

**PERCEPTION OF ACCOUNT HOLDERS ON PAPERLESS BANKING
INITIATIVES OF STATE BANK OF INDIA: A STUDY CONDUCTED IN
ERNAKULAM DISTRICT**

Project Report

Submitted by

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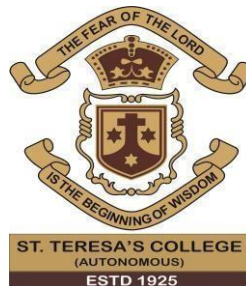
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*In partial fulfilment of requirements for award of the degree of
Bachelor of Commerce*



ST.TERESA'S COLLEGE, ERNAKULAM (AUTONOMOUS)

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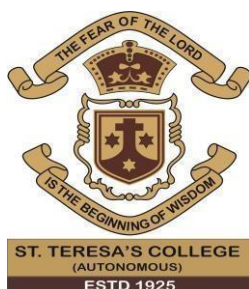
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CERTIFICATE

This is to certify that the project report titled “**PERCEPTION OF ACCOUNT HOLDERS ON PAPERLESS BANKING INITIATIVES OF STATE BANK OF INDIA: A STUDY CONDUCTED IN ERNAKULAM DISTRICT**” submitted by **A.Gayathri, Anagha Jeevan, Andrea Mary** towards partial fulfilment of the requirements for the award of the degree of **Bachelor of Commerce** is a record of bonafide work carried out by them during the academic year 2020-2023.

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DECLARATION

We, **A.GAYATHRI, ANAGHA JEEVAN, ANDREA MARY** do hereby declare that this dissertation entitled, “**PERCEPTION OF ACCOUNT HOLDERS ON PAPERLESS BANKING INITIATIVES OF STATE BANK OF INDIA: A STUDY CONDUCTED IN ERNAKULAM DISTRICT**” has been prepared by us under the guidance of **MS. ANN THOMAS KIRIYANTHAN**, Assistant Professor, Department of Commerce, St Teresa’s College, Ernakulam.

We also declare that this dissertation has not been submitted by us fully or partly for the award of any Degree, Diploma, Title or Recognition before.

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Date:

ANAGHA JEEVAN

ANDREA MARY

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A.GAYATHRI

ANAGHA JEEVAN

ANDREA MARY

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CHAPTER 1
INTRODUCTION

1.1 INTRODUCTION

Paperless banking entails encouraging environmentally friendly practices and lowering the carbon footprint of banking activities. It refers to banking activities that contribute to the overall reduction of external emissions and internal carbon footprints. It is a website-based electronic payment system that offers a wide range of products and services from any bank that can be processed electronically, such as payments, transfers, and deposits.

Paperless banking is also known as e-banking, virtual banking, online banking, or internet banking. It simply refers to the use of an electronic and telecommunications network to deliver various banking products and services. A customer can use his computer or mobile phone to access his account and conduct numerous transactions through paperless banking. Paperless banking is an electronic payment system that allows customers of a financial institution, such as a retail bank, virtual bank, credit union, or building society, to conduct financial transactions on a website.

When compared to traditional banking, paperless banks place a greater emphasis on environmental factors, with the goal of providing good environmental and social business practices.

They consider all factors before lending a loan, including whether the project is environmentally friendly and has any long-term implications. You will be awarded a loan only if you adhere to all environmental safety standards.

To use a financial institution's paperless banking service, a customer with Internet access must first register with the institution and create a password for customer verification. The password for paperless banking is usually different from the password for telephone banking. Financial institutions now assign customer numbers regardless of whether the customer has indicated a desire to use their paperless banking service. Because multiple customer accounts can be linked to a single customer number, customer numbers are not always the same as account numbers. Any account controlled by the customer, such as a check, savings, loan, credit card, or other account, can be linked to the customer number. Customer numbers will not be the same as those on any debit or credit cards issued by the financial institution. Through paperless banking, customers can conduct financial transactions on a secure website operated by their retail or virtual bank or credit union. It enables customers to conduct a variety of banking transactions electronically via the bank's website.

Because there is a general lack of awareness about the aforementioned issues, there is an urgent need to promote certain measures for sustainable development and corporate social responsibility in this paper.

1.2 SIGNIFICANCE OF THE STUDY

Banks, on the other hand, use a lot of paper in their operations and customer interactions. Reducing their carbon footprint by going paperless in banking has thus become a top priority for them. Not only will paperless banking help save the environment, but it will also reduce operational costs. In addition, it will help meet customer expectations around a secure, superior, and personalized digital banking experience. Going green provides banks with competitive advantages because consumers are increasingly interested in eco-friendly goods and services. Stricter government regulations are now in place, and they require extensive disclosure, so paperless banking is critical. It will ensure greening industries and help banks improve their asset quality in the future. As a result, there is a need to examine paperless banking. Paperless banking necessitates the most consumer involvement because it necessitates the consumer maintaining and regularly interacting with additional technology (a computer and an internet connection). Consumers who use e-banking do so on a regular basis and must develop a certain level of comfort with the technology in order to continue using it. It is now the most widely used delivery system in the banking industry. It is imperative that banks provide e-banking services to their customers in order to maximize the benefits for both the banks and their customers. E-banking is becoming increasingly important as it maximizes the benefits for both banks and their customers. Despite the fact that it is a costly and risky endeavor, banks and financial institutions invest heavily in cutting-edge information systems. In the opposite direction, e-banking saves money by allowing banks to reduce their branch network and banking staff.

1.3 STATEMENT OF THE PROBLEM

The concept of paperless banking will benefit banks, industries, and the economy all at the same time. It also helps to protect the environment and stimulate economic growth. The study is being conducted to learn more about the State Bank of India's paperless banking initiatives and public awareness of them. In traditional banking, customers must visit the bank's branch in person to perform basic banking operations such as account inquiries, fund transfers, cash withdrawals, and so on. However, paperless banking allows customers to perform basic banking transactions while sitting at their office or home by viewing their account details and performing the transactions via PC, laptop, or mobile phone. Whatever it is, a bank does not provide 100 percent security for online transactions. So this study mainly focuses on the factors

affecting account holders on using paperless banking initiatives of SBI and also to know whether they are satisfied with the services of SBI. This study is also done to know the factors like convenience, fulfillment of the customer, privacy measurement and so on.

1.4 OBJECTIVES

1. To analyze the account holders perception and attitude towards Paperless Banking initiatives of SBI
2. To examine the factors influencing the usage of paperless banking by the account holders of SBI.
3. To assess the account holders satisfaction level on paperless banking initiatives of the State Bank of India.
4. To suggest measures for improving the e-banking services of SBI.

1.5 METHODOLOGY

1.5.1 RESEARCH DESIGN

The study is descriptive in nature, with data drawn from a sample of 125 account holders of SBI Bank. Therefore, descriptive research entails understanding and determining the account holders perception of the banking initiatives of the State Bank of India. It analyzes the account holders responses collected to look for reasons or causes customers consider mostly.

The goal of descriptive research is to accurately and thoroughly describe a population, situation, or phenomenon. To investigate one or more variables, a descriptive research design can employ a wide range of research methods. Although qualitative research can also be used for descriptive purposes, descriptive research is typically defined as a type of quantitative research. Surveys, observations, and case studies are some of the methods used in this type of research. This study employs the survey method. The study uses the questionnaire method, which aids in the collection of dependable and correct data as well as the development of conclusive responses to the research questions.

This study focuses on using a questionnaire (Google Forms) to collect data from 125 account holders of SBI users and then evaluating the data to get to a proper and efficient conclusion on account holders perception of banking initiatives of the State Bank of India. This research endeavor also used preexisting facts and information to critically review and explore the topic under consideration.

1.5.2 COLLECTION OF DATA

This study utilizes primary data. (This research relies on original data.)

The term "primary data" refers to information obtained by the researcher himself. Data that has already been collected by someone else is referred to as secondary data. Surveys, observations, experiments, questionnaires, personal interviews, and so on are all examples of research methods. Government publications include publications, websites, books, journal papers, and internal records.

Primary data: These data are gathered by distributing questionnaires to respondents within the study region.

1.5.3 SAMPLING DESIGN

The sampling technique used for this study is non-probability sampling, specifically convenience sampling. Non-probability sampling involves non-random selection based on convenience or other criteria, allowing you to easily collect data. A convenience sample is made up of people who are the easiest to reach for the researcher. It's a quick and low-cost technique to collect preliminary data, but it comes with a larger risk of sample bias. We sought to keep this to a minimum in this research.

Convenience sampling (also known as Haphazard Sampling or Accidental Sampling) is a non-probability or non-random sampling technique in which members of the target population who meet certain practical criteria, such as easy accessibility, geographical proximity, availability at a specific time, or willingness to participate, are included in the study. Convenience samples are frequently referred to as 'accidental samples,' because items may be chosen in the sample merely because they are located near where the researcher is collecting data, either physically or administratively.

1.5.4 POPULATION

The study's population is restricted to account holders of SBI in Ernakulam district.

1.5.5 SAMPLING SIZE

A total of 125 account holders were asked to participate in the survey. The study's methodology has been presented in a table as shown below.

Sources of data	Primary data
Sample size	125 SBI account holders in Ernakulam District
Universe	Account holders of SBI
Sampling technique	Convenience sampling
Sources of primary data	Structured questionnaire
Tools of analysis	Tabular and graphical presentations are used
Data collection procedure	Google forms are used to collect the primary data.

1.6 SCOPE OF THE STUDY

The current research is focused on the account holders perceptions on paperless banking initiatives of State Bank of India. The research aids in understanding numerous factors that influence the account holders to use the e-banking services of SBI. Recently, the majority of the consumers use e-banking services to save their time and cost. As a result, the research is concentrating on this field of study. The study's population is restricted to 125 account holders of SBI from Ernakulam District.

Paperless banking entails encouraging environmentally friendly practices and lowering the carbon footprint of banking activities. It refers to banking activities that contribute to the overall reduction of external emissions and internal carbon footprints. It is a website-based electronic payment system that offers a wide range of products and services from any bank that can be processed electronically, such as payments, transfers, and deposits.

As a result, the study is focused on the SBI users who use paperless banking services.

1.7 LIMITATIONS OF THE STUDY

1. The time factor was a major constraint.
2. The respondent's responses to the questions may be biased.
3. There are possibilities of sampling errors because of the limitation of researchers.

4. 83% of the respondents are female and only 18% are males. Therefore, there is a lack of male representations.
5. There is a lack of respondents in the age group of 31-40.
6. The aged customers are unaware of the paperless banking service. It is because of a lack of e-literacy. So they were not ready to respond to the questions.

1.8 KEYWORDS

- **Paperless banking**

Paperless banking refers to banking activities conducted in areas and in ways that contribute to overall reductions in external emissions and internal carbon footprint.

- **Ethical banking**

Ethical banks create awareness to people about environmental and social responsibility enabling them to do an environmentally friendly business practice.

- **Green Loan**

Going green by paying low interest loans to the customers who would like to buy solar equipment. The rate of interest is as low as 4% p.a.

- **Carbon footprint**

The amount of carbon dioxide released into the atmosphere as a result of a specific individual, organization, or community's activities.

1.9 CHAPTERISATION

- **First Chapter**

This chapter contains a brief introduction of the topic, significance and problem statement, main objectives of the study and the methodology and tools used for data analysis.

- **Second Chapter**

This chapter contains the literature review. A literature review is a detailed summary of previous research on a particular topic. The literature review investigates scholarly books, journals, and other sources relevant to a specific field of study

- **Third Chapter**

It deals with the theoretical framework and also it includes the company profile. It includes the details of the SBI bank.

- **Fourth Chapter**

It deals with analysis of data collected and its diagrammatic representations. It includes the interpretation of the data analyzed.

- **Fifth Chapter**

It shows the conclusions of the study.

CHAPTER 2
REVIEW OF LITERATURE

A literature review is a detailed summary of previous research on a particular topic. The literature review investigates scholarly books, journals, and other sources relevant to a specific field of study. The financial services industry makes a major contribution to the world economy. Banks typically play a significant role in the growth of enterprises and the facilitation of the economy through conventional lending, financial facilitation, a wide range of intermediate services, and roles as investors. However, it is a well-known reality that industrialization endangers the environment. As a result, the sustainability of the environment is threatened by the economic operations of numerous businesses. Banks have therefore assumed social responsibility by pledging to promote a sustainable economy and make the transition to a sustainable financial system. The financial services sector hopes to boost the economy by pushing for the adoption of the "green" concept across all sectors that contribute to financial facilitation. It is anticipated that banks will be the most effective at enacting the green concept because they are the engines of the economy. As a result, the corporate sector tends to adopt green practices in their operations when applying green concepts as selection criteria for loans, investments, and other intermediary services. In the view of the bank as an organization, concentrating on the balance between the economy and the environment generates value for the stakeholders. This study will therefore go through the different aspects of green finance, a general overview of the bank's involvement in paperless banking and about customers perception on paperless banking initiatives of State Bank of India.

Several study papers by different writers concluded that paperless banking practice offers a means of comprehending the goal of environmental conservation in the current state of the environment. Several academics study the concept of paperless banking. A few noteworthy contributions are weighed and evaluated.

1. Dr. Rajasulochana , Dr. Mohammed Khizerulla , Prof. Ajay kumar T , Dr. B.M.Raja Sekhar , Dr. M. Kethan (2022) in their study find out that there are significant relationships between age, qualifications, income, e-banking usage, and overall satisfaction with e-banking. The study looked at the overall perception of customers toward internet banking services. Age and qualification are important demographic factors used to assess customer perceptions of internet banking services. The study concludes that different age groups of customers have different perceptions of internet banking services, as do their usage levels. As a result, the bank should target customers of all ages. It is also observed that different educational groups of customers have different attitudes toward internet banking. Every customer group has a sizable number of customers. The bank should educate senior citizens on the use of internet banking services. This study concludes that different age groups of customers have different perceptions of internet banking services, as do their usage levels but it does not measure the satisfaction

level of the customers according to various factors like their fulfillment, privacy measurement, cost measurement etc.

2.A. Meharaj Banu, N. Shaik Mohamed, and Satyanarayana Parayitam (2019) shed light on the extent to which customers perceive online banking. It also provides a theoretical foundation for delving into the issues surrounding online banking and infrastructure. The study's findings are also useful to practitioners. From the perspective of a banker, the key drivers of customer satisfaction in online banking are identified in this research model, which is useful for improving the design and features of online banking. According to the researchers, this study provides a foundation for future refinement by identifying potential moderators (e.g., demographic variables). According to the research model, perceived usefulness of online banking is an influential factor in increasing customer satisfaction. To improve customer satisfaction, it is necessary to examine the frequency of customers' online activities and provide them with guidelines and instructions. Furthermore, it is critical to build customer trust in the safety and security features of online banking. Bankers must stay current on technology and the structure of online transactions. Furthermore, in order to improve services, bankers must communicate with customers and solicit feedback. Internet access is essential in countries such as India for online banking. Account protection via tight security boosts trust and customer satisfaction. According to previous research, technology-enabled transactions provide convenience through various delivery channels. This study's findings are consistent with those of other countries. The current study adds to the literature because the findings are consistent in that perceived ease of use, perceived usefulness, perceived credibility, relative advantage, and self-efficiency are influencing factors in Internet banking adoption.

3. Vijay M. Kumbhar (2011) assesses major factors influencing customer satisfaction in e-banking service settings (such as service quality, brand perception, and perceived value). This research also looks at the impact of service quality on brand perception, perceived value, and satisfaction in e-banking. However, the results of principal component analysis show that perceived value, brand perception, cost effectiveness, ease of use, convenience, problem handling, and so on are all important.

Customers' satisfaction in e-banking is influenced by security/assurance and responsiveness.

According to this study, bankers and e-banking service designers should consider these dimensions and make changes to e-banking services based on customer expectations and current needs. It will contribute to improving e-banking service quality and increasing customer satisfaction with e-banking. This study

was conducted in 2011 and at that time people were not much familiar with the paperless banking concept and the customers were afraid to use these e-banking transactions.

4.Pankaj Kumar Gupta (2008) figure out that, Since the late 1990s, internet banking has piqued the interest of banks, securities trading firms, brokerage houses, insurance companies, regulators, and lawmakers in developing countries. With the rapid and significant growth of electronic commerce, it is clear that electronic (Internet) banking and payments are on the rise. According to studies, the impact of Internet banking on cost savings, revenue growth, and increased customer satisfaction on the industry is enormous, and it can be a useful tool in developing a sound strategy. However, it has brought numerous public policy issues to the attention of banking regulators and government agencies. Surprisingly, reliable and systematic information on the scope of Internet banking in the Indian context is still lacking, particularly in terms of what it means to consumers and bankers. The paper fills significant knowledge gaps about consumers' perspectives on Internet banking, traces its current growth, and forecasts the likely scenario. The paper presents data from a survey of Internet banking consumers and service providers (banks) that offer Internet banking, and it develops a functional model for maximizing value to consumers, which banks may choose to adopt Internet banking strategically. The paper identifies the shortcomings of traditional banking and investigates consumer awareness, use patterns, satisfaction, and preferences for Internet banking versus traditional banking, as well as factors that may influence the bank's strategy to adopt Internet banking. It also addresses the regulatory and supervisory issues associated with Internet banking. This study was also conducted in 2008 where people used the traditional banking practices instead of paperless banking services because most of the people were afraid of fraud.

5.IMOLA DRIGĂ, CLAUDIA ISAC (2015) realize that traditional banking services, such as lending and deposit taking, are now only a subset of banking activities. Banking services have undergone significant changes in recent decades as a result of the emergence of a knowledge-based economy and society as information and communication technology has advanced. Banks have heavily invested in ICT and have adopted ICT networks to deliver a wide range of banking products and services in order to improve the quality of customer service delivery and reduce transaction costs. In recent years, banks all over the world have embraced innovative banking technologies and ebanking services. This paper provides an overview of the electronic banking service, highlighting various aspects of e-banking. Although e-banking provides numerous benefits to both corporations and individuals, electronic

banking is not without certain challenges and issues in terms of security and interest of customers. This study mainly focuses on the basis of companies point of view not on the basis of customers.

