

PERCEIVED INTERNET BANKING SECURITY AMONG SELECT CUSTOMERS OF INDIAN OVERSEAS BANK

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ABSTRACT

The Internet has revolutionized banking, allowing people to bank conveniently anytime and anywhere without visiting a physical branch. While Internet banking is fast and convenient, it poses security challenges. To ensure customer safety during online transactions, banking institutions, including Indian Overseas Bank in Bangalore, have implemented security measures. This study evaluates the Internet banking security measures of the Indian Overseas Bank, aiming to benefit its customers. A research instrument was used to collect responses from 50 customers, and their feedback was analyzed to provide suggestions for improvement.

Keywords: *Internet Banking, Mobile Banking, Internet Security*

Introduction

With the third-largest internet population in the world, India holds immense potential for internet development in the upcoming years, following only China and the United States. The banking sector is a significant beneficiary of this internet revolution, witnessing remarkable growth in banking technology products. Internet banking offers numerous advantages, allowing people to conveniently pay for services from the comfort of their homes without visiting a physical branch. This enables customers to swiftly complete transactions, saving them time and effort. Internet banking systems are highly versatile, facilitating activities such as balance inquiries, withdrawals, and deposits, viewing bank statements, and accessing transaction records. Despite these advantages, ensuring the security of customers' financial information remains a top concern for all banks.

Types of E-Banking

A. There are several types of e-banking services that cater to the diverse needs of customers. These services include:

1. Deposits, withdrawals, inter-account transfers, and payment of linked accounts at an ATM: With this service, customers can conveniently perform various banking activities

at an automated teller machine (ATM). They can deposit funds, withdraw cash, transfer money between their accounts, and make payments to linked accounts, all without visiting a physical branch.

2. Buying and paying for goods and services using debit cards or smart cards: This type of e-banking service enables customers to make purchases and payments electronically using their debit cards or smart cards. It eliminates the need to carry cash or a chequebook, offering a secure and convenient method of transaction.
3. Using a telephone for direct banking: This service allows customers to perform banking transactions using a telephone. They can make a balance inquiry, transfer funds between accounts, and make payments to linked accounts, all by simply dialing a designated phone number. This feature provides customers with a quick and hassle-free way to manage their finances remotely.
4. Using a computer for direct banking: With the advent of online banking, customers can use their computers to access a wide range of banking services. They can check their account balances, transfer funds between accounts, and pay bills or make payments to linked accounts. This service offers customers the flexibility to perform banking activities from the comfort of their own homes or offices, at any time that suits them.

These various types of e-banking services provide customers with greater convenience, efficiency, and accessibility in managing their financial transactions. They offer a seamless digital banking experience that aligns with the evolving needs and preferences of modern-day customers.

Advantages of E-Banking

- i. Account Information: This e-banking service provides customers with real-time access to their account balances and a summary of their daily transactions. They can quickly and conveniently check the status of their funds, ensuring they have up-to-date information on their financial activities.
- ii. Fund Transfer: With this service, customers can efficiently manage their supply-chain network by utilizing an online fund transfer mechanism. They have the flexibility to transfer funds in real-time across various bank locations, enabling smooth and timely transactions between accounts.
- iii. Request: This e-banking feature allows customers to make banking requests online. Whether it's applying for a new account, requesting a loan, or seeking assistance with a specific banking service, customers can conveniently submit their requests electronically, saving time and effort.

iv. Downloading of Account Statements: Customers have the option to download their account statements in different formats, such as Excel files or text files. This enables them to easily access and organize their financial data, facilitating better financial planning, analysis, and record-keeping.

These e-banking services enhance the overall banking experience by providing customers with real-time access to their account information, efficient fund transfer capabilities, convenient online request submission, and the flexibility to download and manage account statements digitally. This technology-driven approach offers convenience, transparency, and empowerment to customers in managing their financial affairs.

Limitation of E-Banking

E-banking, while offering numerous benefits also comes with certain limitations and potential risks that users should be aware of. One limitation is related to safety concerns surrounding ATMs. Users may encounter situations where their personal safety is at risk while using ATMs, especially in secluded or poorly lit areas. Another limitation is the potential abuse of bank cards by fraudsters at ATMs. Criminals may employ various tactics to steal card information or manipulate the ATM to gain unauthorized access to accounts. Additionally, there is a risk associated with providing card numbers when making online purchases. Users need to be cautious about sharing their card details on unsecured websites, as it increases the likelihood of their information being compromised. These limitations highlight the importance of adopting security measures, being vigilant while conducting e-banking transactions, and ensuring the use of secure platforms to mitigate potential risks and protect personal and financial information.

