

CHAPTERS

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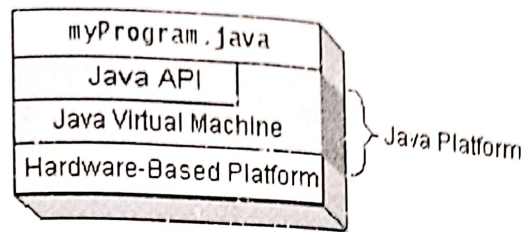


FIGURE 3- THE JAVA PLATFORM

Native code is code that after you compile it, the compiled code runs on a specific hardware platform. As a platform-independent environment, the Java platform can be a bit slower than native code. However, smart compilers, well-tuned interpreters, and just-in-time bytecode compilers can bring performance close to that of native code without threatening portability.

What Can Java Technology Do?

The most common types of programs written in the Java programming language are *applets* and *applications*. If you've surfed the Web, you're probably already familiar with applets. An applet is a program that adheres to certain conventions that allow it to run within a Java-enabled browser.

An application is a standalone program that runs directly on the Java platform. A special kind of application known as a *server* serves and supports clients on a network. Examples of servers are Web servers, proxy servers, mail servers, and print servers. Another specialized program is a *servlet*. A servlet can almost be thought of as an applet that runs on the server side. Java Servlets are a popular choice for building interactive web applications, replacing the use of CGI scripts. Servlets are similar to applets in that they are runtime extensions of applications. Instead of working in browsers, though, servlets run within Java Web servers, configuring or tailoring the server.

**A STUDY ON IMPACT OF INTERNET BANKING ON
CUSTOMER SATISFACTION
VISAKHAPATNAM**

A project report submitted in partial fulfillment for the award of Bachelor of Commerce
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DECEMBER- 2021



DECLARATION

I, hereby, declare that study entitled **IMPACT OF INTERNET BANKING ON CUSTOMER SATISFACTION** is an original research work done by me and submitted to the Mrs.A.V.N.College, Visakhapatnam, for the fulfillment of the 5th Sem end examination. I also declare, that this or any part of it has not been submitted to any other university for the award of any degree or diploma.

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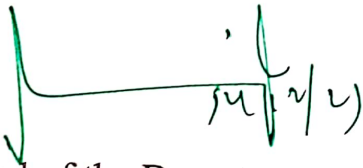
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BONAFIDE CERTIFICATE

certified that this project report **IMPACT OF INTERNET BANKING ON CUSTOMER SATISFACTION** Is the Bonafide work of **SIRAGAM GOPI KRISHNA** who carried out the project work under my supervision.



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INTERNAL

EXTERNAL



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Results in Table 4.6 show overall evaluation of the model. The primary statistic used in this evaluation is the Goodness of the fit test basing on Hosmer and Lemeshow Chi-square statistic. Goodness-of-fit statistics help to determine whether the model adequately describes the data. The Hosmer-Lemeshow statistic indicates a poor fit if the significance value is less than 0.05. The results yielded a Chi-square value of 4.794, with 8 degrees of freedom and p value of 0.779. According to the rule of the thumb, the cut off value of p value greater than 0.05 signifies that the model is tenable meaning that the results are good enough to report. In Table 4 two supplementary tests statistics namely R-squares developed by Cox and Snell; and Nagelkerke are also presented, although their robustness is not as strong as in the linear regression model (Hosmer and Lemeshow, 2000).

Table 4.6: Overall Model Evaluation Using Goodness of the Fit Test

Statistic	Chi-square		P
Hosmer and Lemeshow Test	4.794	df 8	0.779
Cox & Snell R Square = 0.215			
Nagelkerke R Square = 0.339			

Benefits of using e-banking services

Under this objective, study sought to investigate the benefits customers get when using e-banking services in Tanzania banking industry. The given benefits were fast transfer time, security issues, availability of the services / products, user friendly, awarenesss, accessibility and time factor. Respondents were asked to rank these advantages based on their importance. Results were presented in Table 4.6 as follows; customers were pleased with the transaction speed by the rate of 36.6% and 58.9%