6. Amutha D (2016) focuses on the consumer's perception of e-banking systems and consumer awareness of e-banking systems in the Tuticorin District of Tamil Nadu. Data for this investigation were gathered from both primary and secondary sources. The sample is chosen at random. The information was gathered between the months of April and June of 2015. The primary source data was analyzed using various statistical measures such as simple percentage analysis, averages, F-statistic, chi square test, and probability analysis. Secondary data was gathered from books, journals, newspapers, the internet, and periodicals. It is deduced that 36.67% of respondents have income levels of up to Rs. 1,00,000, 52.22% have income levels of Rs. 1,00,001 to Rs. 3,00,000, and 11.11% have income levels of Rs. 1,00,001 to Rs. 3,00,000. The study reveals that customers' perceptions of future expectations. Out of the total respondents, the majority (i.e.) 58.89% of the sample respondents stated that they would like to conduct their banking transactions in a core banking environment free of technical intervention such as computer connecting, and 23.33% of the sample respondents expect the bank to provide security. 17.78% of the sample respondents believe reasonable fees should be levied on their banking transactions. The main barrier to using the E-banking facility is a lack of knowledge about banking operations (50%). Respondents also believe that E-banking services are too complex to use (30%) and that E-banking is risky (12.22%). The research report is founded on primary sources. According to the findings of the study, the majority of bank customers in Tamilnadu's Tuticorin District are aware of all banking services. Banks must also take the necessary steps to educate customers about new technology and other services provided by banks. This study focuses on the customer's in Tamil Nadu's Tuticorin District.

7. Dhanya Mathai , Gloria Mary Raju (2021) ascertain that digitalization has been slowly reshaping the face of the banking industry, particularly in India. Banking and digital marketing were settling in with other countries when the unexpected occurred. The pandemic caused a massive acceleration in these sectors. Humans never imagined that such a pandemic would have such a significant impact on the economy's history or future. During Covid-19, the study aims to notify the upturn and correlation of digital marketing and paperless banking (one of the segments of green banking).

This cross-sectional study will be conducted among 200 general citizens of the productive age group in Karnataka using a simple random sampling method.

The information was gathered using a validated structured questionnaire. Digitalization is reshaping the face of the banking industry at a slower pace, particularly in India. Secondary data was gathered from articles, research papers, and newspapers. The study was based on observations and analyses made over a one-month period. According to the findings, there is a statistically significant positive correlation between banking and digital marketing. At the 5% level of significance, digital marketing shows statistically significant growth during the COVID period. Online banking, on the other hand, is unimportant. This research would be useful in understanding the development of banking as a result of digital platforms, as well as enabling entrepreneurs to excel in their field by identifying additional strategies to make an impact on the economy. This study mainly focuses on the impact of paperless banking after Covid-19 period among general citizens of the productive age group in Karnataka.

8. Dr. Gobinda Deka (2015) states that during the process of economic development, the world faces a significant challenge of environmental degradation. The banking sector, as responsible stakeholders, can make a greater contribution to the environment by implementing various green banking practices. Green banking practices entail promoting environmentally friendly practices and lowering the carbon footprint of everyday banking activities. Green banks or environmentally responsible banks not only raise their own standards, but they also influence other businesses' socially responsible behavior. Banks in India, particularly the largest commercial bank, State Bank of India, have launched a number of green banking initiatives. The bank has recently introduced various paperless banking practices for their customers. Customers can make a significant contribution to the environment by implementing these practices. This paper aims to highlight SBI's green banking initiatives in Assam, as well as to discuss the environmental and other benefits of these practices. This study concludes the SBI's green banking initiatives in Assam.

9. Pawan Kalyani (2016) determined that when it comes to transactions in the past, when there was no currency system, people used to transact using currency notes/coins after working on a barter system. In today's digital age, people pay their bills in a variety of ways, including credit cards, debit cards, the Internet, and mobile devices. People nowadays conduct business digitally via the internet. People make purchases and transactions using mobile devices, ATMs, credit cards, Bitcoin, E-wallets, third parties such as PayPal, and so on. They appreciate the convenience, ease of use, and perceived usefulness of the system. This paper focuses on the paperless e-currency transaction, which is becoming increasingly popular around the world. India is a growing market for the world, and many services and products are available online, and they accept payments online, but how many people rely on it.

10. Sajeewani Jayathilake (2019) disclosed that green finance, according to the findings, directly supports sustainable development goals. Green financing is supported by the banking industry in retail banking, corporate/investment finance, asset management, and insurance. As a result, the entire green supply chain in the economic sector is shaped by this concept. As a result, the banking industry benefits from the adoption of green financing by increasing stakeholder value. However, this is a development concept for long-term economic and environmental sustainability. The study also discovered that financial services add value to the overall economy by encouraging the use of the green concept. As a result, green finance adoption in the banking industry has a significant impact on banking governance. Green finance, according to the findings, directly supports According to the study, using green finance not only improves the economy's sustainability, but it also has a significant impact on banking governance. This study mainly focuses on the sustainable development goals which will help for the development of banking industry.

11. Mr. Shivendra Nath Mishra (2022) perceives that green finance has gradually grown over time. First, investor awareness of social issues has resulted in more in-depth environmental integration and actors' conviction of the need to include sustainability in the market. This area of international finance is becoming increasingly popular due to its impact on the greening of projects for the benefit of people all over the world. This article provides an overview of green bonds and sustainable finance, as well as a brief analysis of the challenges associated with implementing green finance globally, with a focus on Africa and India. It also provides a few long-term solutions for improving the implementation of the green finance system.

12. Kaur Kamalpreet & Dr. Sandhu Vikram (2019) observe that the banking sector has a significant impact on the nation's economic position. Banks must be effective and efficient not only in their operations but also in their adoption of new techniques and technologies in order to run a progressive nation. With the increasing environmental problems caused by human activities, specific actions are required in every sector of the nation to define the evolution of internet banking and, more importantly, to analyze the various steps and targeting the banking sector. The State Bank of India, India's largest and most dependable public bank, has become the first Indian bank to focus on green motives and has taken specific initiatives to introduce green banking into the system. The banking sector has a significant impact on the economy. The current paper examines the enhancements made by the State Bank of India through the use of internet banking. The paper is based on qualitative data from articles, research papers, reports, and other sources.

13. P Mahale, CK Hebbar reveal that banking is one of the fastest growing sectors in the Indian economy today. By implementing various strategies for the country's economic growth and development. Green banking entails promoting environmentally friendly banking practices and lowering carbon footprints. Green banking seeks to raise green banking awareness among bank employees and customers. SBI is used as an example to demonstrate what steps banks can take to address green banking challenges in development. Because the change has a direct impact on biodiversity, agriculture, forestry, dry land, water resources, and human health, the rapid change in climate caused by global warming will be great. Environmentalism is a broad philosophical and social movement concerned with environmental conservation and environmental improvement. Certain man-made gas emissions, such as carbon dioxide, methane, nitrous oxide, and hydro-fluorocarbons, have been found to be responsible for climate change distortion. Banks and financial institutions can play a significant role in these global efforts to make our planet a better place to live. Banks, on the other hand, are considered environmentally friendly and have little to no impact on the environment. Because the change has a direct impact on biodiversity, agriculture, forestry, dry land, water resources, and human health, the rapid change in climate caused by global warming will be great. Environmentalism is a philosophical and social movement. As a result, the banking sector can act as a go-between for economic development and environmental protection, encouraging environmentally sustainable and socially responsible investments.

14. G Jayabal, M Soundarya (2016) found out that green banking entails ensuring environmentally friendly practices in the banking sector and, as a result, lowering internal and external carbon footprints. The State Bank of India (SBI), India's largest commercial bank, was the first green bank in India, setting high sustainability standards and completing the first step in "green banking" with shri SBI Chairman O.P. Bhatt.

In Coimbatore, the bank will launch its first wind farm project. The green bank initiative includes ATMs, paperless banking for customers, and the construction of wind turbines in rural India. Green banking has two components. The first is to use all resources wisely, to conserve energy, and to reduce carbon footprints, while the second is to encourage and finance only environmentally friendly investment. Green banking is thus more than just making efficient use of resources.

15.B Muralidharan - NADI VIGYAN disclosed that banks, like any other enterprise that consumes natural resources, have direct interactions with the environment. Banks directly contribute to carbon emissions in their day-to-day operations through the use of Paper, electricity, lighting, air conditioning, electronic devices, and so on. Banks have an indirect impact on the environment because they act as financing intermediaries for various industries that pollute the environment. Because green banking has a direct impact on the environment, it contributes to a cleaner and greener future. Green banking refers to the promotion of environmentally friendly practices and the reduction of carbon footprints associated with banking activities. Green Banking refers to your bank's environmental friendliness and commitment to going green and following ethical policies. This paper examines the concept of Green Banking and about the various green initiatives taken by the bank.

CHAPTER 3

THEORETICAL FRAMEWORK AND

COMPANY PROFILE

3.1 INTRODUCTION

The banking system in India dates back to the early Vedic period. Manu's book contains references to deposit advances, loan pledge policies, and interest rates. Banking has advanced so far since the turn of the century that it has earned the moniker "LIFE BLOOD" of trade and commerce.

A bank is an institution that accepts public deposits and makes them available to those in need. Banking is defined in the Banking Regulation Act of 1949 as "accepting for the purpose of lending or investing deposits of money from the public repayable on demand or otherwise withdrawal by cheque, draught, and order or otherwise."

The Indian banking industry can be traced back to 1786, when the Bank of Bengal was established in Calcutta (now Kolkata). The development of the Indian banking industry can be divided into two broad stages. Before and after independence (1786-1947) (1947- till date). The post-independence period can be divided into three sub-phases, including the pre-nationalization period (1947-1969). Periods of post-nationalization (1969–1991) and post-liberalization (1991 till date).

3.2 PRE-INDEPENDENCE ERA

At the end of the late 18th century, there were hardly any banks in India in the modern sense of the term 'banks'. Some banks were opened at that time which functioned as entities to finance industry, including speculative trade. Because of their high reliance on speculative ventures, most of the banks established in India during that time period would not survive and failed. The depositors lost 64 dollars and lost interest in keeping their money in the bank.

Banking in India remained the exclusive domain of Europeans for the next several decades, until the turn of the twentieth century. The Indian economy was experiencing relative stability at the turn of the twentieth century. Since India's first war of independence, nearly five decades have passed, and social, industrial, and other infrastructure has grown. There were very small banks operated by Indians at the time, and the majority of them were owned and operated by a single community.

The banking in India was controlled and dominated by the presidency banks, namely, the Bank of Bengal.

Banks' objectives during the colonial era were primarily to assist colonial rulers in raising resources for empire-building activities and to facilitate training activities of the numerically small mercantile.

In India, both public and private banking have a long history. In the 18th century, the English Agency House in Calcutta and Bombay pioneered modern banking in India. In the first half of the nineteenth century, three presidency banks were established. After the introduction of limited liability in 1860, private banks began to appear, and foreign banks entered the markets. Joint Stock Banks were established at the turn of the twentieth century. The presidency banks merged in 1935 to form the Imperial Bank of India, which was later renamed the State Bank of India. The Reserve Bank of India, India's central bank, also began operations that year.

When India gained independence, it inherited a war-torn economy plagued by food grain shortages, unemployment, and the pangs of partition. With a focus on shareholders, the banking system was not well organized. Until then, banks performed the functions of a traditional financial intermediary. Given the banks' narrow goal at the time of Indian independence, reorienting them as instruments of economic change was a monumental task.

3.3 POST-INDEPENDENCE ERA

India has undergone massive transformations since its independence. At the time of Independence in 1947, the banking system in India was fairly well developed with over 600 commercial banks operating in the country. However, soon after independence, the perception emerged that colonial-era banks were biased in favor of working capital loans for trade and large firms and against extending credit to small scale enterprises, agriculture, and commoners. To ensure better coverage of the banking needs of larger segments of the economy and rural constituencies, the Government of India nationalized the Imperial Bank of India, which was founded in 1921, and renamed it the State Bank of India with effect from 1955.

Despite the progress in 1950s and 1960s, it was felt that creation of SBI was not far reaching enough since the banking needs of small scale industries and the agricultural structure was still not covered sufficiently. This was partly due to the close relationships that commercial and industrial houses had with established commercial banks, which gave them an advantage in obtaining credit. Furthermore, there was a perception that banks should play a more prominent role in India's development strategy by mobilizing resources for sectors deemed critical to economic growth. As a result, the social control over banks policy was announced. Its goal was to influence commercial banks' credit management and distribution practices.

3.4 BANK NATIONALIZATION IN INDIA

In India, banks are being nationalized. Indian banking dates back to the nineteenth century. Many Indian banks were founded by wealthy individuals during the colonial era. Most banks' primary goal was to meet the financial needs of local trade and industry.

During this time, banking services became the exclusive domain of large corporations and wealthy individuals. The general public was denied easy credit and banking services. Agriculture and rural small-scale industries lacked access to credit, banking, and banking services. To fund their activities, they relied on village money lenders and other private financiers. These local financial exploiters preyed on the rural population by charging exorbitant interest rates and harsh repayment terms.

Bank nationalization in India by then Indira Gandhi, the Indian Prime Minister, wrote a new chapter in Indian banking history. As part of their social responsibility, India's nationalized banks were compelled to focus on rural and agricultural sectors. Their resources were used to empower farmers and agricultural laborers, freeing them from the grip of money lenders.

Banks in India were nationalized in two stages:

The first phase of nationalization began in 1955, when the Imperial Bank of India was renamed the State Bank of India by an Act of Parliament. Seven subsidiaries were nationalized and associated with the State Bank of India one by one during 1959. This signaled the start of a new era in the Indian banking system. The State Bank group grew to become India's largest bank, serving 90 million customers through a network of over 9000 branches spread across the country.

The second phase of nationalization began in 1969, when 14 major commercial banks in India were nationalized. Six more commercial banks were nationalized and became public sector banks in 1980. Following this period, the Public Sector Undertaking banks expanded their reach and grew at a rapid pace. Nationalized banks in India expanded their branches and activities throughout the country. PSU banks introduced new schemes and programmes to serve all segments of society. Thus, the nationalization of banks in India enabled the general public to obtain banking services at a low cost.

Banks Nationalization Chronology

- **1955** - State Bank of India nationalized.
- **1959** - 7 subsidiaries nationalized and associated with SBI.

State Bank of Bikaner and Jaipur

1. State Bank of Hyderabad
2. State Bank of Indore
3. State Bank of Mysore
4. State Bank of Patiala
5. State Bank of Saurashtra
6. State Bank of Travancore

- **1969** -14 major commercial Banks nationalized on 19th July 1969.

1. Allahabad Bank
2. Bank of Baroda
3. Bank of India
4. Bank of Maharashtra
5. Canara Bank
6. Central Bank of India
7. Dena Bank
8. Indian Bank
9. Indian Overseas Bank
10. Punjab National Bank
11. Syndicate Bank
12. UCO Bank
13. Union Bank of India
14. United Bank of India

- **1980**- 6 more commercial Banks nationalized.

1. Andhra Bank
2. Corporation Bank
3. New Bank of India
4. Oriental Bank of Commerce
5. Punjab & Sind Bank

6. Vijaya Bank

Banking in India has had a long history. A number of changes have occurred in the Indian banking sector. In the 1990s, there was a greater emphasis on technology and innovation in the Indian banking sector. Banks began to use technology to provide higher-quality services more quickly. Customers can now conduct their banking transactions from a variety of geographical locations thanks to Internet banking and mobile banking.

All banks have now adopted the multi-channel concept, which includes ATMs, credit cards, debit cards, telephone/mobile banking, internet banking, call centers, and so on. Banking's role has evolved from that of a mere financial intermediary to that of a service provider of various financial services under one roof, akin to a financial supermarket. The concept of the entire banking system has been redefined as a result of intense competition among banks. Banks are looking for new ways to attract and retain customers, as well as gain a competitive advantage over their competitors.

3.5 POST NATIONALIZATION

The history of the banking system in India has been changed by the nationalization of 14 commercial banks in 1969. It added a new chapter of progress and development in the banking system. At this juncture the banks were required to transform themselves into an instrument for social development and well being.

The major achievement of the banking sector after nationalization was the fast growing branch network throughout the country. The main thrust of banking administration has been towards making credit available to those sectors of Society which have all along been neglected by the security oriented banking system which used to operate mainly from metropolitan and urban centers. The hitherto neglected sectors have now been given priority and the government has deliberately adopted the policy that bank credits should be available to small scale agriculture so long dependent on village money lenders. Similarly, priorities have been specifically allocated to artisans and small scale industrialists, operators of transport services and those who are self employed.

After nationalization various policy initiatives have followed, the lead bank scheme was the first measure which 94 implemented. In this scheme specific commercial banks are allotted the responsibility of a specific district where they have to provide all the banking facilities and initiative for the process of other developmental activities of the same district. All of the 338 rural districts in India have been allotted to specific lead banks. So far survey reports have been received with regards to 330 districts.

Since nationalization the branch expansion was given highest priority, on an average about 1800 branches have been opened annually. It is a fact that the principal hindrance of the Indian economy is that it is not monetised and it can only be fulfilled by providing adequate banking services. The total absence of banks in vast tracts of the country inhibited the development of modern financial discipline. Therefore it is very important to make a drive to take banks to unbanked or under banked areas. There is a need to bring banking not only door to door but also invite the public to take maximum participation in fund mobilization. After nationalization all these hindrances were nearly removed.

After nationalization there was introduction of several schemes for Fulfilling the needs of 95% of the backward and weaker section of the society. Under such schemes loans were given to the backwards at differential rates of interest. On March 20, 1972, it was announced that a specified weaker section of the society would get loans at 4%. The scheme has since been extended to all districts where the agriculture ministry offers special assistance because of backwardness so that practically 265 out of 338 districts of India are covered by the scheme. As a result, following nationalization, the breadth and scope of the Indian banking sector expanded at a rate possibly unrivaled by any other country. Indian banking has achieved remarkable success in terms of mass participation.

3.6 BANKING INNOVATIONS

The banking sector in India has undergone numerous changes over the years. Most banks have begun to take an innovative approach to banking in order to provide more value to customers. Information technology has led to new innovations in product design and delivery in the banking and finance industries. Technology enables banks to develop new systems that address a wide range of customer needs, many of which were previously unimaginable.

Financial innovation in conjunction with technological change completely altered banking philosophy, which is further tuned by competition in the banking industry. The banking system's challenging business environment fosters more innovation in the fields of product, process, and market.

- **E-Banking**

E-banking is a significant banking innovation. E-banking refers to the provision of banking products and services directly to customers by banks via electronic delivery channels. Benefits of E- Banking:

1. E-banking improves banks' brand image.
2. With e-banking, there is more opportunity to provide differentiated services.

3. Banking's operational costs would be reduced.
4. Customers can benefit from lower-cost banking products.
5. Customers have faster, easier, and more consistent access to information.
6. Allows for pre-authorized direct withdrawals for bill payments.
7. It makes electronic funds transfers easier. (EFT)
8. E-online banking's purchase of goods and services, as well as online payment for the same, is a boon to customers.