Impact of E-Banking on Traditional Services

E-banking transactions offer cost advantages compared to branch or phone transactions, potentially causing traditional banks with extensive branch networks to face a competitive disadvantage. This phenomenon, often referred to as the "beached dinosaur" theory, suggests that e-banks can undercut brick-and-mortar banks. The ease of setting up e-banks attracts numerous new entrants unencumbered by legacy systems, cultures, and structures, enabling them to be adaptable and responsive. E-banking provides consumers with greater choice, potentially reducing customer loyalty. Portal providers may capture a significant share of banking profits, acting as intermediaries connecting buyers and sellers or payers and payees, while specialized providers offer specific products. Traditional banks may be left primarily with payment and settlement business, and even this role could face uncertainty.

The evolution of traditional banks will be challenging, as they may face difficulties in making cash acquisitions and attracting additional capital from the stock market, unlike internet

firms that seem to have an easier time attracting investments. E-banking is essentially a new delivery channel for banking services, similar to the introduction of ATMs. Experiences in Scandinavia, a highly advanced e-banking region, suggest that the future lies in "clicks and mortar" banking, where customers desire comprehensive banking services across multiple channels. This concept aligns with "Martini Banking," enabling banking anytime, anywhere, anyhow.

Traditional banks are beginning to counterattack, but the startup costs of establishing an e-bank are high. Building a trusted brand necessitates substantial advertising expenditure and investment in advanced technology to ensure security and privacy, which are crucial for gaining customer approval. E-banks have discovered that retail banking becomes profitable only after achieving a large critical mass, prompting many to focus on providing tailored services to wealthier clientele. E-banking transactions require interfaces to communicate with banking customers, and these electronic devices serve as delivery channels interacting with customers and connecting with other banking systems.

Review of Literature

Multiple studies have emphasized the significance of security in the realm of Internet banking. Broderick and Vicharapornpuk (2002) conducted a study that focused on the importance of customer involvement in designing and delivering high-quality service in Internet banking. Guraau (2002) examined the current state of online banking and its associated services, with particular attention given to the virtual banking system. Karjaluoto, Mattila, and Pento (2002) aimed to identify the factors that shape consumers' attitudes toward electronic banking. Hutchinson and Warren (2003) investigated the financial services of electronic commerce, specifically Internet banking, and the benefits it offers to customers. This study also delved into internet banking security measures and various techniques for safeguarding customers' data privacy. Rotchanakitumnuai and Speece (2003) discovered that corporate customers were not readily embracing electronic banking, which could help banks improve the efficiency of self-service technology in various banking transactions. Lympero and Chaniotakis (2004) evaluated the allusion of internet banking technology and its impact on the market, considering different factors affecting its adoption. Li and Worington (2004) explored the relationship between internet banking and electronic activities in business and industrial settings.

Pikkarainen, Pikkarainen, Karjaluoto, and Pahlila (2004) emphasized how electronic banking expertise has given rise to new banking practices, particularly through online banking. They employed a technology acceptance model to manage the online environment. Singh (2004) studied the influence of online banking and internet banking trends, with a focus on the latest banking technology products and services for economic growth. Gupta

(2006) analyzed the potential of Internet banking and highlighted its ability to penetrate every corner of the world, particularly in a country like India. Flavián, Guinalíu, and Torres (2006) investigated how customers' trust in traditional banks influenced their adoption of internet banking services. Lichtenstein and Williamson (2006) elucidated the factors influencing consumer decision-making when choosing internet banking services in the Australian context. Ndubisi and Sinti (2006) discussed the impact of internet banking on customers' attitudes, needs, and activities, with a particular focus on adoption in Malaysia.

