

**A STUDY ON IMPACT OF INTERNET BANKING ON
CUSTOMER SATISFACTION
VISA KHAPATNAM**

A project report submitted in partial fulfillment for the award of Bachelor of
Commerce (B.Com) 5th Semester end examination November 2021

Submitted by

POTNURI VENKATA TEJA

H.NO 119130803118

Under the guidance of

Smt.k.INDIRA

LECTURE

R IN COMMERCE

DEPARTMENT OF COMMERCE

MRS A.V.N.COLLEGE, VISA KHAPATNAM



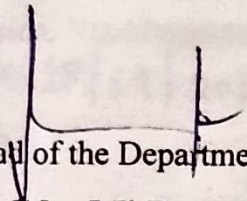
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**DEPARTMENT OF COMMERCE
MRS A.V.N.COLLEGE, VISA KHAPATNAM**

DECEMBER 2021

BONAFIDE CERTIFICATE

Certified that this project report **IMPACT OF INTERNET BANKING ON CUSTOMER SATISFACTION** Is the Bonafide work of POTNURI VENKATA TEJA who carried out the project work under my supervision.



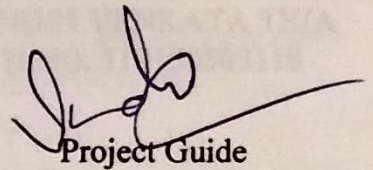
Head of the Department

Lt.Cdr. Mi Prasanna Kumar

Commerce Department

Mrs. A.V.N COLLEGE

COLLEGE



Project Guide

Smt. K.INDIRA

Commerce Department

Mrs. A.V.N

INTERNAL EXAMINER

EXTERNAL EXAMINER

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 5thSem 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.

Station: Visakhapatnam

Date: 18/12/2021

P. Venkat Teja
POTNURI VENKATA TEJA
H.NO. 119130803118

RESULTS AND INTERPRETATION OF THE FINDINGS

Introduction

This chapter presents a detailed discussion of the study and interpretation of the findings in line with the specific objectives which is to analyze the impacts of electronic banking on customers' satisfaction in Tanzania banking industry. The presents the description of the respondents' profile. It also presents the factors contributing to the satisfaction of the customers towards the usage of electronic banking services in Tanzania, the effects of e-banking functionality on the satisfaction outcomes, benefits and challenges of using e-banking services to bank customers in Tanzania.

Education Level

Respondents were asked to state their highest level of education they had attained by selecting from a given list comprising various level of education as per the Tanzanian education system. A researcher was interested to know the bank individual customers' education level. The results were as presented in Table 4.1.

Results revealed that respondents had different level of education of which 1.1% had primary level, 2.3% had secondary level, 3.4% had certificate level, 12.5% had diploma level, 70.5% degree level and 10.5% masters' level. The highest level was observed to be those with degree level followed by those with diploma level and the lowest were those with primary level followed by those with secondary level.

A

PROJECT REPORT ON

“CUSTOMER SATISFACTION AT HDFC BANK ”

In Partial Fulfillment for the award of
BACHELOR DEGREE IN COMMERCE

Submitted by:

PILLA SAILAJA

Regd.No: 119130803116

Under The Guidance Of

SMT.K.INDIRA

Lecturer in commerce

DEPARTMENT OF COMMERCE



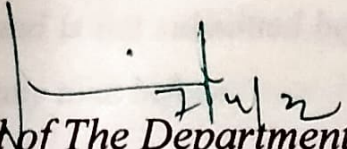
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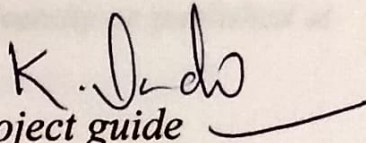
MRS.A.V.N COLLEGE

MARCH-2022

CERTIFICATE

This is certifying that **PILLA SAILAJA** , a student of B.COM final year in **MRS.A.V.N.COLLEGE**, bearing Regd.No:119130803116, has worked a project on **"CUSTOMER SATISFACTION AT HDFC BANK"** under the guidance and supervision. This project report has the requisite standard and to best of my knowledge and no part of it has been reproduce from any other project, monograph, report or book.


Head of The Department


Project guide

Lt.Cdr.MI.PRASANNAKUMAR
M.COM,M.Phill
COMMERCE DEPARTMENT

SMT.K.INDIRA
Lecturer in Commerce
MRS.A.V.N.COLLEGE

(PILLA SAILAJA)

Regd.No.119130803116

DECLARATION

I do hereby declare that the project entitled "CUSTOMER SATISFACTION AT HDFC BANK", submitted by me to Department of commerce, MRS.A.V.N.COLLEGE, for the award of Bachelor Degree in Commerce (B.COM) under the supervision and guidance of SMT.K.INDIRA is of my own and is not submitted before to any other Institution /University or published at any time before.

Place:

Date:

P. Sailaja
(PILLA SAILAJA)

Regd.No.119130803116

P. Sailaja
(PILLA SAILAJA)