- **Debit Card**

A debit card is a plastic card that can be used to make purchases instead of cash. It works similarly to an electronic check in that funds are withdrawn directly from the bank account or the remaining balance on the card.

- **Credit Card**

A credit card is a payment system named after the small plastic card issued to system users. It is a card that entitles its holder to purchase goods and services in exchange for the holder's promise to pay for these goods and services.

The card issuer grants the consumer (or the user) a line of credit from which the user can borrow money for payment to a merchant or as a cash advance.

- **Internet Banking**

It is a service provided by banks that allows people to access information about their bank accounts, pay bills, and so on via the Internet. You can conduct bank transactions online rather than visiting a bank and interacting with a teller. It is the use of electronic means rather than check or cash to transfer funds directly from one account to another.

- **Automated Teller Machines (ATMs)**

ATMs are widely used electronic banking channels. It is operated by a plastic card with unique features. It is a computer-controlled device that allows customers to make withdrawals and check balances without involving any people. ATMs can be either interior (located within the branch premises) or exterior (located anywhere outside the branch premises). Banks increased their

penetration even further in 2015, with the total number of ATMs reaching 0.18 million. However, the number of ATMs installed by both public and private banks decreased. During 2014-15, public sector banks increased by 16.7 percent while maintaining a share of around 70 percent of total ATMs.

- **RTGS Real Time Gross Settlement (RTGs)**

Is an electronic form of fund transfer in which the transmission occurs in real time.

- **Demat account**

The dematerialized account is a type of banking account that dematerialized paper-based physical stock shares.

The benefits include; .

1. A secure and convenient method of holding securities.
2. Securities are transferred immediately.
3. Elimination of risks associated with physical certificates, such as late delivery, counterfeit securities, delays, and thefts, among others.
4. Reduced paperwork associated with the transfer of securities
5. Transaction cost reduction
6. There is no odd lot problem; even a single share can be sold.

3.7 PAPERLESS BANKING

Paperless banking is a significant banking innovation. Paperless banking refers to banks providing banking products and services directly to customers via electronic delivery channels. Despite the fact that banking is not a polluting industry, the current scale of banking operations has significantly increased the carbon footprint of banks due to their massive use of energy (e.g., lighting, air conditioning, electronic/electrical equipment, IT, etc.), high paper wastage, lack of green buildings, and so on. As a result, banks should adopt technology, processes, and products that significantly reduce their carbon footprint while also developing a sustainable business. Paperless banking refers to conducting banking operations in a way that reduces both external carbon emissions and internal carbon footprint.

3.8 STEPS IN PAPERLESS BANKING

From the empirical study it is found that following are some of the steps that can be taken for going paperless in banking:

1. Go online:

In young and corporate India, online banking is a developing concept. Online banking contributes to further energy and natural resource conservation. Online banking services include bill payment, remote deposits, online fund transfers, and online statements. It saves money by using less paper, less energy, and using fewer natural resources in banking activities. Customers can save money by avoiding late fees and, at the same time, avoiding long lines by paying their bills online from home.

2. Use Green Checking Accounts:

Customers can check their bank accounts using ATMs or special touch screens. This is known as green checking of accounts. Green checking accounts help the environment by allowing you to use more online banking services, such as online bill payment, debit cards, and online statements. Banks should encourage green checking by offering customers incentives such as higher interest rates or fee reductions, among other things.

3. Energy Consciousness

Increasing energy awareness, implementing effective office time management and automation solutions, and utilizing compact fluorescent lighting (CFL) can significantly reduce energy consumption in banks. Banks can conduct energy audits in all of their locations to ensure efficient energy management. They can also use renewable energy (solar, wind, etc.) to power their office and ATMs.

4. Use Green Credit Cards

Green Credit Cards were introduced by some banks. The advantage of using a green credit card is that banks will donate funds to an environmentally friendly non-profit organization for every rupee spent on your credit card to a worthwhile environmental cause.

5. Save Paper:

Banks should buy recycled paper products with the highest possible post-consumer waste content. Monthly statements, brochures, ATM receipts, annual reports, newsletters, copy paper, envelopes, and so

on are all examples. Vegetable-based inks are used whenever possible instead of less environmentally friendly oil-based inks.

6. Green Mortgage:

An energy efficient mortgage is a loan product that enables borrowers to reduce their utility bill costs by financing the cost of incorporating energy efficient features into a new home purchase or refinancing existing housing.

7. Mobile Banking :

Mobile banking is difficult. On the one hand, having the ability to check balances, transfer funds, and pay bills from your phone is fantastic. On the other hand, it saves consumers' time and energy. It also aids in reducing the bank's use of energy and paper. The majority of Indian banks have implemented this paperless facility.

In India, paperless banking is still in its early stages. Banks can use paperless banking to gain a competitive advantage in the market by making a difference in their strategy formulation process. Banks must also be more active in communicating the concept of paperless banking and its associated benefits to customers. Paperless banking is a proactive way of conserving energy and protecting the environment. The advantage of paperless banking is that it protects natural resources and the environment. Paperless banking minimizes paperwork by focusing on electronic transactions such as ATMs, mobile banking, and online banking for a variety of customer transactions.

3.9 CHALLENGES OF PAPERLESS BANKING

1. Diversification problems
2. Start-up face
3. Higher operating Cost
4. Reputation Risk
5. Credit Risk

3.10 FUTURE OF PAPERLESS BANKING

Paperless banking appears to have a bright future in India, with many green products and services on the horizon. Paperless banking, in essence, avoids as much paper work as possible and relies on online or electronic transactions for processing, resulting in green credit cards and green mortgages. Less paperwork means less tree cutting. It also entails educating banking executives about environmental and social responsibility, allowing them to conduct environmentally friendly business practices. Green ethical banks adopt and implement environmental lending standards, which is a proactive idea that would enable eco-friendly business practices that would benefit future generations.

3.11 NEED OF THE HOUR

Paperless banking is an essential component of the bank's environmental policy, which is implemented through its overall Corporate Social Responsibility strategy. Adopting paperless banking strategies will assist the bank in dealing with the risks associated with their business operations.

Engage key stakeholders in raising awareness of environmental issues and their implications for the economy, the environment, and society. Banks can get involved in the carbon credit business by offering all services related to clean development mechanisms and the carbon credit business.

Banks can support projects ranging from community cleanups to national initiatives on climate change, water, air, biodiversity, and other issues. It was also stated that in order to implement environmentally friendly practices, banks should launch new banking products that promote sustainable practices, as well as restructure their back office operations.

Set SMART (Specific, Measurable, Attainable, Realistic, and Timely) green goals as internal targets with timelines to reduce carbon footprint. Banks can manage environmental risk by developing appropriate environmental management systems to assess the risks associated with investment projects. Following that, those risks can be internalized through the use of differential interest rates and other techniques. Furthermore, the bank may withdraw from financing high-risk projects.

Paperless banking entails developing financial products and services that promote commercial development while also benefiting the environment. Banks should develop environmental risk and liability guidelines for the development of protective policies and reporting for each project in which they finance or invest.

3.12 COMPANY PROFILE

3.12.1 STATE BANK OF INDIA

State Bank of India (SBI) is an Indian multinational public sector bank .Also it is a financial services statutory body headquartered in Mumbai, Maharashtra. SBI is the world's 49th largest bank by total assets, and the only Indian bank on the Fortune Global 500 list of the world's largest corporations for 2020. With a 23% market share by assets and a 25% share of the total loan and deposit market, it is India's largest bank and a public sector bank. It is also India's fifth largest employer, with nearly 250,000 employees.

The bank is descended from the Bank of Calcutta, which was founded in 1806 through the Imperial Bank of India, making it the Indian subcontinent's oldest commercial bank. The Bank of Madras merged with the other two presidency banks in British India to form the Imperial Bank of India. The banks were the Bank of Calcutta and the Bank of Bombay, This Imperial Bank of India later became the State Bank of India in 1955. The bank was formed through the merger and acquisition of nearly twenty banks over its 200-year history. The Government of India took over the Imperial Bank of India in 1955, with the Reserve Bank of India (India's central bank) acquiring a 60% stake and renaming it the State Bank of India.

In an effort to facilitate and support start-ups in the country, the State Bank of India (SBI) announced the opening of its first "state-of-the-art" dedicated branch for start-ups in Bengaluru on August 16, 2022.

3.12.2 GROWTH OF STATE BANK OF INDIA

State Bank of India (SBI) is an Indian multinational public sector bank .Also it is a financial services statutory body headquartered in Mumbai, Maharashtra. SBI is the world's 49th largest bank by total assets, and the only Indian bank on the Fortune Global 500 list of the world's largest corporations for 2020. With a 23% market share by assets and a 25% share of the total loan and deposit market, it is India's largest bank and a public sector bank. It is also India's fifth largest employer, with nearly 250,000 employees.

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3.12.3 PAPERLESS BANKING INITIATIVES OF STATE BANK OF INDIA

The State Bank of India has frequently acted as guarantor to the Indian government, with 11488 branches and an additional 6500+ associate bank branches. The State Bank of India has electronically linked all of its branches through its core banking system (CSB). There are over 8500 ATMs in India. The SBI has experienced consistent growth throughout its history, despite being marred by the harsh ad Mehta scam in 1992. In recent years, the bank has attempted to expand its international operations by acquiring foreign banks. It is the only Indian bank to be ranked among the top 100 global banks in the Fortune Global 500 and other rankings.

- **GREEN CHANNEL COUNTERS:**

Customers do not need to fill out any pay-in slips or draw cheques to deposit or withdraw money from their accounts at green channel counters, saving paper and contributing to the concept of green banking. A Point of Sale Machine (POS) is located at the green banking channel counter, where the customer swipes his card.

- **SELF SERVICE KIOSKS :**

A computer terminal with specialized hardware and software that provides access to information and applications for communication, commerce, entertainment, or education is known as an interactive kiosk. Technology integration enables kiosks to perform a wide range of functions, evolving into Self Service Kiosks.

- **GREEN REMIT CARDS:**

SBI Green Remit Cards are simple Magstripe cards with no PIN. The product is intended to make it easier for non-home cash deposits to be routed through green channel counter/cash deposit machines.

- **SMART PAYOUT CARD :**

SBI smart payout card is a prepaid card in Indian rupees issued in collaboration with VISA. It is an ideal product for making regular payments such as salary, wages, commission, and so on, and it can also be issued as an add-on card to existing account holders. SBI Smart Payout Card can be used to withdraw

cash from ATMs, make purchases at merchant establishments, and conduct e-commerce transactions, i.e Online payments.

- **GREEN FINANCING :**

To encourage the reduction of greenhouse gasses, the bank is offering long-term loans at a low interest rate for renewable energy projects. It also provides funding for organic farming, such as the purchase of biofertilizers and vermin-composting units, in order to prevent the degradation of previous arable land and water pollution caused by the misuse of chemical fertilizers, pesticides, and insecticides.

- **ONLINE BANKING:**

Online banking, also known as internet banking, is a payment system that allows customers of a bank or other financial institution to conduct a variety of financial transactions through the website of the financial institution. Internet banking software offers personal and corporate banking services, including the ability to view account balances, obtain statements, review recent transactions, and make payments.

- **MOBILE BANKING :**

A bank or other financial institution's mobile banking service allows its customers to conduct financial transactions remotely using a mobile device such as a smartphone or tablet.

3.12.4 SBI YONO APP

You Only Need One is abbreviated as SBI YONO. The State Bank of India (SBI) launched this digital banking app to serve as a one-stop solution for banking, lifestyle, insurance, investment, and shopping needs. This app allows you to do a variety of things, such as apply for loans, open a savings account instantly, and even shop online.

SBI YONO offers the broadest range of mobile products and services. This app is intended to provide a unified and seamless experience.

Steps to Download SBI YONO App

To download and use this app on your smartphone, follow the steps outlined below.

- To download and use this app on your smartphone, follow the steps outlined below.
- Install this app on your smartphone by downloading it from Google Play.

- When you open this app, you'll notice three different tabs.
- Investigate Financial Products
- Shop for Discounts
- Create a New Online Account

For a New Customer:

If you are a new SBI customer, you can open a new digital account by clicking the Open a New Digital Account tab. It enables you to open a digital account while on the go. This requires a PAN card as well as an Aadhaar card.

Once your account is activated, you can take advantage of a variety of shopping promotions. You can also buy financial products such as a credit card, insurance, and other investment products.

For Existing Customers:

If you are an existing SBI customer, you can use your internet banking credentials to login and register for the first time on YONO.

If you do not have internet banking credentials, you can use your debit card to generate a temporary internet banking password.

After logging in, you can browse all of YONO's shopping deals and other products.

SBI YONO App Features and Benefits

- Account Opening in an Instant
- Complete all transactions without using paper.
- UPI-based Lifestyle Expense and Banking Fund Transfer App
- Spend analysis for smart spending
- Personal loan pre-approval on the go
- An account can be opened instantly from anywhere.
- On the go, you can get exclusive discount offers and special deals.
- All financial products can be purchased through a single app.
- Transfer funds with just four mouse clicks.

- Get an overdraft facility in exchange for a fixed deposit.
- Take advantage of an intelligent spend analyzer.



CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 INTRODUCTION

Any type of banking that is paperless benefits the environment. The biggest problem being faced by the whole world is environmental management and reducing the damage to the natural resources and global warming. Thus, it is the responsibility of every individual as well as institutions in the world to contribute to the green economy and contribute to sustainable development of the economy. Paperless banking avoids paperwork to the optimum level and focuses on electronic transactions like ATM, mobile banking, online banking, etc for various banking transactions by the customers. In this modern era, the relevance of paperless banking is increasing day by day.

A survey is conducted among account holders of State Bank of India to know their knowledge about the concept of paperless banking, their rate of awareness and usage of paperless banking initiatives of SBI like internet banking, mobile banking, green channel counter, green pin, green remit cards etc.

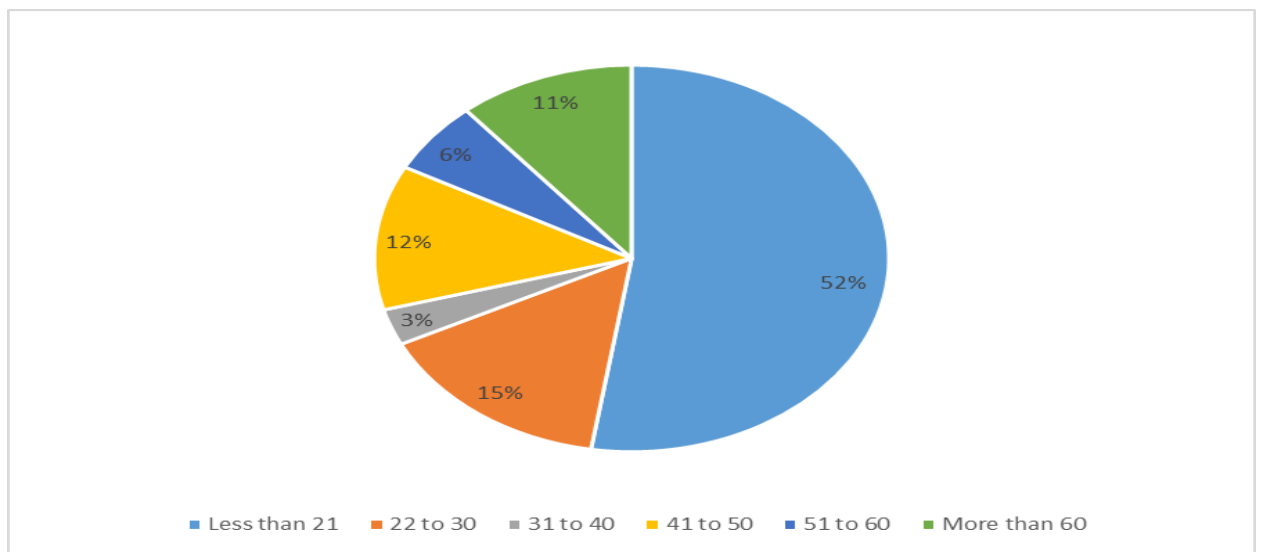
For this purpose, 125 account holders were selected.

Table 4.1 Age of the respondents

AGE	NO OF RESPONDENTS	PERCENTAGE
Less than 21	65	52%
22 to 30	19	15.2%
31 to 40	4	3.2%
41 to 50	15	12%
51 to 60	8	6.4%
More than 60	14	11.2%
Total	125	100

Source: Primary data

Fig 4.1 Age of the respondents



Source: Primary data

Interpretation

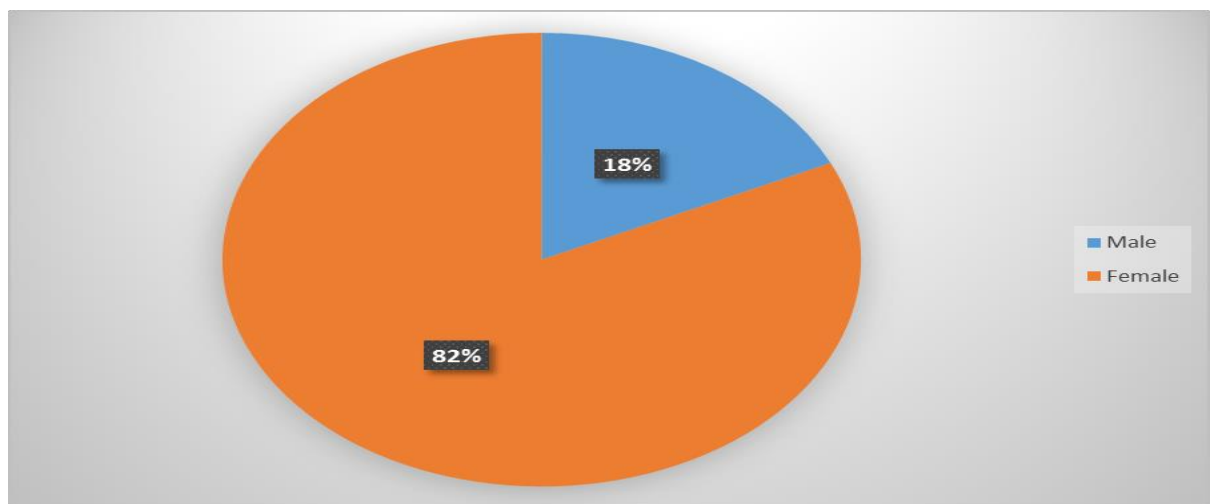
Table 4.1 shows the age of respondents. 52% of the respondents are in between the age group of less than 21. 17% are in between the age group of 21 to 30 and only 3% of the respondents are in the age group 31 to 40.12% of the respondents are in the age group of 41 to 50,6% of the respondents are in the age group 51 to 60 and 11% of the respondents are in the age group of more than 60.