Abu-Shanab and Pearson (2007) examined the key determinants of internet banking adoption in Jordan. Kamakodi and Khan (2008) observed a significant transformation in Indian banking services over a 15-year period since the liberalization of the banking sector. Uppal (2008) described how the post-liberalization, privatization, and globalization era, combined with the advent of information technology, revolutionized Indian banking by transitioning from traditional banking to e-banking. Lifan, Zhao, Koenig Lewis, Hanmer Lloyd, and Ward (2010) explored the influence of trust and perceived risk on clients' and customers' usage of banking services. Khare (2010) emphasized the importance of technology in enhancing customer service levels, with service organizations increasingly embracing technological advancements. Trends emerging from the mentioned studies on Internet banking include:

1. Emphasis on security and data privacy.
2. Customer involvement in service design.
3. Focus on virtual banking and online services.
4. Factors shaping consumer attitudes toward electronic banking.
5. Benefits and transformation of traditional banking services.
6. Challenges in adoption and acceptance, especially among corporate customers.
7. Importance of trust and managing perceived risks.
8. Integration of technology to enhance customer service.

These trends highlight the growing significance of security, customer-centric approaches, digital platforms, consumer attitudes, technological advancements, adoption challenges, trust-building, and improved customer experiences in the field of Internet banking.

Statement of Problem

In the current landscape, the banking sector has made significant progress, particularly in the realm of e-banking services and their associated products. This advancement has resulted in a substantial increase in the number of internet banking transactions, offering customers a faster and more convenient mode of conducting their banking activities. The

banking industry has effectively harnessed the power of information technology to facilitate transactions, enhance banking services, and provide greater opportunities to customers. These facilities have empowered millions of customers to effortlessly, expeditiously, and flawlessly perform their transactions anytime and anywhere. However, engaging in banking transactions through the internet requires a basic understanding of computers and the internet, which poses a limitation for individuals who lack familiarity with these technologies. Many people who are not comfortable with computers and the internet encounter difficulties when attempting to utilize this service.

It is imperative to conduct research to comprehend various aspects of e-banking, such as its different types, the advantages and disadvantages it offers, its influence on traditional banking services, customers' perceptions and awareness concerning internet banking security, the challenges encountered by customers when using internet banking services, and the impact of internet banking security measures on selected customers.

Objectives of the Study

The objectives of the present study are -

1. To know the different types of E-Banking
2. To know the advantages and disadvantages of e-banking
3. To study the impact of e-banking on traditional banking services
4. To analyze the customers' perceptions and awareness towards Internet banking security;
5. To understand the problems faced by customers while using internet banking services; and
6. To know impact of the internet banking securities among the selected.

Hypothesis of the Study

The major hypotheses of the study are as follows:

H01: Internet banking has no significant relationship with traditional banking system. H02: Internet banking security has no significant impact on the customers

Scope of the Study

This study serves as a comprehensive guide that explores the existing framework of internet banking security, shedding light on the level of awareness among customers regarding its usage. It further delves into customers' perceptions and satisfaction concerning internet banking, particularly in relation to emerging technologies and its operational mechanisms. By examining these aspects, the study aims to provide detailed insights into the advancements

witnessed in the banking industry due to technological progress. Furthermore, it seeks to enhance our understanding of the diverse range of services available in internet banking. Ultimately, the study strives to unravel the numerous benefits that internet banking offers to both customers and the banking industry as a whole, thereby contributing to a more comprehensive understanding of this transformative financial landscape.

Research Methodology

The study area is Vignan Nagar Branch of Indian overseas bank, Bangalore city. The customers of the bank were the units of Sampling. Using non probability sampling method with convenient sampling 50 customers was contacted to collect information from them regarding the objectives of the study.

Method and Tool of Data collection

The awareness of, perception towards, satisfaction of Internet banking security is studied with the help of a structured questionnaire. The primary data has been collected, through a separate pre-tested Questionnaire from 50 Internet banking customers, in Karnataka division of Bangalore Urban District.

Statistical Tools and Techniques

To analyze the collected data, various statistical techniques and tools such as averages, frequency distribution tables, and normal distribution were used. The study also uses other suitable statistical tools such as mean, median, standard deviation with co-efficient of variation, correlation. SPSS 20.0 version software was used for the analysis.

Analysis and Interpretations

The respondents have an average age of 45.363 years, with a standard deviation of 9.2034 years. A significant portion of the respondents (58%) identify as female, while the remaining respondents are male. The majority of them have obtained a graduate degree. Additionally, a large majority of the respondents are employed in the private sector. On average, their income is Rs. 25000.5. Furthermore, a majority of the respondents are married (54%), and the average family size is 5 members. A significant portion of the respondents (72%) possess a savings account, while the remaining respondents have a current account.

