

CYBER-BANKING

Reepu

Assistant Professor, University School of Business, Chandigarh University, Ajitgarh, Punjab, India

ABSTRACT

The financial sector is the backbone of each economy. The readiness of the financial sector to adopt the objectives of economic and social development and to create a bigger quality of resources to fulfill the rising challenges of the economy could be a necessary condition of development. The financial sector includes Capital sector, Insurance and industry and contributes over 25% in the growth of the economy. The overall development of any economy depends more on a sound banking sector and India is also not an exception in this case. The present paper is an attempt to understand the satisfaction of users for input/output functions as well as bill payment services offered by different private as well as public sector banks.

KEYWORDS: *Banking Sector, Bill Payment, Input/output Functions, Satisfaction*

Article History

Received: 19 Apr 2019 | Revised: 24 Apr 2019 | Accepted: 06 May 2019