Table 4.2 Gender of the respondents

GENDER	NO OF RESPONDENTS	PERCENTAGE
Male	22	17.6%
Female	103	82.4%
Others	0	-
TOTAL	125	100

Source : Primary data

Figure 4.2 Gender of the respondents



Source:Primary data

Interpretation

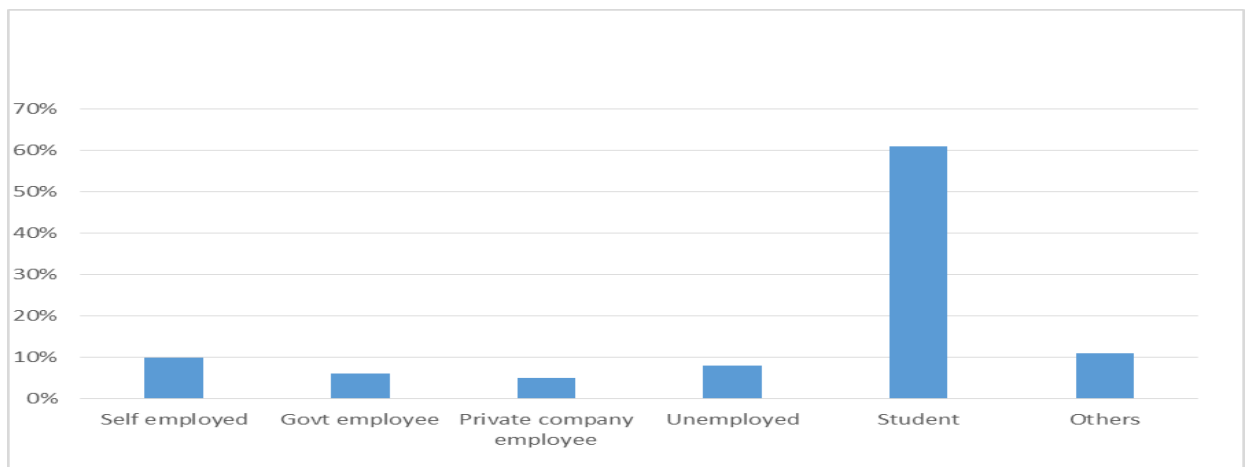
Table 4.2 shows the gender of the respondents.82% of the respondents are female and only 18% of the respondents are male.

Table 4.3 Occupation the respondents

OCCUPATION	NO OF RESPONDENTS	PERCENTAGE
Self employed	12	9.6%
Govt.employee	8	6.4%
Private company employee	6	4.8%
Unemployed	2	7.8%
Student	76	60.8%
Others	14	11.2%
Total	125	100

Source:Primary data

Figure 4.3 Occupation the respondents



Source:Primary data

Interpretation

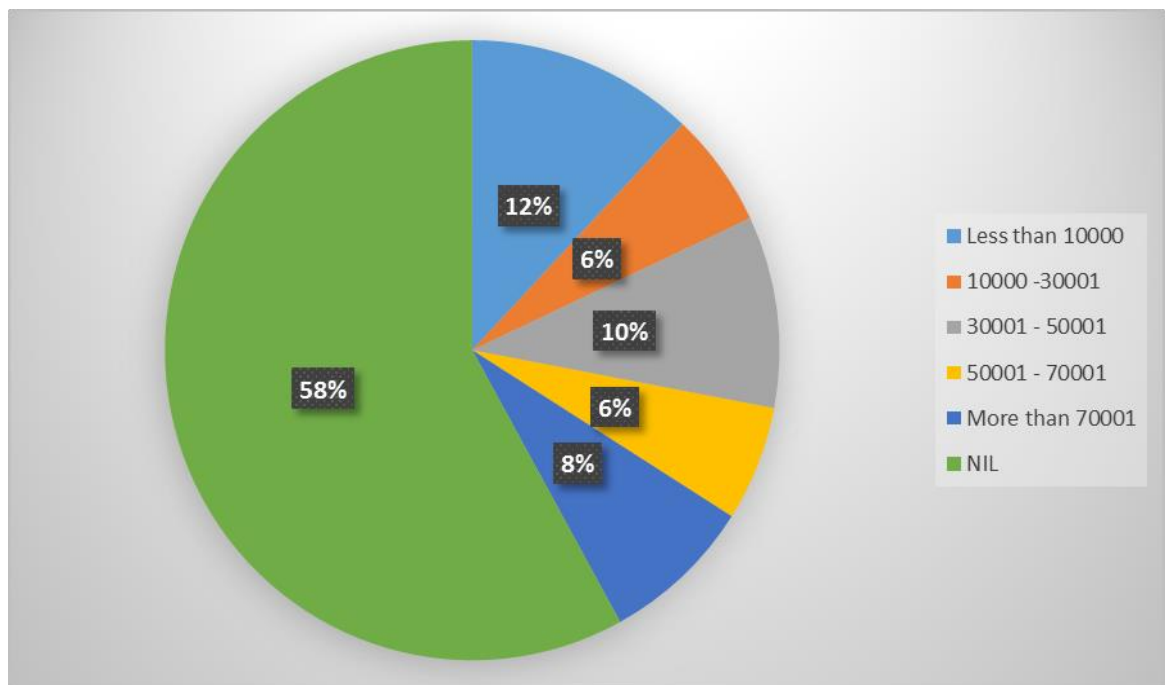
Table 4.3 shows the occupation of the respondents.10% of the respondents are self-employed,6% of the respondents are Govt.employees,5% of the respondents are private company employees and 8% of the respondents are unemployed ones.Majority of the respondents are students.

Table 4.4 Monthly income of the respondents

MONTHLY INCOME	NO OF RESPONDENTS	PERCENTAGE
Less than 10000	15	12%
10000 to 30000	7	5.6%
30001 to 50001	12	9.6%
50001 to 70001	8	6.4%
More than 70001	10	8%
NIL	73	58.4%
Total	125	100

Source: Primary data

Figure 4.4 Monthly income of the respondents



Source : Primary data

Interpretation

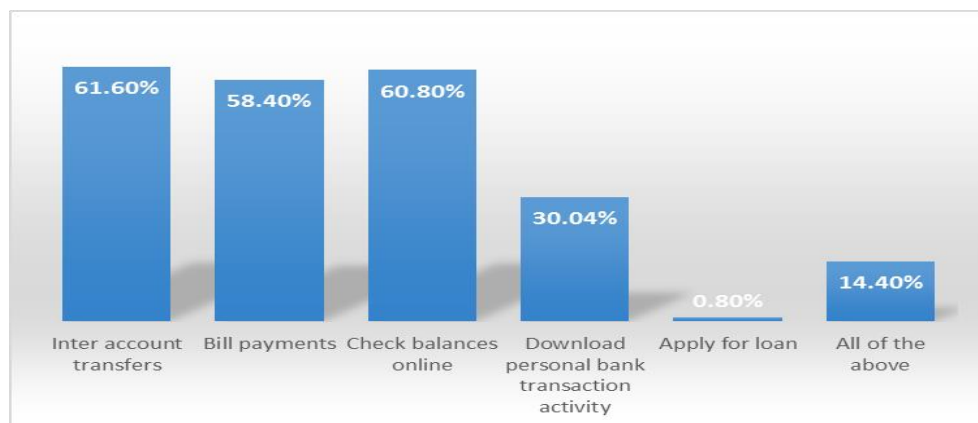
Table 4.4 shows the monthly income of the respondents. 12% of the respondents have income under 10000 , 6% of the respondents have income in between 10000-30001, 10% of the respondents have income in between 30001-50001, 6% of the respondents have income in between 50001-70001. Majority of the respondents do not earn any income.

Table 4.5 E-banking services used by the respondents

E-BANKING SERVICES	NO OF RESPONSES	PERCENTAGE
Inter account transfers	77	61.6%
Bill payments	73	58.4%
Check balances online	76	60.8%
Download personal bank transactions activity	38	30.4%
Apply for loan	1	0.8%
All of the above	18	14.4%
Total	283	100

Source : Primary data

Figure 4.5 E-banking services used by the respondents



Source : Primary data

Interpretation

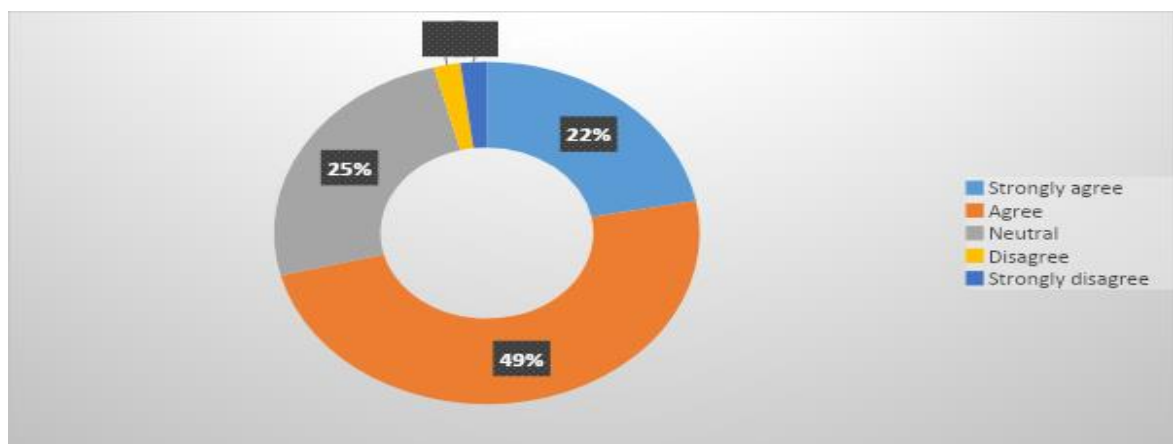
Table 4.5 explains various e-banking services used by respondents. According to the survey, 40% of the respondents use e-banking services for inter account transfers. 24% of the respondents use e-banking services for bill payments. 14.4% of the respondents use e-banking services to check balances online. 16% of the respondents use e-banking services to download personal bank transaction activity. The rest of the respondents use e-banking services to do all the above activities. It is clear from the study that the majority of the people use e-banking services for bill payments, account transfers and to check balances online.

Table 4.6 Opinion of the account holders about the current e-banking services of SBI

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly agree	28	22.4%
Agree	61	48.8%
Neutral	31	24.8%
Disagree	2	1.6%
Strongly disagree	3	2.4%
TOTAL	125	100

Source : Primary data

Figure 4.6 Opinion of the account holders about the current e-banking services of SBI



Interpretation

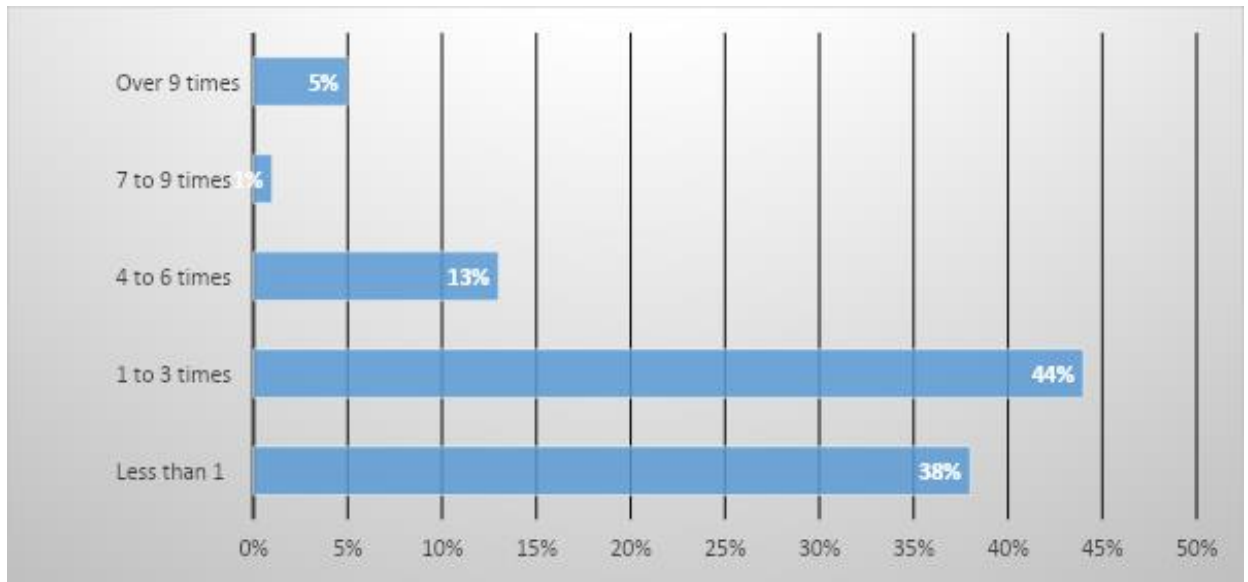
Table 4.6 shows the satisfaction level of the account holders about the current e-banking services of SBI. Out of the selected account holders, 71% (49%+22%) of the respondents agree that they are satisfied with the current e-Banking services of SBI. 25% of the account holders states in a neutral approach about the current e-banking services of SBI. 4%(2%+2%) of the account holders are not satisfied with the current e-banking services of SBI.

Table 4.7 Respondents usage of ATM per month

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Less than 1	47	37.6%
1 to 3 times	55	44%
4 to 6 times	16	12.8%
7 to 9 times	1	0.8%
Over 9 times	6	4.8%
TOTAL	125	100

Source : Primary data

Figure 4.7 Respondents usage of ATM per month



Source : Primary data

Interpretation

Table 4.7 shows the respondents usage of ATMs per month. 38% of the respondents are using SBI's ATM services for less than 1 time per month and 44% of the respondents are using 1 - 3 times in a month. This study reveals that 13% of the respondents are using ATM services 4 - 6 times in a month and only 1% of the respondents use ATM services 7 - 9 times in a month. 5% of the respondents use ATM services over 9 times in a month.

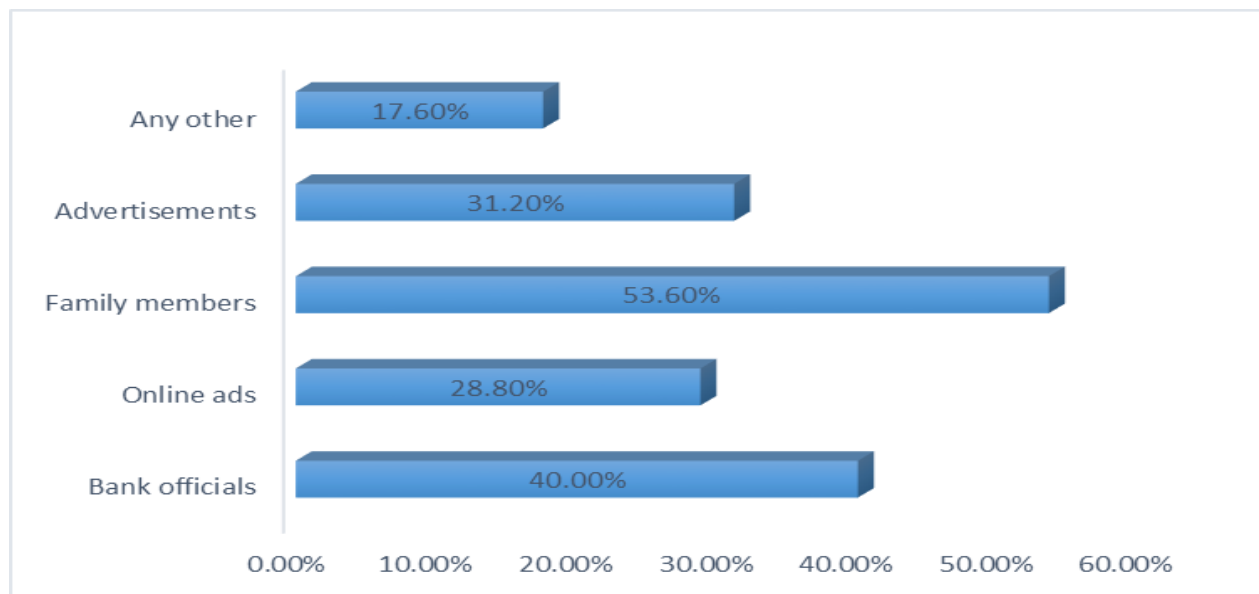
Table 4.8 Sources of awareness about e-banking services of the bank

OPTIONS	NO OF RESPONSES	PERCENTAGE
Bank officials	50	40%
Online ads	36	28.8%
Family members	67	53.6%
Advertisements	39	31.2%

Any other	22	17.6%
TOTAL	214	100

Source : Primary data

Figure 4.8 Sources of awareness about e-banking services of the bank



Source : Primary data

Interpretation

Table 4.8 shows the sources of awareness about e-banking services of SBI. 40% of the respondents came to know about e-banking services from bank officials and 29% of the respondents sought information from online ads. 54% of the respondents came to know about e-banking services of SBI from their family members, 31% of the respondents came to know about e-banking services from advertisements and the rest from other means.

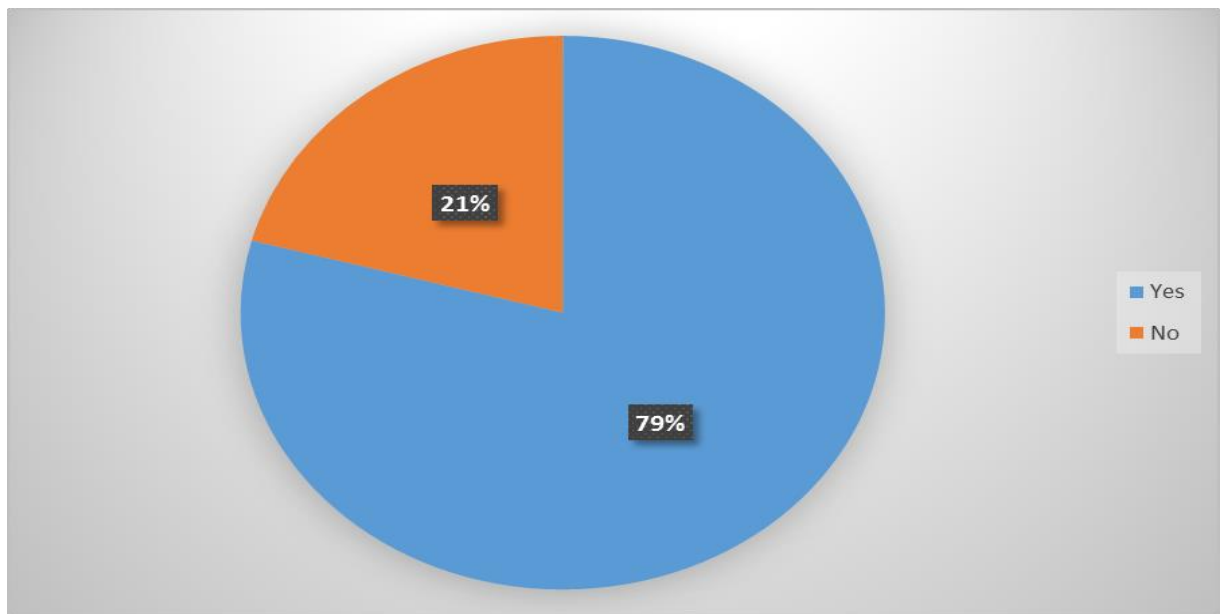
Table 4.9 Respondents awareness about SBI YONO facility

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Yes	99	79.2%
No	26	20.8%

TOTAL	125	100
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Source : Primary data

Figure 4.9 Respondents awareness about SBI YONO facility



Source : Primary data

Interpretation

Table 4.9 shows the respondents awareness about SBI YONO facility.79%of the account holders are aware about the SBI YONO facility and the rest 21% of the respondents are unaware about SBI YONO facility.