Table 2: Internet Banking Awareness Level of Indian Overseas Bank Customers, Bangalore

S. No.	Become Aware through various Modes	No. of Respondents	Percentage of Respondents
01.	Advertisement	16	32
02.	News Paper	04	08
03.	Parents	04	08
04.	Relatives	06	12
05.	Television	05	10
06.	Friends	06	12
07.	Bankers	09	18
	TOTAL	50	100

According to Table 2, the awareness level of Internet banking among Indian Overseas Bank customers in Bangalore is presented. The data shows that 32% of the respondents were made aware of Internet banking through advertisements. Additionally, the table reveals that 18% of the individuals in Bangalore Urban became aware of Internet banking through bankers. Furthermore, 8% of the customers gained awareness through newspapers and parental influence, while another 8% became aware through television. Moreover, 12% of the respondents became aware of Internet banking due to the influence of relatives and friends.

Table 3: Awareness Level of Internet Banking Security among the Selected Customers

Sl. No.	Types of Security / Protection Mode	SA		A		N		D		SD	
		No	%	No	%	No	%	No	%	No	%
01.	Security Code	19	38	21	42	05	10	03	06	02	04
02.	Password protection	23	46	21	42	05	10	01	02	00	00
03.	Transaction Security	14	28	20	40	09	18	05	10	02	04
04.	Confidentiality	06	12	12	24	07	14	15	30	10	20
05.	Authentication Security	04	08	09	18	10	20	16	32	11	22
06.	Hardware Security	05	10	09	18	08	16	14	28	14	28
07.	Database Security	09	18	16	32	02	04	12	24	11	22
08.	Memory Protection	07	14	20	40	04	08	13	26	06	12
09.	File Security	10	20	22	44	06	12	05	10	07	14

(Note: SA – Strongly Agree, A – Agree, N – Neutral, D – Disagree, SD – Strongly Disagree)

Based on Table 3, the awareness level of Internet banking security among the selected customers at Vignan Nagar Branch is presented. The data reveals that 42% of the respondents are aware of the security code required for using Internet banking. Additionally, 46% of the respondents are aware of the importance of password protection. Moreover, 40% of the respondents have knowledge about transaction security, while 24% are aware of confidentiality security. Furthermore, 18% of the respondents understand the significance of hardware security, and 32% are aware of database security. Additionally, 40% of the respondents have knowledge of memory protection, and 44% are aware of file security. Notably, the data indicates that the highest percentage of customers (46%) are knowledgeable about password protection security.

Table 4: Benefits of Traditional Banking System

S. No.	Banking Services / Facilities	SA		A		N		D		SD	
		No	%	No	%	No	%	No	%	No	%
1.	Interaction with Banker	07	14	21	42	02	04	18	36	02	04
2.	Easy Deposit and Withdrawal	03	06	12	24	04	08	22	44	09	18
3.	Collection Of Cheque	08	16	22	44	01	02	13	26	06	12
4.	Demand Draft	14	28	25	50	01	02	09	18	01	02
5.	Security	10	20	32	64	03	06	04	08	01	02
6.	Security Lockers	17	34	20	40	02	04	06	12	05	10

According to Table 4, the benefits of the traditional banking system are highlighted. The data reveals that 42% of the respondents agree with the advantages of interacting with a banker. Conversely, 44% of the respondents disagree with the benefits of easy deposit and withdrawal. Additionally, 44% of the respondents agree with the benefits of the collection of cheques, while 50% agree with the advantages of using demand drafts. Furthermore, 64% of the people agree with the benefits of security provided by traditional banking, and 40% of the respondents agree with the benefits of security lockers. The data indicates that a significant number of individuals have benefited from the secure nature of traditional banking.

