

“A STUDY OF IMPACT OF TECHNOLOGY IN MIZORAM RURAL BANK”



**A report submitted to Department of Commerce, Higher and Technical
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CERTIFICATE

This is to certify that the dissertation entitled 'A Study of technology in Mizoram Rural Bank' submitted to the Mizoram University for the award of the degree of Bachelor of Commerce, is a record of research work carried out by Lalruatthanga under my supervision. He has fulfilled all the requirements laid down in the MZU regulations of Mizoram University. This dissertation is the results of his investigation into the subject . Neither the dissertations as a whole nor any part of it was ever submitted any other University for any degree.

Date : 03.05.2022

Place : Lunglei, Mizoram.

(LALREMRUATI)

Supervisor

DECLARATION

I, Lalruathanga , hereby declare that the subject matter of this dissertation is the record of work done by me, that the contents of the dissertation did not form basis of the award of any previous degree to me or to do the best of my knowledge to anybody else, and that the dissertation has not been submitted by me for any degree in any other University or Institute. This is being submitted to the Mizoram University for the degree of Bachelor of Commerce.

Date: 03.05.2022

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Place: Lunglei, Mizoram.

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Thank you,

(Lalruatthanga)

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CHAPTER-1

Introduction

The case study of this project is regarding “ Study of Impact of Technology in Mizoram Rural Bank” .

In modern World, bank can not function without electronic machine. By using Machines it saves time and reduces man workload, and help it easier. And it also helps keeping all the important data to be saved.

Introduction of Banking – Definition of Banks :

Banking means – “ Accepting Deposits for the purpose of lending or investment of deposits of money from the public, repayable on demand or otherwise and withdraw by cheque , draft or otherwise”.

“Customer satisfaction is measured at the individual level, but it is almost always reported at an aggregate level. It can be, and often is, measured along various dimensions. Customer satisfaction, a term frequently used in marketing, is a measure of how products and services supplied by a company meet or surpass customer expectation. Customer satisfaction is defined as “the number of customers, or percentage of total customers, whose reported experience with a firm, its products, or its services (ratings) exceeds specified satisfaction goals. Customer satisfaction data are among the most frequently collected indicators of market perceptions.

1.1 Origin of banking:

Its origin in the simplest form can be traced to the origin of authentic history. After recognizing the benefit of money as a medium. The origin of the word bank is shrouded in mystery.

According to one view point the Italian business house carrying on crude form of banking were called “bancheri” According to viewpoint banking is derived from German word “Branck” which mean heap or mound.

1.2 Banking system in India:

Without a sound and effective banking system in India it cannot have a healthy economy. The banking system of India should not only be free but it should be able to meet new challenges posed by the technology and any other external and internal factors. For the past three decades India's banking system has several outstanding achievements to its credit. The most striking is its extensive reach. In fact, Indian banking system has reached even to the remote corners of the country. This is one of the main reasons of India's growth process.

CHAPTER -2

Data Analysis and Interpretation

Table 2.1 Age of the respondent

<i>S/no</i>	<i>Age Group</i>	<i>No. of Respondent</i>
1	19 - 25	11
2	26 - 30	11
3	31 -35	1
4	36 and above	NIL