Ease of use measurement

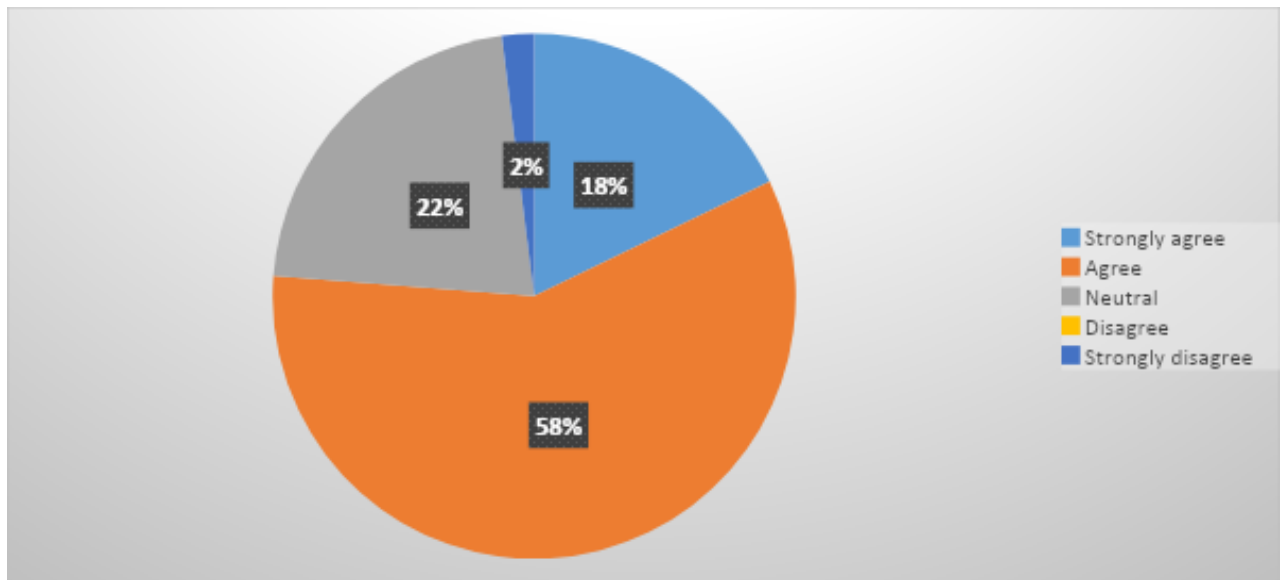
i)Table 4.10 The E-banking system of SBI Bank is very simple to use

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	22	17.6%
Agree	74	59.2%

Neutral	27	21.6%
Disagree	0	-
Strongly Disagree	2	1.6%
TOTAL	125	100

Source : Primary data

i)Figure 4.10 The E-banking system of SBI is very simple to use



Source : Primary data

Interpretation

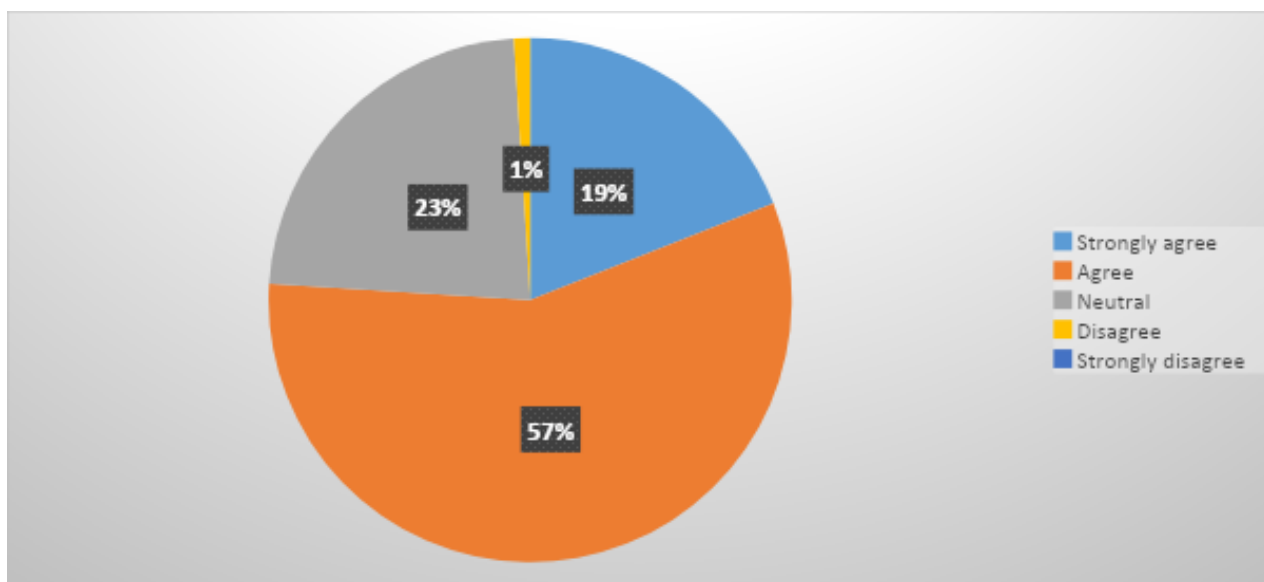
Table 4.10 shows the respondents opinion on the statement “The e-banking services of SBI are very simple to use”. According to the survey, the majority of the respondents i.e., 76%(58%+18%) of the respondents agree with the statement that the e-banking system of SBI is very simple to use.22% of the respondents are in a neutral approach about the statement. The remaining 2% of the respondents disagree with the statement that the e-banking system of SBI is very simple to use.

ii)Table 4.11 The E-banking facility provided by SBI Bank is user friendly

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	24	19.2%
Agree	71	56.8%
Neutral	29	23.2%
Disagree	1	0.8%
Strongly Disagree	0	-
TOTAL	125	100

Source : Primary data

ii)Figure 4.11 The E-banking facility provided by SBI Bank is user friendly



Source : Primary data

Interpretation

Table 4.11 shows the respondents opinion on the statement “The e-banking facility provided by SBI is user friendly. Majority of the respondents 76%(57%+19%) agree with the statement that the e-banking

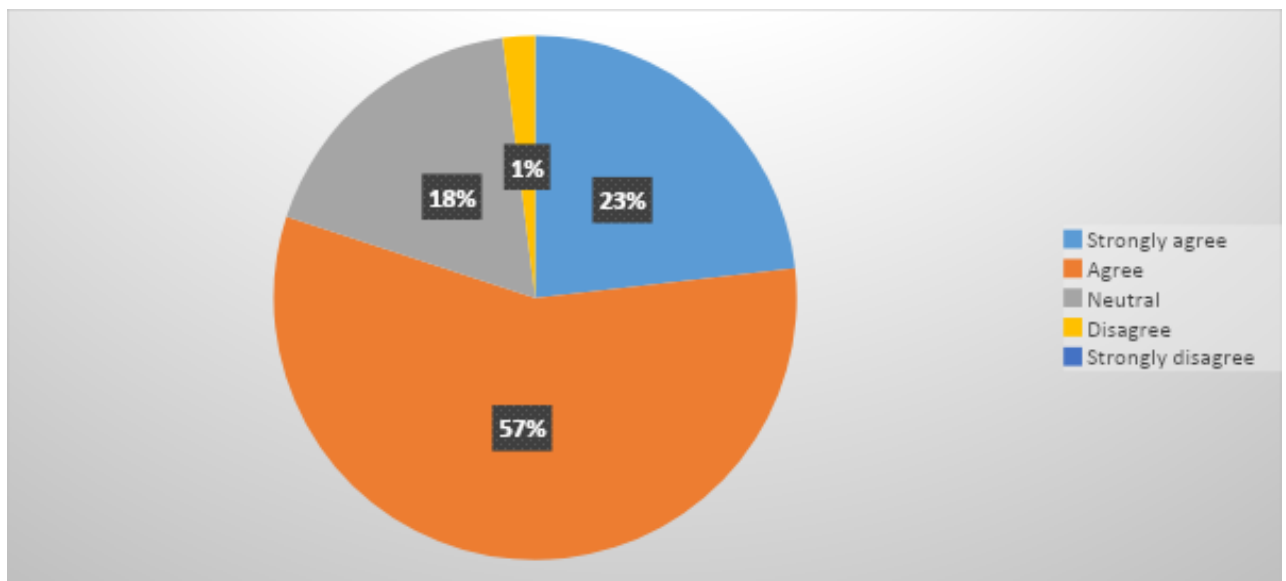
services of SBI is user friendly.23% of the respondents are in a moderate approach towards this statement and only 1% of the respondents disagree with the statement.

iii)Table 4.12 I can easily learn to use the E-banking services provided by SBI bank

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	29	23.2%
Agree	71	56.8%
Neutral	23	18.4%
Disagree	2	1.6%
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

iii)Figure 4.12 I can easily learn to use the E-banking services provided by SBI bank



Source : Primary data

Interpretation

Table 4.12 shows the respondents opinion on the statement “I can easily learn to use the e-banking services provided by SBI bank.80% (57%+23%) of the respondents agree with the statement that the e-banking services provided by SBI bank is easy to learn and understand.18% of the respondents are in neutral approach towards the statement. The rest of the respondents 1% disagree with the statement.

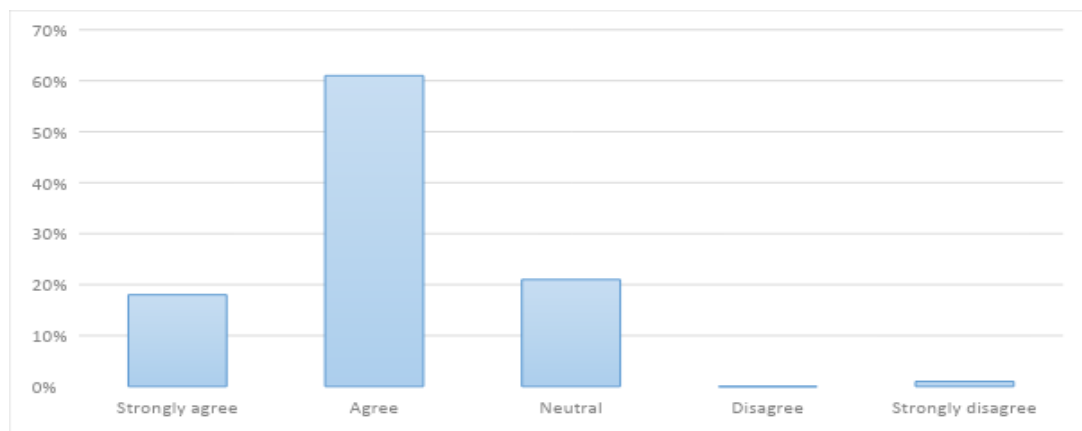
Convenience measurement

i)Table 4.13 E-banking services offered by SBI Bank fit with my needs and wills

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	22	17.6%
Agree	76	60.8%
Neutral	26	20.8%
Disagree	0	-
Strongly Disagree	1	0.8%
TOTAL	125	100

Source : Primary data

i)Figure 4.13 E-banking services offered by SBI Bank fit with my needs and wills



Interpretation

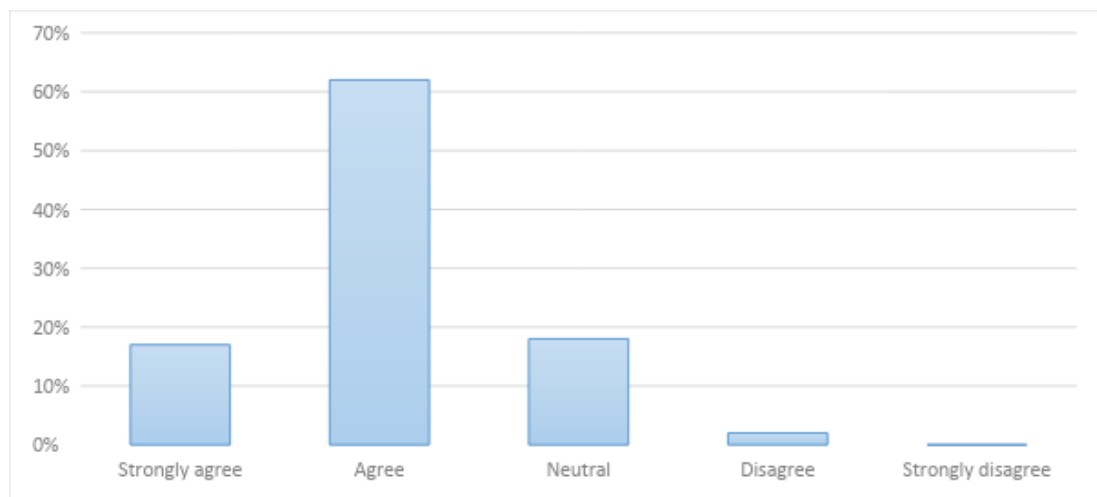
Table 4.13 shows the respondents opinion on the statement “e-banking services offered by SBI bank fit with my needs and wills”.79% (18%+61%) of the respondents agreed that the e-banking services offered by SBI bank fit with their needs and wills. 21% of the respondents states neutral approach towards the statement. Only 1% of the respondents express a disagreement towards the statement.

ii) Table 4.14 E-banking services of SBI Bank offer great facilities

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	21	16.8%
Agree	78	62.4%
Neutral	23	18.4%
Disagree	3	2.4%
Strongly Disagree	0	-
TOTAL	125	100

Source :Primary data

ii) Figure 4.14 E-banking services of SBI Bank offer great facilities



Source : Primary data

Interpretation

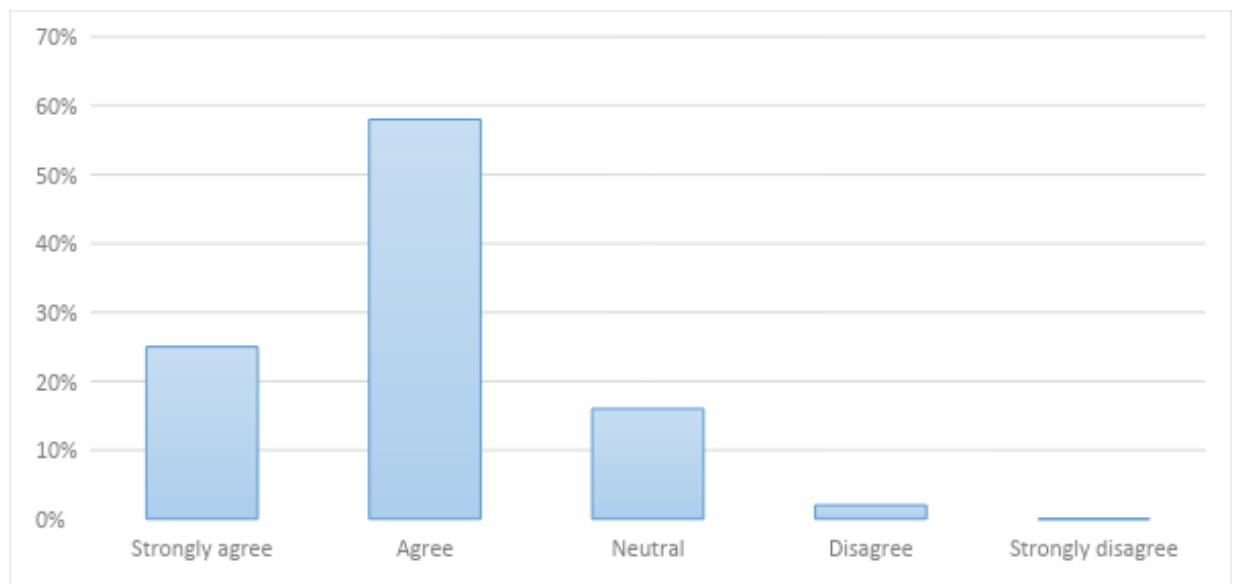
Table 4.14 shows the respondents opinion on the statement “e-banking services of SBI bank offer great facilities”.79 %(17%+62%) of the respondents agreed that the e-banking services of SBI bank offer great facilities.18% of the respondents have a moderate approach towards this statement and the rest 2% of the respondents expressed a disagreement towards this statement.

iii) Table 4.15 You can carry out E-banking service of SBI Bank anywhere

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	31	24.8%
Agree	72	57.6%
Neutral	20	16%
Disagree	2	1.6%
Strongly Disagree	0	-
TOTAL	125	100

Source :Primary data

iii) Figure 4.15 You can carry out E-banking service of SBI Bank anywhere



Source : Primary data

Interpretation

Table 4.15 shows the respondents opinion on the statement “You can carry out e-banking service of SBI bank anywhere”. 83%(25%+58%) of the respondents express a positive opinion towards this statement that the e-banking services of SBI bank can be carried out from anywhere. 16% of the respondents have a neutral approach towards this statement and the rest 2% show a negative opinion towards this statement.