Table 5: Benefits of Internet Banking System

S. No.	Internet Banking Benefits	SA		A		N		D		SD	
		No	%	No	%	No	%	No	%	No	%
1.	Time Saving	47	94	03	06	-	-	-	-	-	-
2.	Any Time Banking	41	82	09	18	-	-	-	-	-	-
3.	Any Where Banking	39	78	09	18	02	04	-	-	-	-
4.	Easy Accessibility	38	76	10	20	02	04	-	-	-	-
5.	No Queue	14	28	36	72	-	-	-	-	-	-
6.	Ease of Monitoring	05	10	33	66	09	18	03	06	-	-
7.	Friender Rates	05	10	11	22	08	16	25	50	01	02

(Note: SA – Strongly Agree, A – Agree, N – Neutral, D – Disagree, SD – Strongly Disagree)

Based on Table 5, the benefits of the Internet banking system are highlighted. The data reveals that a significant majority of respondents strongly agree with various advantages. Specifically, 94% of the respondents strongly agree with the benefits of time saving. Moreover, 82% strongly agree with the benefits of banking anytime, while 78% strongly agree with the benefits of banking from anywhere. Additionally, 76% of the respondents strongly agree with the benefits of easy accessibility, and 72% agree with the benefits of avoiding queues. Furthermore, 66% of the respondents agree with the benefits of ease of monitoring. However, 50% of the respondents disagree with the benefits of friendlier rates. It is evident from the data that the maximum number of respondents has experienced the benefits of time saving through Internet banking.

Table 6: Usage of Internet Banking Services

S.No.	Usage of Internet Banking Services	SA		A		N		D		SD	
		No	%	No	%	No	%	No	%	No	%
1.	Secured Transaction	-	-	02	04	03	06	25	50	20	40
2.	Quick Settlement	21	42	28	56	01	02	-	-	-	-
3.	Electronic Fund Transfer	13	26	33	66	02	04	02	04	-	-
4.	Electronic Clearing Services	12	24	31	62	03	06	04	08	-	-
5.	Electronic Payment Services	11	22	22	44	02	04	11	22	04	08
6.	National Electronic Fund Transfer	16	32	24	48	04	08	03	06	03	06
7.	Real Time Gross Settlement	11	22	25	50	06	12	04	08	04	08
8.	Core Banking System	03	06	13	26	02	04	17	34	15	30

(Note: SA – Strongly Agree, A – Agree, N – Neutral, D – Disagree, SD – Strongly Disagree)

Based on Table 6, the usage of Internet banking services is analyzed. The data indicates that 50% of the respondents disagree with the usage of secured transactions, while 56% agree with the usage of quick settlement. Additionally, 66% of the respondents agree with the usage of electronic fund transfers, and 62% agree with the usage of electronic clearing services (ECS). Furthermore, 44% of the respondents agree with the usage of electronic payment services, while 48% agree with the usage of national electronic fund transfers. Moreover, 50% of the respondents agree with the usage of real-time gross settlement (RTGS). On the other hand, 34% of the respondents disagree with the usage of the core banking system. It can be concluded from the data that a significant number of respondents have accepted and embraced the usage of electronic fund transfers.

Table 7: Factors Influencing the Internet Banking Facility

S. No.	Description	SA		A		N		D		SD	
		No	%	No	%	No	%	No	%	No	%
1.	Convenience	43	86	07	14	-	-	-	-	-	-
2.	Friends / Relatives Advice	31	62	18	36	-	-	01	02	-	-
3.	Personality of Bank Manager	05	10	34	68	07	14	04	16	-	-
4.	Popularity Of Banks	07	14	36	72	07	14	-	-	-	-
5.	Quality Of Service	07	14	34	68	06	12	03	06	-	-

(Note: SA – Strongly Agree, A – Agree, N – Neutral, D – Disagree, SD – Strongly Disagree)

Table 7 shows the factors influencing the Internet banking facilities. It shows that 86% of respondents strongly agree with the influencing factor of convenience; 62% of respondents strongly agree with the factor of friends and relatives; 68% of respondents strongly agree with the factor of personality of bank manage; 72% of respondents strongly agree with the factor of popularity of banks; 68% of respondents strongly agree with the factor of quality of services. It is clear that most of the respondents are influenced by the factor of convenience.

