

Dedication

*I dedicate this thesis to my parents,
for their endless guidance and support.*

Declaration

I, Ms. Mayuraxee Barman, Research Scholar in the Department of Business Administration, School of Management Sciences, Tezpur University, Assam, hereby declare that this research work titled "Development of a Quality Measure for Online Banking Services: A Study in Assam" is a bona fide work carried out by me under the supervision of Prof. Chandana Goswami. This work has not been submitted elsewhere for award of any other degree.

Date: 10/12/2024

Place: Tezpur

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Certificate from the Supervisor

This is to certify that the thesis entitled “Development of a Quality Measure for Online Banking Services: A Study in Assam” submitted to the School of Management Sciences, Tezpur University in part of fulfilment for the award of the degree of Doctor of Philosophy in Management is a record of research work carried out by Ms. Mayuraxee Barman under my supervision and guidance.

All help received by her from various sources have been duly acknowledged.

No part of the thesis has been submitted elsewhere for award of any other degree.

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Date: 10/12/24

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Place: Guwahati

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List of Tables

Table No.	Table Title	Page No.
Table 1.1	Definition of service quality	5
Table 1.2	Online banking apps and the software used	10
Table 1.3	Percentage of households using digital payments across various platforms	12
Table 1.4	Status of online banking in India	12
Table 2.1	Summary of Literature on Adoption of Online Banking Platforms	37
Table 2.2	Summary of Literature on Measurement of Online and Offline Service Quality of bank	55
Table 2.3	Summary of Literature on Existing Index or Scales	65
Table 3.1	HDI value of the districts	91
Table 3.2	Population of the three selected districts	91
Table 3.3	Distribution of sample to be taken from the three districts	93
Table 3.4	Selected Banks for the study	94
Table 4.1	Demographic Profile of the respondents	99
Table 4.2	List of Null-Hypotheses	102
Table 4.3	Cross tabulation of 'Frequency of usage of Online Banking Services' and 'District'	102
Table 4.4	Distribution of frequent and infrequent users among the districts	103
Table 4.5	Chi Square test results (District)	103
Table 4.6	Cross tabulation of 'Frequency of Usage of Online Banking Services' and 'Age'	103
Table 4.7	Distribution of frequent and infrequent users among the age groups	104
Table 4.8	Chi Square test results (Age)	104
Table 4.9	Cross tabulation of 'Frequency of Usage of Online Banking Services' and 'Gender'	105
Table 4.10	Distribution of frequent and infrequent users among the genders	105
Table 4.11	Chi Square test results (Gender)	105

Table 4.12	Cross tabulation of ‘Frequency of Usage of Online Banking Service’ and ‘Educational Qualification’	106
Table 4.13	Distribution of frequent and infrequent users among the Educational Qualification of the respondents	106
Table 4.14	Chi Square test results (Educational Qualification)	106
Table 4.15	Cross tabulation of ‘Frequency of Usage of Online Banking Service’ and ‘Employment Status’	107
Table 4.16	Distribution of frequent and infrequent users among the Employment Status of the respondents	107
Table 4.17	Chi Square test results (Employment Status)	108
Table 4.18	Cross tabulation of ‘Frequency of Usage of Online Banking Service’ and ‘Monthly Family Income’	108
Table 4.19	Distribution of frequent and infrequent users among the Monthly family income of the respondents	109
Table 4.20	Chi Square test results (Monthly Family Income)	109
Table 4.21	Cross tabulation of ‘Frequency of Usage of Online Banking Service’ and ‘Type of Bank’	110
Table 4.22	Distribution of frequent and infrequent users among the type of the banks	110
Table 4.23	Chi Square test results (Type of Bank)	110
Table 4.24	Result of the Hypotheses Testing	111
Table 6.1	Results of factor analysis (factor loadings)	120
Table 6.2	Reliability Analysis	123
Table 6.3	Model Fitness Indices	125
Table 6.4	AVE & CR values	128
Table 6.5	Squared root AVE Scores	130
Table 6.6	Correlation among the variables	130
Table 7.1	Squared Factor Loadings value of the items of the factor ‘App/Website Performance’	137
Table 7.2	Squared Factor Loadings value of the items of the factor ‘Aptitude of the User’	139
Table 7.3	Summation of the mean scores and their respective weights of the factors	141

Table 7.4	Weighted Average (WA) values for the factors	142
Table 7.5	Index value of the banks	143
Table 7.6	Interval values and range	144
Table 7.7	Grades of the 10 point scale	145
Table 7.8	Ranking of the selected banks	145
Table 7.9	Overall SQ Mean scores	146
Table 7.10	Paired Samples Statistics	147
Table 7.11	Paired Samples Test	148

List of Figures

Figure No.	Figure Title	Page No.
Fig 1.1	Status of Online Banking in India in 2020	13
Fig 1.2	SERVQUAL model by Parasuraman et al., 1988	15
Fig 1.3	E-S-QUAL model by Parasuraman et al., 2005	15
Fig 4.1	Segregation of online banking services availed by bank customers	100
Fig 4.2	Segregation of banking accounts held by the respondents	101
Fig 6.1	Path Diagram	124
Fig 7.1	Flowchart depicting the flow of analysis followed	134
Fig 7.2	Flowchart depicting the formation of the index	135
Fig 7.3	Item weights of AWP factor	138
Fig 7.4	Item weights of AU factor	140
Fig 8.1	Conceptual Framework	155