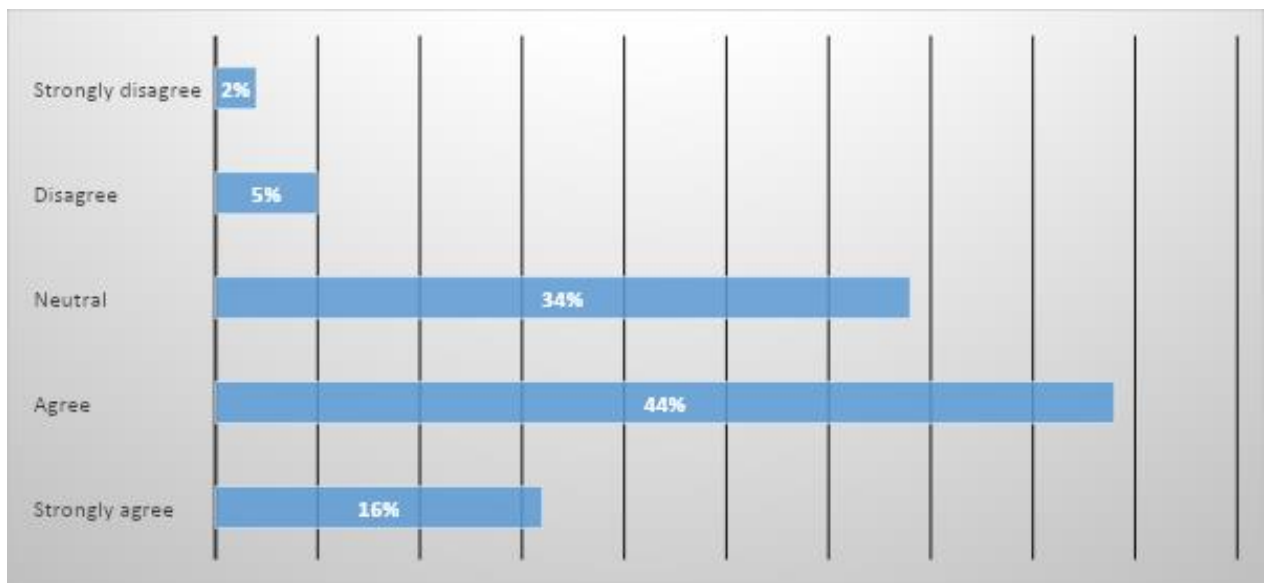
Fulfillment

i)Table 4.16 When SBI Bank promises to do something by a certain Time, it does so

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	20	16%
Agree	55	44%
Neutral	42	33.6%
Disagree	6	4.8%
Strongly Disagree	2	1.6%
TOTAL	125	100

Source :Primary data

i)Figure 4.16 When SBI Bank promises to do something by a certain Time, it does so



Source: Primary data

Interpretation

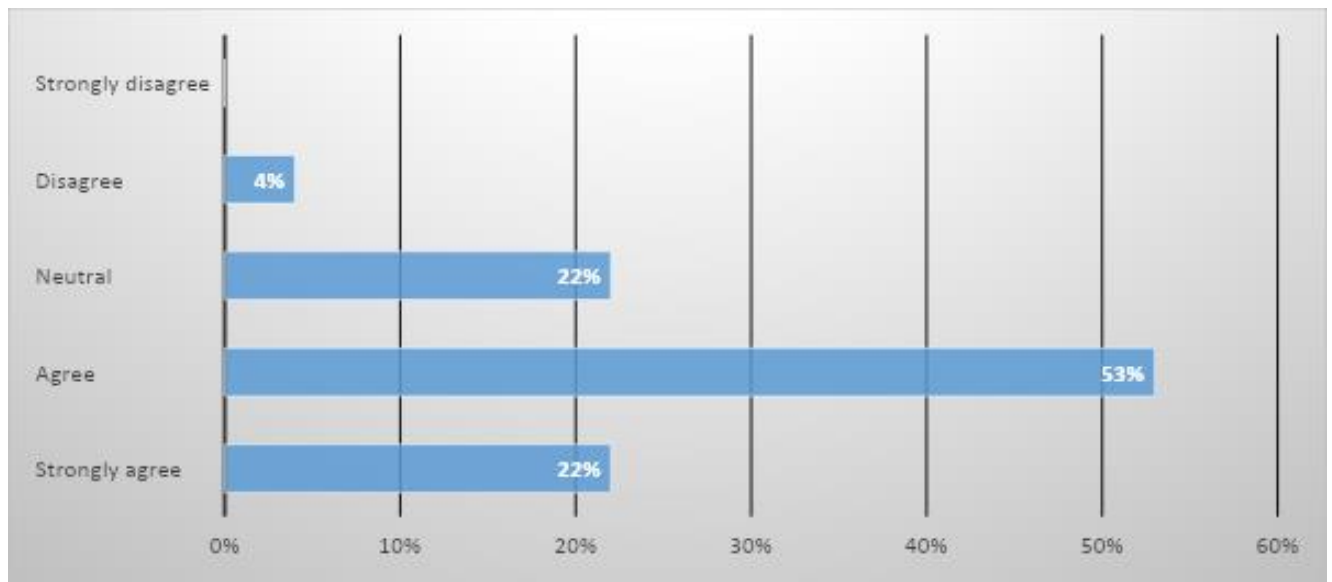
Table 4.16 shows the respondents opinion on the statement “When SBI bank promises to do something by a certain time, it does so”. 60% of the respondents agreed with the statement that if the SBI bank promises to do something by a certain time, it does so. 34% of the respondents neither agree nor disagree with the statement. 7% of the respondents disagreed with the statement.

ii)Table 4.17 My online transactions with SBI Bank are always accurate

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	27	21.6%
Agree	66	52.8%
Neutral	27	21.6%
Disagree	4	4%
Strongly Disagree	0	-
TOTAL	125	100

Source : Primary data

ii)Figure 4.17 My online transactions with SBI Bank are always accurate



Source:Primary data

Interpretation

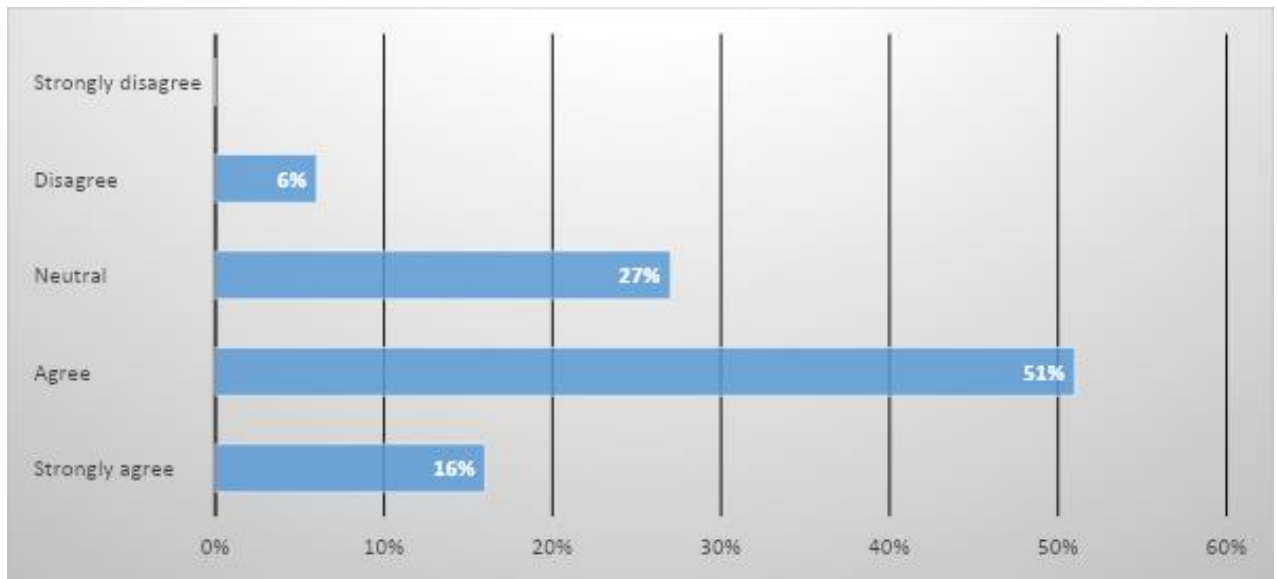
Table 4.17 shows the respondents opinion on the statement “ My online transactions with SBI bank are always accurate”. 75% of the respondents agreed that their online transactions with SBI bank are very accurate. But, 22% of the respondents have a neutral approach towards this statement. Only 4% of the respondents express a disagreement towards this statement.

iii) Table 4.18 Service delivered through the SBI Bank’s website is Quick

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	20	16%
Agree	64	51.2%
Neutral	34	27.2%
Disagree	7	5.6%
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

iii) Figure 4.18 Service delivered through the SBI Bank’s website is Quick



Source: Primary data

Interpretation

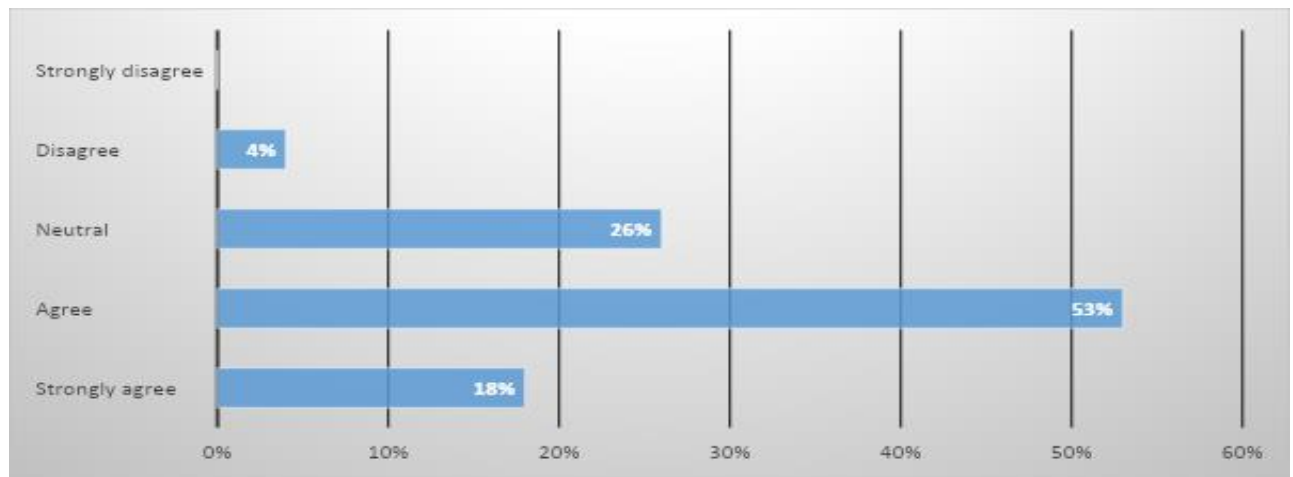
Table 4.18 shows the respondents opinion on the statement “Service delivered through SBI bank website is quick”.67% of the respondents express a positive opinion towards this statement .27% of the respondents have a neutral approach towards this statement. The remaining 6% of the respondents disagreed that the services delivered through SBI bank’s website are not quick.

iv) Table 4.19 I feel that the SBI Bank's website provides every type of information which you need from the bank

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	22	17.6%
Agree	66	52.8%
Neutral	32	25.6%
Disagree	5	4%
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

iv) Figure 4.19 I feel that the SBI Bank's website provides every type of information which you need from the bank



Source: Primary data

Interpretation

Table 4.19 shows the respondents opinion on the statement “I feel that the SBI bank’s website provides every type of information which you need from the bank”. According to the survey, the majority of the respondents i.e., 71% (53%+18%) of the respondents agree with the statement that the SBI bank’s website

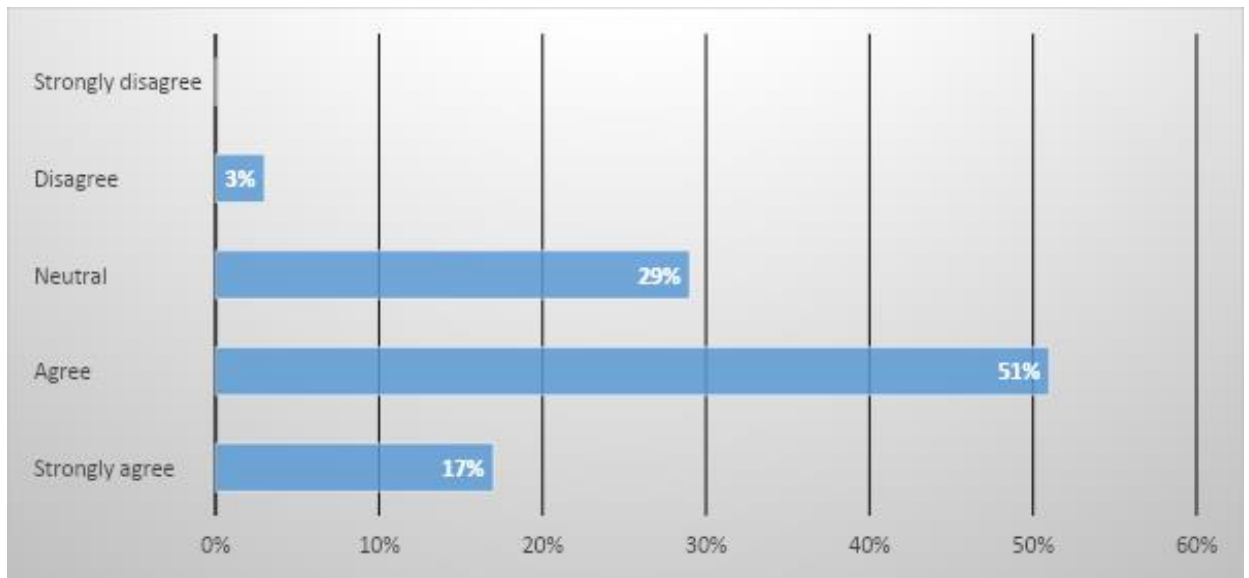
provides every type of information .26% of the respondents are in a neutral approach about the statement. The rest 4% of the respondents disagree with the statement.

v)Table 4.20 The SBI Bank’s site makes accurate promises about the Services being delivered

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	21	16.8%
Agree	64	51.2%
Neutral	36	28.8%
Disagree	4	3.2%
Strongly Disagree	0	-
TOTAL	125	100

Source : Primary data

v)Figure 4.20 The SBI Bank’s site makes accurate promises about the Services being delivered



Source : Primary data

Interpretation

Table 4.20 shows the respondents opinion on the statement “SBI bank’s site makes accurate promises about the services delivered”.68% (17%+51%) of the respondents agree with the statement that SBI bank’s site make accurate promises about the services being delivered.29% of the respondents are in neutral approach towards the statement. The rest of the respondents 3% of the respondents disagreed with the statement.

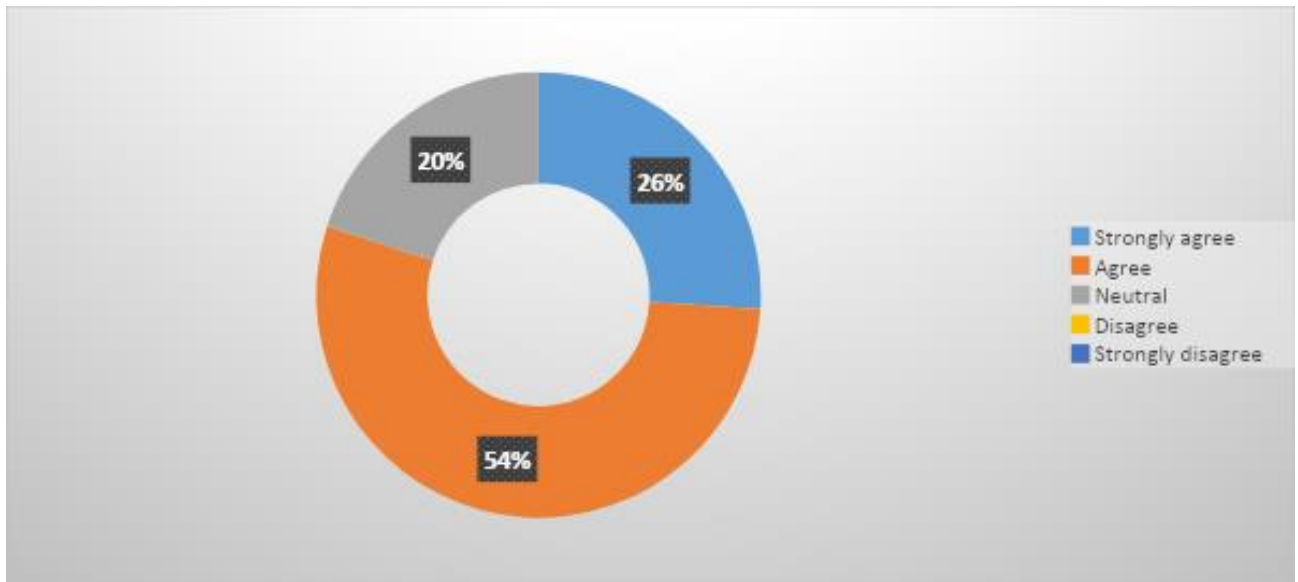
Privacy measurement

i)Table 4.21 E-banking services of SBI Bank are provided by maintaining Confidentiality

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	32	25.6%
Agree	68	54.4%
Neutral	25	20%
Disagree	0	-
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

ii)Figure 4.21 E-banking services of SBI Bank are provided by maintaining Confidentiality



Source:Primary data

Interpretation

Table 4.21 shows the respondents opinion on the statement “E-banking services of SBI Bank are provided by maintaining Confidentiality”.80% (54%+26%) of the respondents agreed that the e-banking services of SBI bank are provided by maintaining confidentiality. 20% of the respondents have a neutral approach towards this statement. None of the respondents disagreed with the statement.

