focused on there is no significant relationship between volume of mobile banking transactions and value of mobile banking payments towards selected public and private sector banks, therefore null hypotheses are accepted and alternative hypotheses should be rejected. Finally this study concludes on comparison of both public and private sector banks volume of mobile banking transactions and value of mobile banking payments. From the above analysis of data the performance of private sector banks mobile banking services are high or more compared to the public sector banks therefore public sector banks are need to more concentration related upgrade their mobile banking technology to render better services to the customers to achieve imperative goal.

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