

LIST OF TABLES

| SR. NO. | TABLE NO | PARTICULARS | PAGE NO. |
|------------|-------------|--|-------------|
| 1 | 1.1 | List of Banks established during 1860 - 1900 | 2 |
| 2 | 1.2 | Different Classes of Banks in India at the end of year 1900 | 3 |
| 3 | 1.3 | List of Banks established during the period of 1900 - 1910 | 3 |
| 4 | 1.4 | Various reasons for failure of banks during 1900 - 1925 | 4 |
| 5 | 1.5 | List of Subsidiaries bank of SBI in 1959 | 5 |
| 6 | 4.1 | Selected Literature of online service quality and customer satisfaction | 195 |
| 7 | 4.2 | Research Measurement Criteria used for Customer Satisfaction | 196 |
| 8 | 5.1 | Reliability & Validity of the Study (SPSS output) | 219 |
| 9 | 5.2 | Hypotheses of the Study | 220 |
| 10 | 6.1 | Demographic Profile of the Respondents | 226 |
| 11 | 6.2 | Cross Tabulation of Age Versus How long have you been using internet banking | 231 |
| 12 | 6.3 | Cross Tabulation of City Versus How long have you been using internet banking | 235 |
| 13 | 6.4 | Cross Tabulation of Gender Versus How long have you been using internet banking | 237 |
| 14 | 6.5 | Cross Tabulation of Qualification Versus How long have you been using internet banking | 239 |
| 15 | 6.6 | Cross Tabulation of Profession versus How long have you been using internet banking | 241 |
| 16 | 6.7 | Cross Tabulation of Income Versus How long have you been using internet banking | 243 |
| 17 | 6.8 | Cross Tabulation of Residential Versus How long have | 245 |

| | | | |
|----|------|--|-----|
| | | you been using internet banking | |
| 18 | 6.9 | Cross Tabulation of Family Type versus How long have you been using internet banking | 247 |
| 19 | 6.10 | Cross Tabulation of Number of Earning members in a family versus How long have you been using internet banking | 248 |
| 20 | 6.11 | Cross Tabulation of Type of a bank Versus How long have you been using Internet Banking | 250 |
| 21 | 6.12 | Descriptive Statistics Dependent & Independent Variables... | 251 |
| 22 | 6.13 | Factor Analysis | 257 |
| 23 | 6.14 | Descriptive Statistics of Efficiency | 262 |
| 24 | 6.15 | Model Summary [Efficiency] | 262 |
| 25 | 6.16 | ANOVA [Efficiency] | 263 |
| 26 | 6.17 | Regression Coefficients Analysis of the Model | 264 |
| 27 | 6.18 | Descriptive Statistics [Reliability] | 266 |
| 28 | 6.19 | Model Summary [Reliability] | 267 |
| 29 | 6.20 | ANOVA [Reliability] | 268 |
| 30 | 6.21 | Regression Coefficients Analysis of the Model [Reliability] | 269 |
| 31 | 6.22 | Descriptive Statistics [Service Delivery System] | 273 |
| 32 | 6.23 | Model Summary [Service Delivery System] | 274 |
| 33 | 6.24 | ANOVA [Service Delivery System] | 274 |
| 34 | 6.25 | Regression Coefficients: Analysis of the Model [Service Delivery System] | 276 |
| 35 | 6.26 | Descriptive Statistics [Expectation of Customer] | 278 |
| 36 | 6.27 | Model Summary [Expectation of Customer] | 279 |

| | | | |
|----|------|---|-----|
| 37 | 6.28 | ANOVA [Expectation of Customer] | 279 |
| 38 | 6.29 | Regression Coefficients Analysis of the Model [Expectation of Customer] | 280 |
| 39 | 6.30 | Descriptive Statistics [Secrecy of a Customer] | 283 |
| 40 | 6.31 | Model Summary [Secrecy of a Customer] | 284 |
| 41 | 6.32 | ANOVA [Secrecy of a Customer] | 284 |
| 42 | 6.33 | Regression Coefficients Analysis of the Model [Secrecy of a Customer] | 285 |
| 43 | 6.34 | Descriptive Statistics [Tangible] | 288 |
| 44 | 6.35 | Model Summary [Tangible] | 288 |
| 45 | 6.36 | ANOVA [Tangible] | 289 |
| 46 | 6.37 | Regression Coefficients Analysis of the Model [Tangible] | 290 |
| 47 | 6.38 | Descriptive Statistics [Customer Satisfaction of Internet Banking] | 293 |
| 48 | 6.39 | Model Summary [Customer Satisfaction of Internet Banking] | 293 |
| 49 | 6.40 | ANOVA [Customer Satisfaction of Internet Banking] | 294 |
| 50 | 6.41 | Coefficients [Customer Satisfaction of Internet Banking] | 295 |
| 51 | 7.1 | Summary of Findings as per Servqual Model | 308 |
| 52 | 7.2 | Overall Satisfaction of Internet Banking Users | 311 |
| 53 | 7.3 | Factors Determining the Satisfaction level of Internet Banking users | 313 |