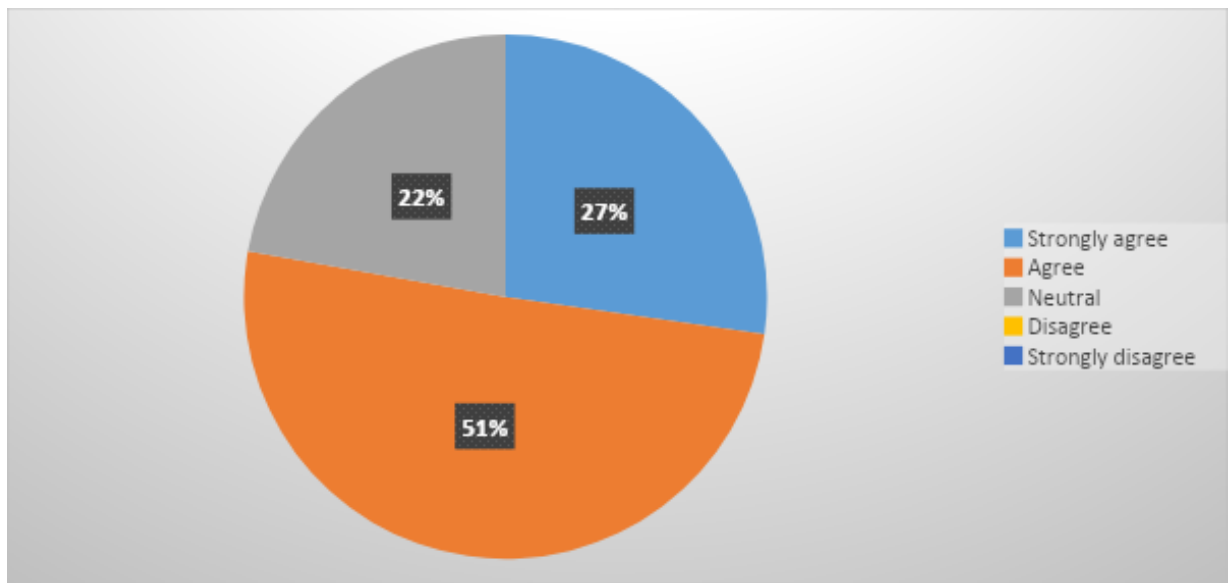
ii)Table 4.22 Using E-banking services of SBI Bank provides privacy

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	34	27.2%
Agree	63	50.4%
Neutral	28	22.4%
Disagree	0	-
Strongly Disagree	0	-

TOTAL	125	100
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Source: Primary data

ii)Figure 4.22 Using E-banking services of SBI Bank provides privacy



Source: Primary data

Interpretation

Table 4.22 shows the respondents opinion on the statement “Using e-banking services of SBI bank provides privacy”.76%(51%+27%) of the respondents have a positive opinion towards this statement.22% of the respondents neither agree nor disagree with the statement. None of the respondents disagreed with the statement.

Cost measurement

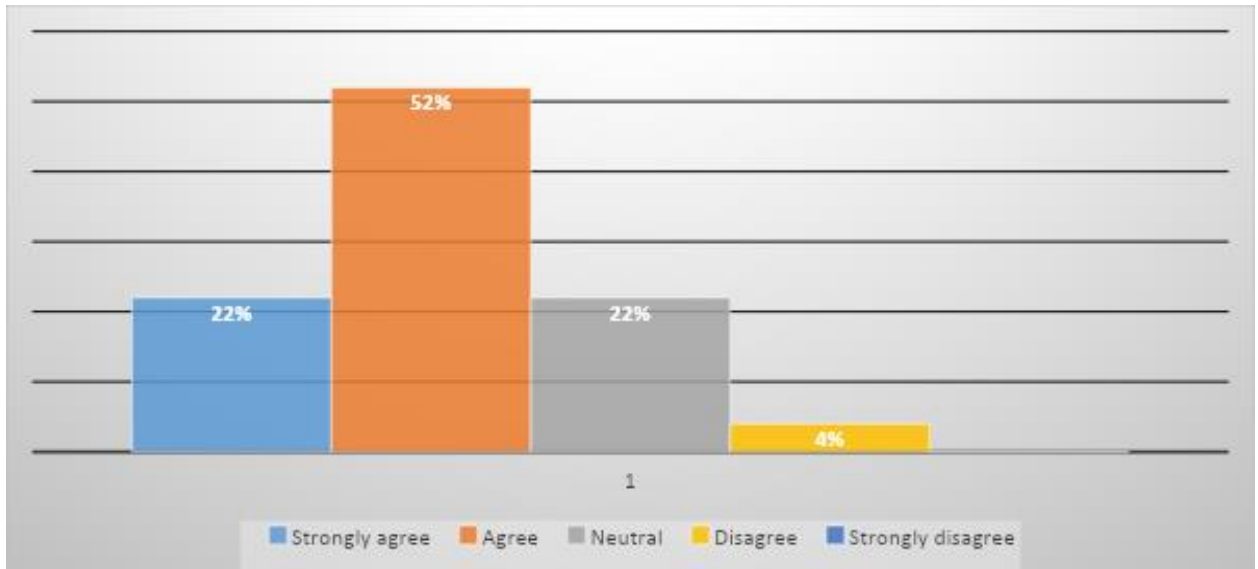
i)Table 4.23 E-banking services of SBI Bank are cost effective

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	28	22.4%
Agree	65	52%

Neutral	27	21.6%
Disagree	5	4%
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

i)Figure 4.23 E-banking services of SBI Bank are cost effective



Source: Primary data

Interpretation

Table 4.23 shows the respondents opinion on the statement “E-banking services of SBI are cost effective”.74% of the respondents (22%+52%) of the respondents agreed that the e-banking services of SBI are cost effective”.22% of the respondents have a neutral approach towards this statement.4% of the respondents disagreed the statement.

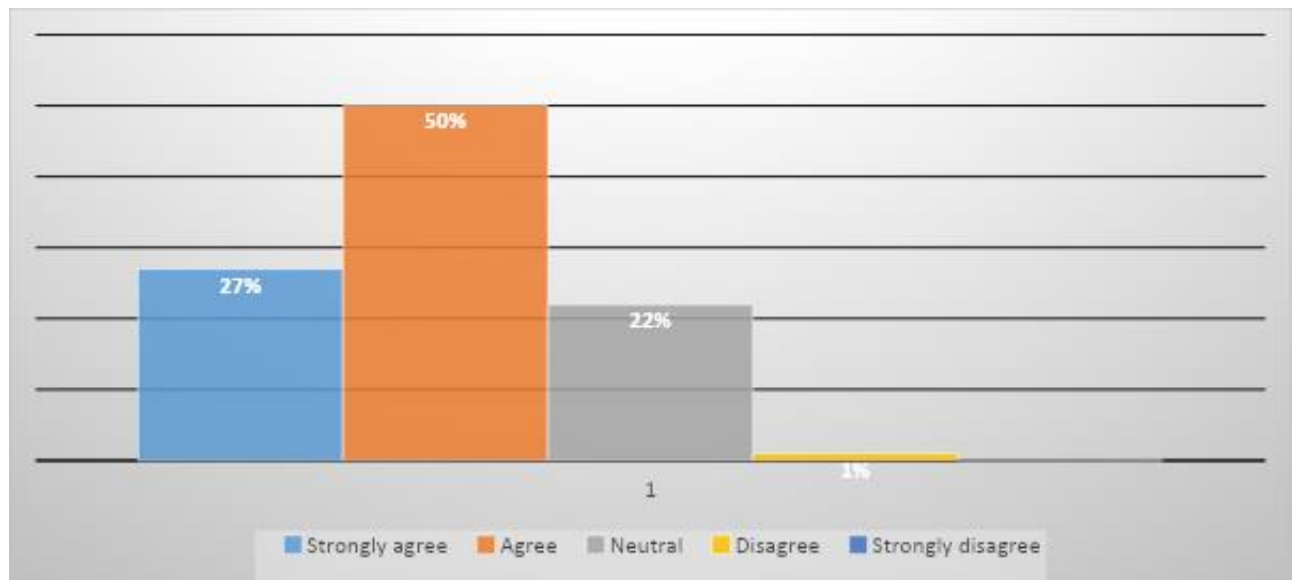
ii) Table 4.24 E-banking services of SBI Bank save money Spent in going to-and-from the Bank to get the service

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	34	27.2%

Agree	63	50.4%
Neutral	27	21.6%
Disagree	1	0.8%
Strongly Disagree	0	-
TOTAL	125	100

Source:Primary data

ii) Figure 4.24 E-banking services of SBI Bank save money Spent in going to-and-from the Bank to get the service



Source : Primary data

Interpretation

Table 4.24 shows the respondents opinion on the statement “E-banking services of SBI Bank save money Spent in going to-and-from the Bank to get the service”. 77% (27%+50%) of the respondents agreed with the statement that the e-banking services of SBI bank save money spent in going to-and-from the bank to get service. 22% of the respondents have a neutral approach towards this statement. The rest 1% of the respondents disagreed with the statement.

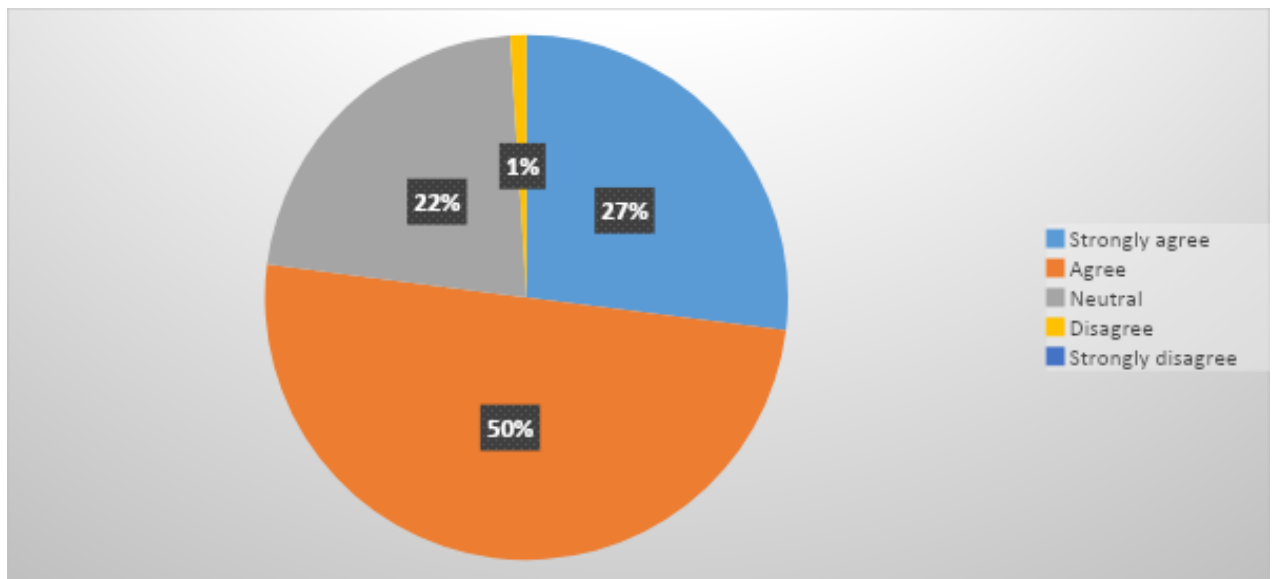
Security measurement

i)Table 4.25 I think the net banking system of SBI Bank is safe

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	33	26.4%
Agree	63	50.4%
Neutral	28	22.4%
Disagree	1	0.8%
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

i)Figure 4.25 I think the net banking system of SBI Bank is safe



Source :Primary data

Interpretation

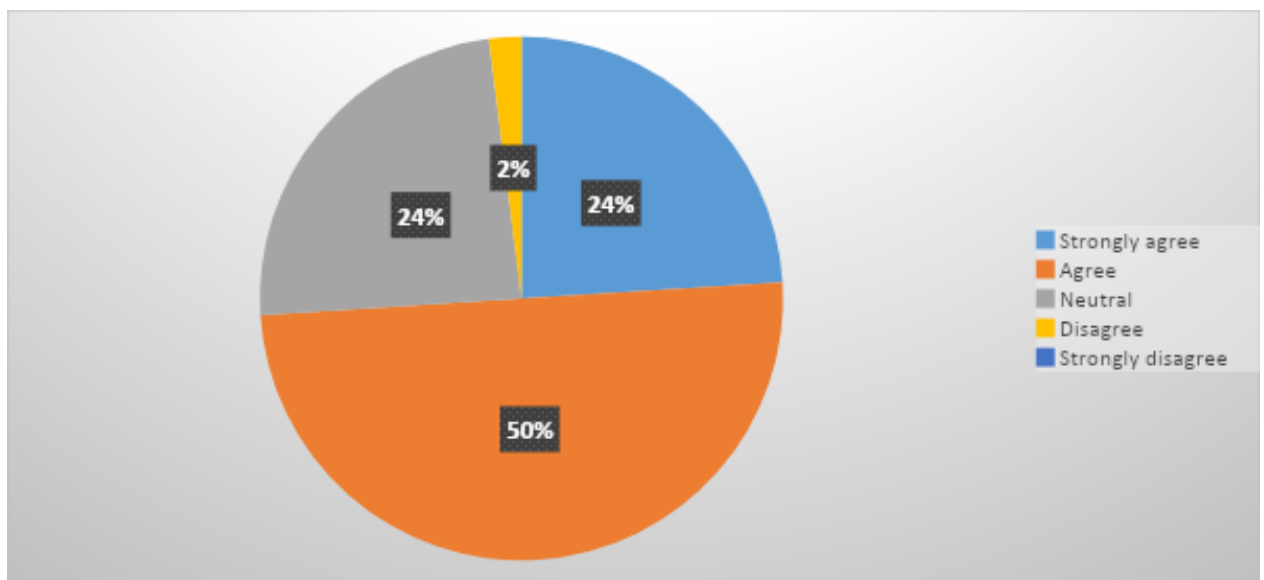
Table 4.25 shows the respondents opinion on the statement “I think the net banking system of SBI bank is safe”. 77%(50%+27%)of the respondents agreed that the net banking system of SBI is safe. 22% of the respondents have a neutral approach towards this statement. Only 1% of respondents express a disagreement on this statement.

ii) Table 4.26 Using an ATM and Credit Cards of SBI Bank are secure

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	30	24%
Agree	62	49.6%
Neutral	30	24%
Disagree	3	2.4%
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

ii)Figure 4.26 Using an ATM and Credit Cards of SBI Bank are secure



Source :Primary data

Interpretation

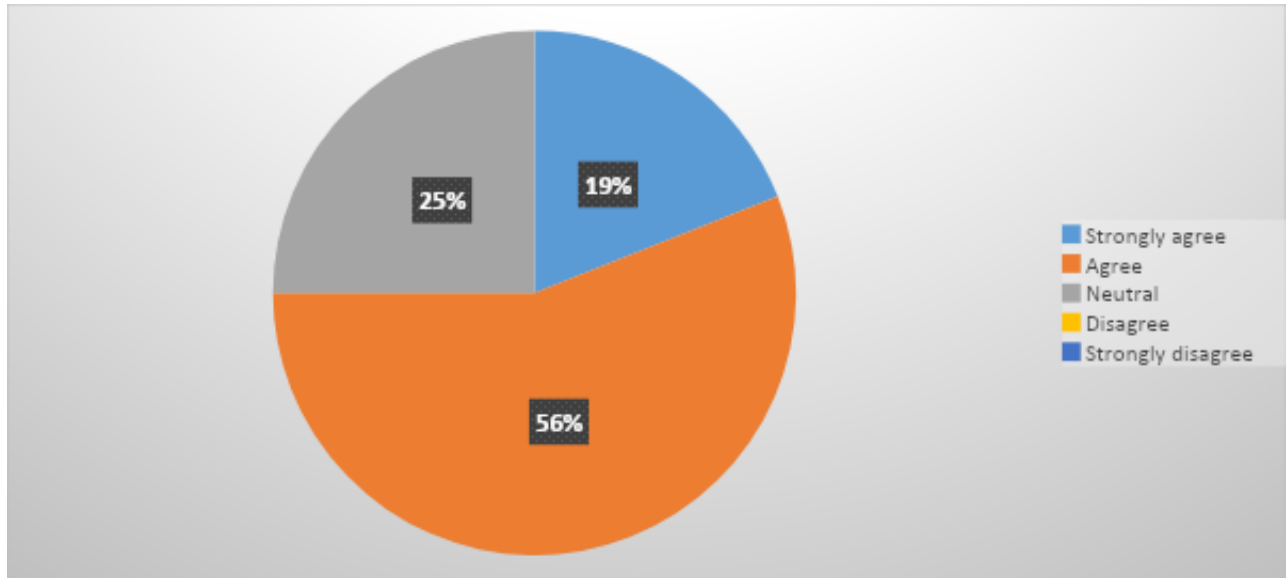
Table 4.26 shows the respondents opinion on the statement “Using an ATM credit cards of SBI bank are secure”.74%(50%+24%) of the respondents strongly agreed that the credit cards of SBI banks are secure.24% of the respondents have a neutral approach towards this statement. The remaining 2% of the respondents disagreed with the statement.

iii) Table 4.27 E-banking services of SBI Bank supply a sufficient control through controlling procedures applied on input, output and processes for the safety of the client

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	24	19.2%
Agree	70	56%
Neutral	31	24.8%
Disagree	0	-
Strongly Disagree	0	-
TOTAL	125	100

Source: Primary data

iii) Figure 4.27 E-banking services of SBI Bank supply a sufficient control through controlling procedures applied on input, output and processes for the safety of the client



Source :Primary data

Interpretation

Table 4.27 shows the respondents opinion on the statement “ E-banking services of SBI Bank supply a sufficient control through controlling procedures applied on input, output and processes for the safety of the client”. 75% (56%+19%) of the respondents agreed that the e-banking services of SBI bank supply sufficient control through controlling procedures applied on input, output and processes for the safety of the client.25% of the respondents have a neutral approach towards this statement. None of the respondents disagreed with this statement.

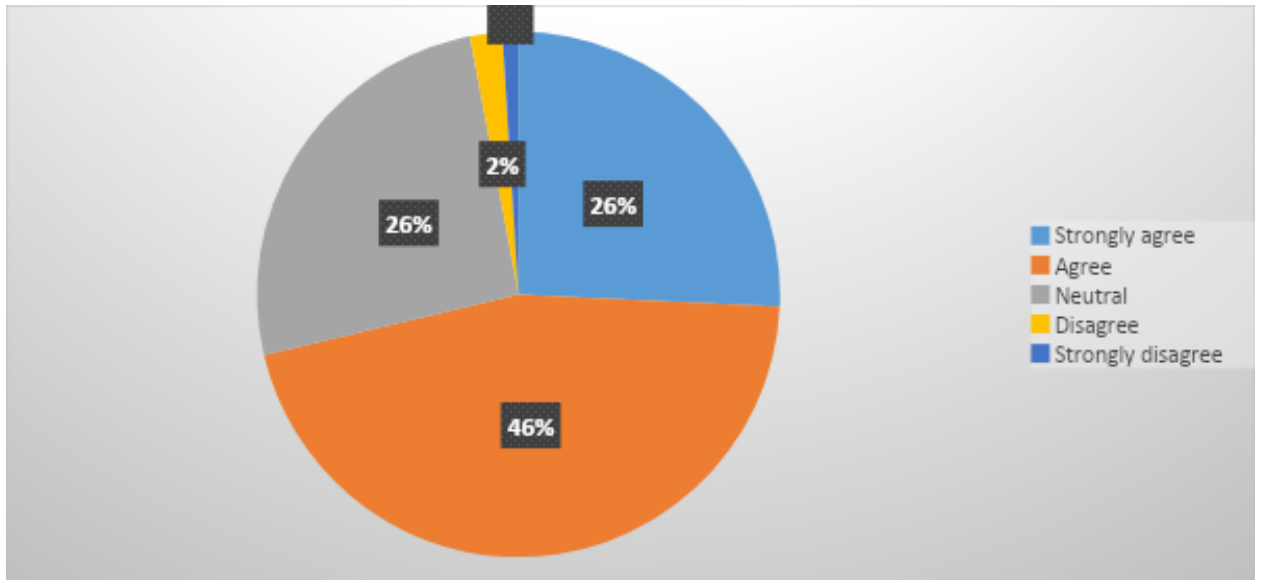
iv)Table 4.28 SBI Bank does not misuse my personal Information

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	32	25.6%
Agree	57	45.6%
Neutral	33	26.4%
Disagree	2	1.6%

Strongly Disagree	1	0.8%
TOTAL	125	100

Source :Primary data

iv)Figure 4.28 SBI Bank does not misuse my personal Information



Source :Primary data

Interpretation

Table 4.28 shows the opinion of respondents on the statement “SBI bank does not misuse my personal information”. 71%(45%+26%) of the respondents agreed that SBI bank does not misuse my personal information. 26% of the respondents have a neutral approach towards this statement. 3% (2%+1%) of the respondents disagreed with the statement.