Table 8: Internet Banking Users by Application of Various Browsers

S. No.	Type of Browser	MP		P		MLP		LP		NAP	
		No	%	No	%	No	%	No	%	No	%
1.	Internet explorer	02	04	03	06	05	10	33	66	07	14
2.	Google Chrome	05	10	28	56	03	06	12	24	02	04
3.	Mozilla Firefox	41	82	08	16	-	-	01	02	-	-
4.	Opera	01	02	09	18	01	02	33	66	06	12
5.	Netscape	01	02	03	06	03	06	22	44	21	44
6.	Safari	-	-	-	-	11	22	02	04	37	74

(Note: MP - Most Preferred, P – Preferred, MLP – Most Likely to Preferred, LP – Least Preferred, NAP – Not At All Preferred)

Based on Table 8, the usage of various browsers among Internet banking customers is displayed. The data reveals that Internet Explorer was the least preferred browser, with 66% of the respondents indicating their preference against it. On the other hand, 56% of the respondents preferred Google Chrome, while a significant majority of 82% preferred Mozilla Firefox. Opera and Netscape were the least favored browsers, and Safari was not preferred at all. From the data, it is evident that the most preferred browser for Internet banking among the respondents was Mozilla Firefox.

Table 9: Operating System Used for the Internet Banking Transaction and Security

S. No.	Type of Operating System	MP		P		MLP		LP		NAP	
		No	%	No	%	No	%	No	%	No	%
1.	Window7	17	34	29	58	02	04	01	02	01	02
2.	Window8	11	22	28	56	01	02	10	20	-	-
3.	Linux Mint	04	08	13	26	05	10	25	50	03	06
4.	Linux Live CD	02	04	07	14	02	04	19	38	20	40
5.	Mac	15	30	10	20	01	02	08	16	16	32
6.	Ubuntu (Operating system for Desktop)	02	04	01	02	03	06	31	62	13	26
7.	Windows XP Professional	11	22	28	56	03	06	06	12	02	04
8.	Macintosh OSX	-	-	-	-	-	-	25	50	25	50
9.	Windows 8.1	03	06	09	18	02	04	16	32	20	40
10.	Windows XP	36	72	12	24	-	-	02	04	-	-
11.	Fedora	01	02	08	16	05	10	19	38	17	34
12.	Android	05	10	04	08	10	20	15	30	16	32

(Note: MP - Most Preferred, P – Preferred, MLP – Most Likely to Preferred, LP – Least Preferred, NAP – Not At All Preferred)

Based on Table 9, the various operating systems used for Internet banking transactions and security are presented. The data indicates that 58% of the respondents prefer to use Windows 7, while 56% prefer Windows 8. However, Linux Live CD, Mac, Macintosh OSX, Android, and Windows 8.1 operating systems were not preferred by the respondents. Additionally, Linux Mint, Ubuntu, and Fedora were the least preferred operating systems. Interestingly, 72% of the respondents showed a strong preference for using Windows XP. From the data, it is evident that the majority of the respondents preferred using Windows XP for Internet banking purposes.

Table 10: Technical Problems and Difficulties While Using Internet Banking Facility

S. No	Description	SA		A		N		D		SD	
		No	%	No	%	No	%	No	%	No	%
1.	Hacking Attacks	10	20	25	50	04	08	06	12	05	10
2.	Phishing	15	30	25	50	03	06	03	06	04	08
3.	Malware	12	24	19	38	06	12	07	14	06	12
4.	Illegal Activities	04	08	13	26	08	16	14	28	11	22
5.	Transaction Activities	05	10	11	22	01	02	08	16	25	50

(Note: SA – Strongly Agree, A – Agree, N – Neutral, D – Disagree, SD – Strongly Disagree)

According to Table 10, the technical problems and difficulties faced by users while using Internet banking are presented. The data reveals the following issues encountered by the respondents: 50% experienced hacking attacks, 50% faced phishing attacks, and 38% encountered malware-related problems. From the data, it can be concluded that a significant number of respondents faced the challenges of hacking attacks and phishing incidents while using Internet banking services. The implications for banking management can be summarized as follows:

1. Enhancing security measures to protect customer information and prevent cyber-attacks.
2. Providing customer education on online security best practices.
3. Ensuring compliance with regulatory standards and guidelines for Internet banking security.

Conclusion

In conclusion, this study examined Internet banking customers in the Bangalore Urban district, aiming to explore various aspects of Internet banking services and consumer concerns regarding security measures. The research outcomes shed light on the precautionary measures that individuals should consider in the era of Internet banking. It is crucial for banks to adopt robust security policies and for local or state governments to enforce appropriate legislation to enhance security in Internet banking systems. Moreover, banks should offer advanced security measures such as Internet scam protection, hacking detection, and anti-virus protections to ensure improved security for both existing and potential Internet banking customers. These advancements can provide customers with better confidence and security when engaging in Internet banking transactions.

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