

A Detailed Study One-Banking Facilities

Siddesh Deepak More¹, Prof. Zakir Farooqui²

¹Student of Master of Management Studies, Alamuri Ratnamala Institute of Engineering and Technology, Mumbai University, [Mailto:Siddesh.0610@gmail.com](mailto:Siddesh.0610@gmail.com)

²Assistant Professor, MMS Department, Alamuri Ratnamala Institute of Engineering and Technology University of Mumbai mmsho.armiet@gmail.com

Abstract—E-banking has transformed the financial sector, providing customers with convenient and efficient banking services through digital platforms. This study explores various aspects of e-banking facilities, including internet banking, mobile banking, and digital payment systems. It highlights the advantages, challenges, and security concerns associated with e-banking. The research also examines customer preferences, adoption rates, and emerging trends in online banking. Findings suggest that technological advancements, customer trust, and regulatory frameworks play crucial roles in shaping the future of e-banking.

Keywords—E-Banking, Digital Banking, Online Transactions, Mobile Banking, Financial Technology, Security.

I. INTRODUCTION

E-banking, also known as digital banking, refers to the use of electronic means to conduct financial transactions. With the rise of technology and internet penetration, banking services have become more accessible and efficient. This study aims to analyze the growth, impact, and challenges of e-banking, focusing on its role in the modern financial ecosystem.

II. EVOLUTION AND GROWTH OF E-BANKING

The digital transformation of banking services has led to the rapid expansion of e-banking facilities. This section explores the historical development and the increasing adoption of online banking.

III. Advantages and Challenges of E-Banking

E-banking offers benefits such as convenience, cost-effectiveness, and accessibility. However, it also poses challenges, including cybersecurity threats, digital fraud, and regulatory concerns.

IV. Customer Adoption and Behavior in E-Banking

Consumer preference for digital banking services is influenced by factors such as ease of use, security, and technological advancements. This section examines adoption trends and customer satisfaction levels.

V. Future Trends in E-Banking

Emerging technologies like artificial intelligence, blockchain, and open banking are shaping the future of e-banking. This section explores innovations that will drive the next phase of digital banking.

VI. OBJECTIVES OF THE STUDY

1. To analyze the evolution and growth of e-banking facilities.
2. To examine the advantages and challenges associated with digital banking.
3. To study customer behavior and adoption trends in e-banking.
4. To evaluate security concerns and solutions in online banking.
5. To explore the future trends and technological advancements in e-banking.

VII. SCOPE OF THE STUDY

This research covers various e-banking facilities, including online banking, mobile banking, and payment gateways. It examines factors influencing customer adoption, security risks, and regulatory challenges. The study provides insights into how banks can enhance digital services to improve user experience and trust.

CONCLUSION

E-banking has revolutionized the financial sector by providing enhanced convenience and efficiency. However, security concerns and regulatory challenges must be addressed to ensure sustainable growth. Banks need to adopt advanced technologies and customer-centric strategies to remain competitive in the digital era.

REFERENCES

1. Turban, E., Pollard, C., & Wood, G. (2018).
2. Laudon, K. C., & Traver, C. G. (2021).
3. Chaffey, D. (2019).