Satisfaction measurement

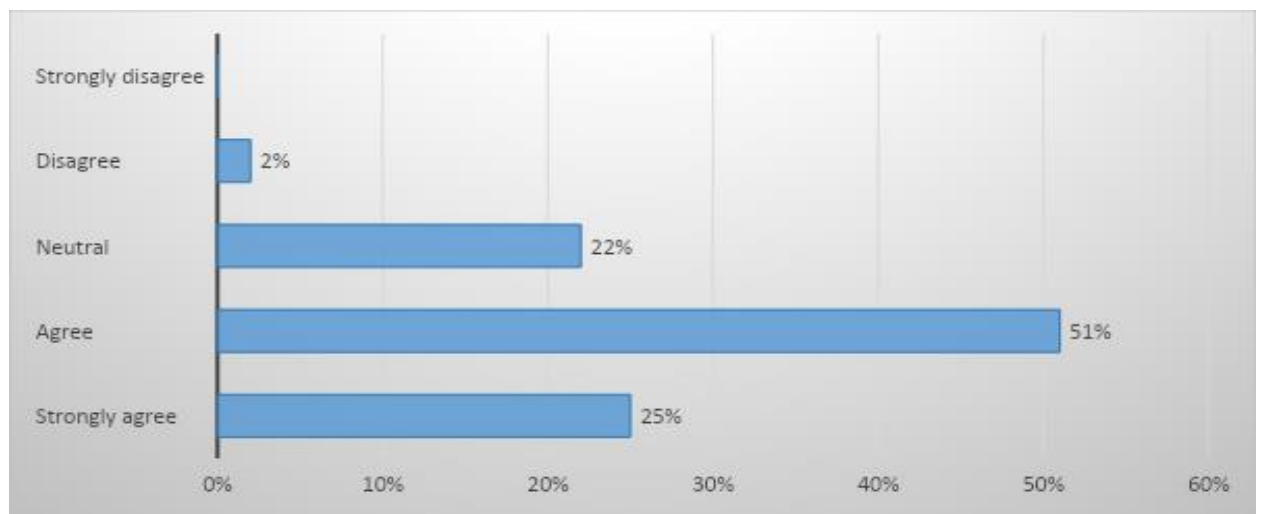
i)Table 4.29 I am satisfied with the E-banking services of SBI Bank

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	31	24.8%

Agree	64	51.2%
Neutral	28	22.4%
Disagree	2	1.6%
Strongly Disagree	0	-
TOTAL	125	100

Source :Primary data

i)Figure 4.29 I am satisfied with the E-banking services of SBI Bank



Source :Primary data

Interpretation

Table 4.29 shows the respondents opinion on the statement “I am satisfied with the e-banking services of SBI Bank”.76%(25%+51%) of the respondents agreed that they are satisfied with the e-banking services of SBI bank.22% of the respondents neither agree nor disagree the statement.2% of the respondents disagreed the statement.

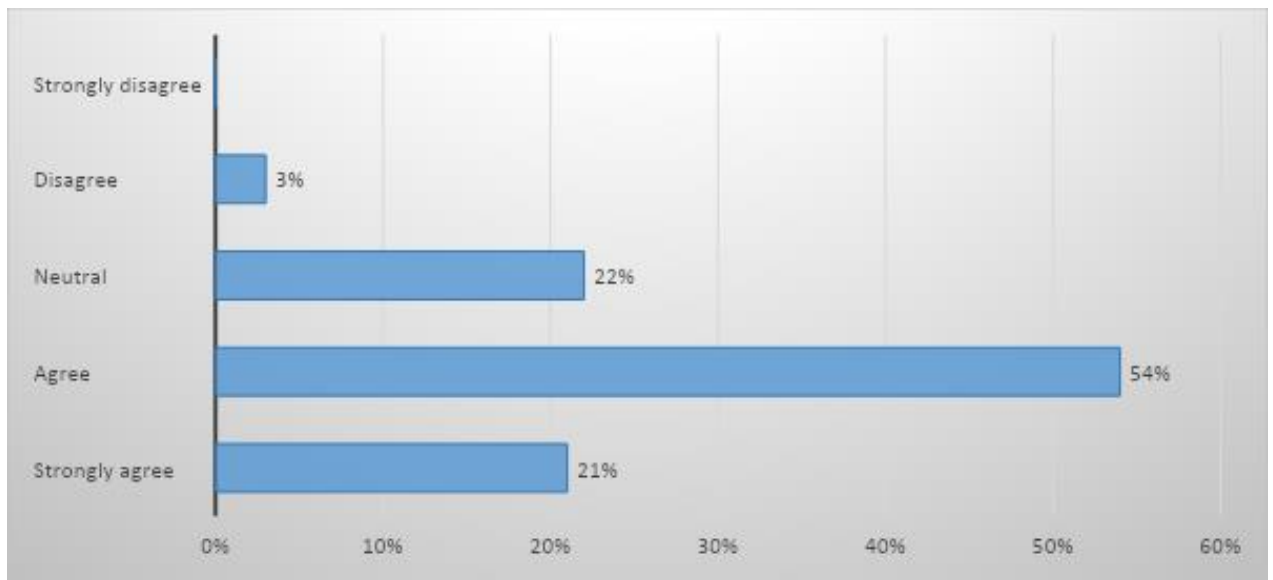
ii)Table 4.30 I will strongly recommend others to use the online Banking facility of SBI Bank

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	26	20.8%

Agree	67	53.6%
Neutral	28	22.4%
Disagree	4	3.2%
Strongly Disagree	0	-
TOTAL	125	100

Source :Primary data

ii)Figure 4.30 I will strongly recommend others to use the online Banking facility of SBI Bank



Source: Primary data

Interpretation

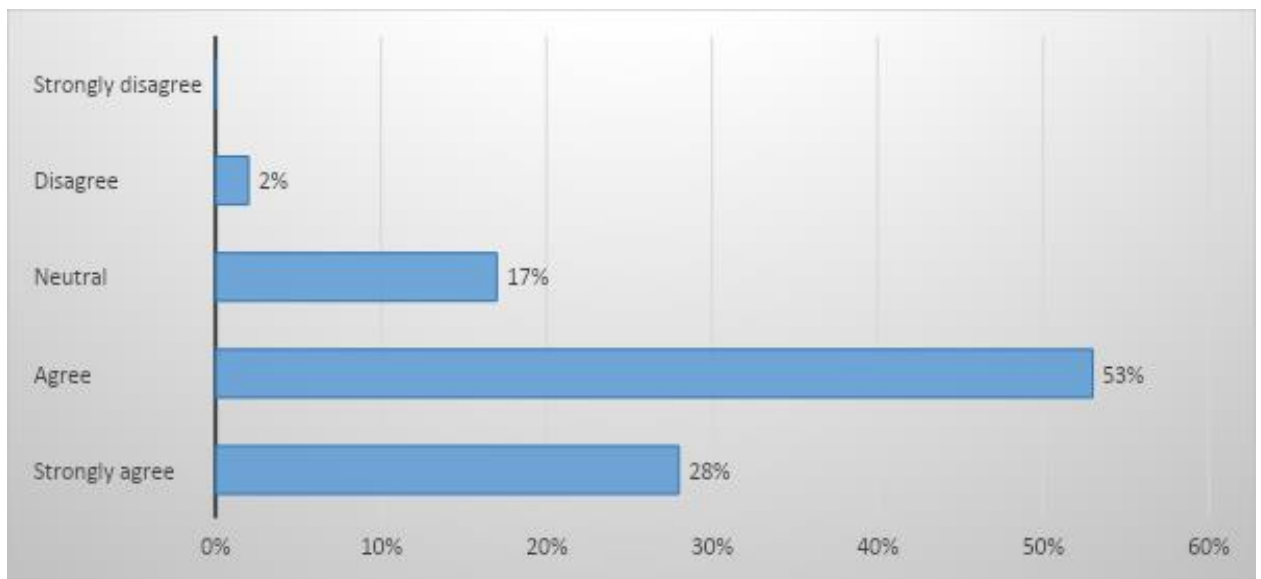
Table 4.30 shows the respondents opinion on the statement “I will strongly recommend others to use the online banking facility of SBI bank”.75%(21%+54%) of the respondents agreed that they will strongly recommend others to use the online banking facility of SBI bank.22% have a neutral approach and the rest 3% of the respondents disagreed the statement.

iii)Table 4.31 I will continue to use Electronic Banking services of SBI Bank in the future

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	35	28%
Agree	66	52.8%
Neutral	21	16.8%
Disagree	3	3.4%
Strongly Disagree	0	-
TOTAL	125	100

Source :Primary data

iii)Figure 4.31 I will continue to use Electronic Banking services of SBI Bank in the future



Source: Primary data

Interpretation

Table 4.31 shows the respondents opinion on the statement “I will continue to use Electronic banking services of SBI bank in future”.81% (28%+53%)of the respondents agreed that they will continue to use electronic banking services of SBI bank in future.17% have a neutral approach towards this statement.2% of the respondents disagreed the statement.

CHAPTER 5

**SUMMARY, FINDINGS,
RECOMMENDATIONS, AND
CONCLUSION**

5.1 SUMMARY

Paperless banking entails lowering the carbon footprint of banking activities. Paperless banking refers to banking activities conducted in areas and in ways that contribute to overall reductions in external carbon emissions and internal carbon footprint.

Banks should finance green technology and pollution-reduction projects to reduce external carbon emissions. The current scale of banking operations has significantly increased banks' carbon footprint due to their massive use of energy.

This project is a part of study, and focuses on paperless banking initiatives of State Bank of India and the consumer perception about bank's initiatives among the account holders. A survey is conducted among account holders to know about their knowledge regarding the concept of paperless banking, consumer's awareness about SBI YONO facility, to measure their satisfaction level on these paperless banking initiatives etc.

This research among 125 account holders found that most of them are aware about the concept of paperless banking initiatives, steps of paperless banking like internet and mobile banking facilities etc.

The research found that the majority of the account holders are satisfied with the paperless banking services of SBI and agree that it reduces cost and is vital for the environment. The study has also found that the majority of the respondents are aware about the internet and mobile banking facilities of SBI.

5.2 FINDINGS

This research was done on 125 account holders of State Bank of India. Data is collected from the account holders to find out the awareness and their perceptions on paperless banking initiatives of SBI. Detailed analysis of the survey is under:

- It is evident from the respondents that 49% of the SBI users are satisfied with the current e-banking services.
- 44% of the respondents use ATMs 1 to 3 times per month.
- Majority of the respondents are aware about the e-banking services of SBI through bank officials, Family members, Online ads and so on.
- 79% of the SBI users are aware about the SBI YONO app facility. The rest 21% are aged persons whose age is in between 50 to 60 and they are not aware about the SBI YONO app facility.

- 59% of the respondents strongly agreed that the e-banking system of SBI is very simple to use and only 2% of the respondents disagreed with the statement.
- 59% of the SBI users believe that the e-banking services of SBI are user-friendly. But some of the aged respondents do not have enough knowledge to use phones and other electronic equipment, so it is difficult for them to use these services.
- 57% of SBI users easily learned the e-banking facilities provided by SBI bank and the rest of the respondents include aged persons.
- 61% of the respondents are satisfied with the e-banking services of SBI. They agreed that they fit with their needs and wills.
- 62% of the SBI users said that the SBI bank offers great facilities.
- 58% of SBI users believe that the e-banking services can be carried out from anywhere.
- 44% of the respondents agreed that when SBI Bank promises to do something by a certain Time, it does so.
- 53% of the respondents agreed that the online transactions with the SBI bank are always accurate.
- 51% of the SBI users agreed that the services delivered through SBI are very quick. But the rest of the respondents disagreed with the statement because sometimes the website server gets down.
- 53% of the respondents feel that the SBI bank's website provides every type of information which you need from the bank.
- 54% of the SBI users agreed that the e-banking services are provided by maintaining confidentiality.
- 50% of the respondents also agreed that the e-banking services of SBI bank provides privacy.
- 52% of the respondents agreed that the e-banking services of SBI bank are cost effective.
- 50% of the respondents believe that the e-banking service saves time and cost.
- 50% of SBI users feel that the e-banking services of SBI are safe from fraud and errors but the rest of the respondents have the fear of fraud so they don't completely believe in the statement.
- 56% of the respondents agreed that the E-banking services of SBI Bank supply sufficient control through controlling procedures applied on input, output and processes for the safety of the client.
- 46% of the respondents agreed that the SBI does not misuse any personal information and the rest of the respondents disagreed with the statement.
- 52% of the respondents are satisfied with e-banking services of SBI.
- 54% of the SBI users are ready to recommend the e-banking services to others.
- 53% of the respondents will continue to use the e-banking services of SBI in the future also.

5.3 RECOMMENDATIONS

- Encourage paperless banking transactions, by educating students about banking practices so that it can create awareness in their families too.
- Provide environment friendly rewards to customers.
- Make more people aware of e- banking so that it would save a lot of their time and energy.
- Make the system a little more user friendly to attract more customers.
- Make the services friendlier for students.
- When the server goes down while an important payment is to be done creates a huge havoc among customers .So they should take actions to solve this issue.
- Should take necessary actions to make online services more friendlier for senior citizens.
- The bank should educate senior citizens on the use of internet banking services.

5.4 CONCLUSION

In this present era the importance of paperless banking is increasing day by day. It helps to protect the environment by reducing carbon footprint, promotes economic growth and improves the quality of assets of the banks in future. It helps to avoid much paperwork and rely on online, electronic transactions for processing, which means less cutting down of trees, conservation of natural resources.

Banks can enhance their image by introducing paperless banking initiatives. People must be educated regarding the usage of these facilities as well. Paperless banking is a forward-thinking, proactive approach to future sustainability. For effective implementation of paperless banking, RBI and Government must formulate green policy guidelines so that banks can act like a guideline towards the economic transformation and create a platform that would create many opportunities for financing, investment policy and contribute towards creation of a low carbon economy. Thus banks play a vital role in transforming Earth to a greener planet free from environmental hazards.

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APPENDIX

QUESTIONNAIRE

PERCEPTION OF ACCOUNT HOLDERS ON PAPERLESS BANKING INITIATIVES OF STATE BANK OF INDIA:A STUDY CONDUCTED IN ERNAKULAM DISTRICT.

Dear respondent,

We are B.Com final year students of St. Teresa's College (Autonomous)Ernakulam.This survey is a part of our project which is centred on the idea of “ **Perception of account holders on paperless banking initiatives of State Bank of India:A study conducted in Ernakulam district.**”It aims to investigate the consumers perceptions on paperless banking. The data provided by you will be used for academic purposes only.We would appreciate it if you could take a few minutes to complete this survey.

Note: Please check or complete the space as indicated.

Email:

1. Age:

- Less than 21
- 22 to 30
- 31 to 40
- 41 to 50
- 51 to 60
- More than 60

2. Gender:

- Male
- Female
- Others

3. Occupation:

- Self employed
- Govt. Employee

- Private Company Employee
- Unemployed
- Student
- Others

4.Monthly Income:

- Less than 10000
- 10000- 30000
- 30001- 50000
- 50001- 70000
- More than 70000

5. What e-banking services do you use?

- Inter account transfers
- Bill payments
- Check balances online
- Download personal bank transaction activity
- Apply for loan
- All of the above

6. You are satisfied with the current e-banking services of SBI Bank.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

7. How frequently do you use an Automated Teller Machine (ATM) per month?

- Less than 1
- 1 to 3 times
- 4 to 6 times

- 7 to 9 times
- Over 9 times

8. How did you get knowledge about e-banking services of the bank?

- Bank officials
- Online ads
- Family members
- Advertisement
- Any other

9. Are you aware about the SB I YONO facility?

- Yes
- No

10. Ease of use measurement

a) The E-banking system of SBI is very simple to use.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

b) The E-banking facility provided by the Bank is user friendly.

- Strongly agree
- Agree
- Neutral

Disagree

Strongly disagree

c) I can easily learn to use the E-banking services provided by a bank.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

11. Convenience measurement

a) E-banking services offered by the bank fit with my needs and wills.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

b) E-banking services offer great facilities.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

c) You can carry out E-banking services anywhere.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

12. Fulfillment

a) When the bank promises to do something by a certain Time, it does so.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

b) My online transactions with the bank are always accurate.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

c) The service delivered through the bank's website is Quick.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

d) The bank's site makes accurate promises about the Services being delivered.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

e) I feel that the bank's website provides every type of information which you need from the bank.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

13. Privacy measurement

a) E-banking services are provided by maintaining Confidentiality.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

b) Using E-banking services Provides privacy.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

14. Cost measurement

a) E-banking services are cost effective.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

b) E-banking services save money Spent in going to-and-from the Bank to get the service.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

15. Security measurement

a) I think the net banking system is safe.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

b) Using an ATM and Credit Cards are secure.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

c) E-banking services supply a sufficient control through controlling procedures applied on input, output and processes for the safety of the client.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

d)The bank does not misuse my personal Information.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

16.Satisfaction measurement

a)I am satisfied with the E-banking services.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

b) I will strongly recommend others to use the online Banking facility of the bank.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

c)I will continue to use Electronic Banking services in the future.

SBI Strongly agree Agree Neutral Disagree Strongly disagree

17) Give your valuable suggestions to improve E-banking services.(If any)