Age
23 responses

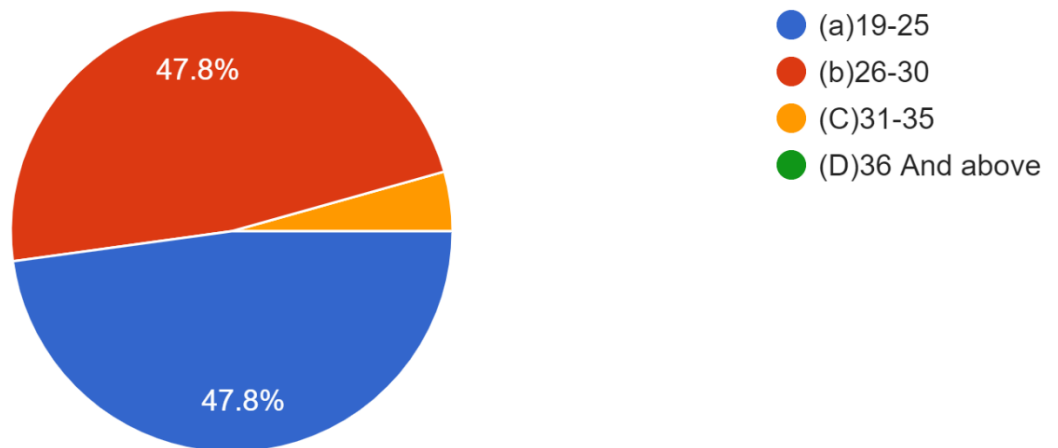


Figure 2.1

Table 2.2 Gender in Figure

Gender

23 responses

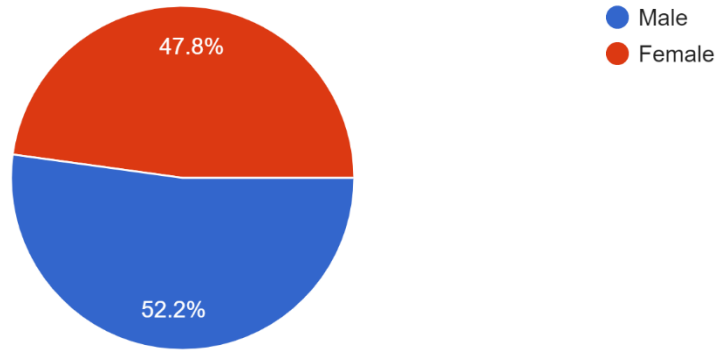


Table 2.3 Establishment of branch

In year	No.Of Respondent
1976	12
1983	2
2021	4
others	5

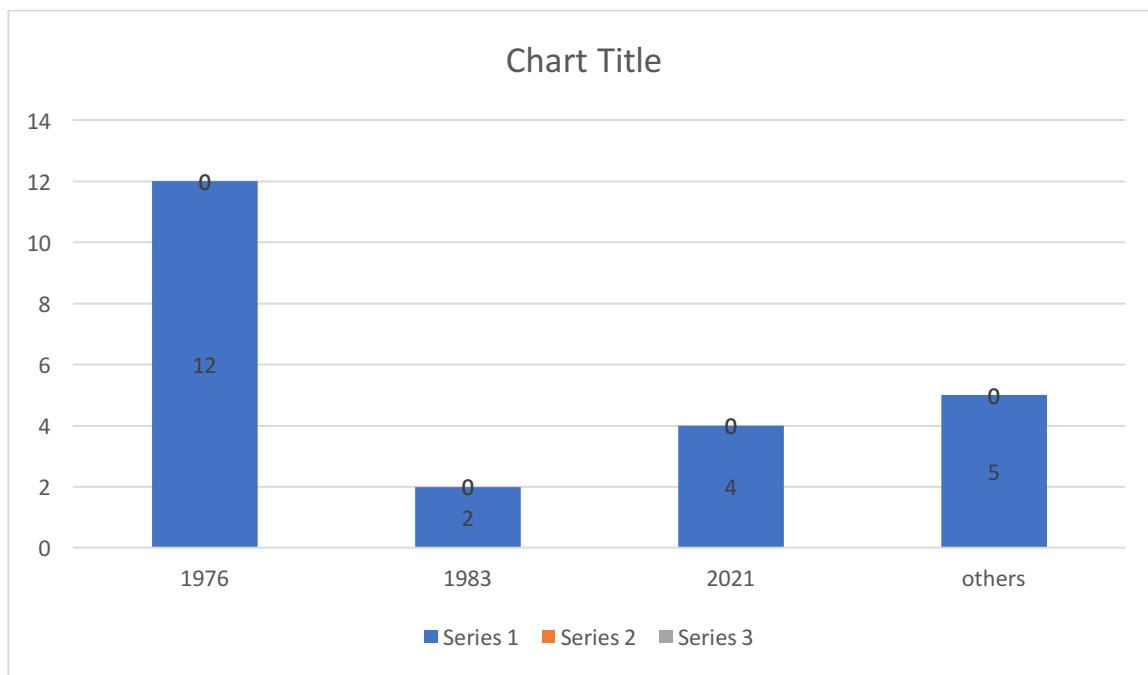
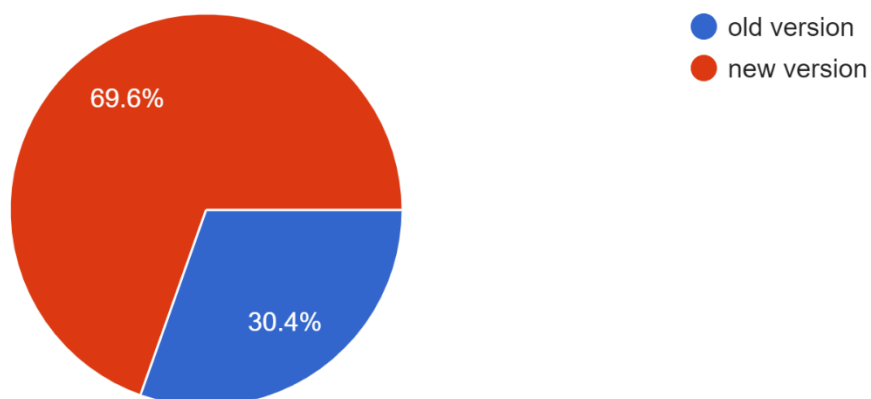


Figure 2.3

Table 2.4 The condition of the particular facilities

the condition of any particular facilities

23 responses



Interpretation

In chart data ,we can also see that in the bank, there are also the latest product of electronic goods are used.

Table 2.5 Facility formed with a latest new technology or not

do your facility formed with a latest new technology

23 responses

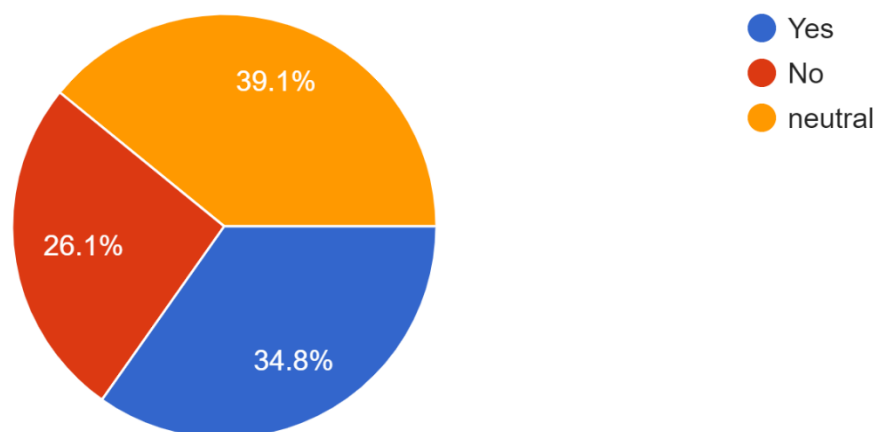


Figure2.5

Interpretation

We see on chart, in some banks electronic goods is bad ,some cases it is good.

Table 2.6 Employees can run the system properly or not

do employee can run the system properly
23 responses

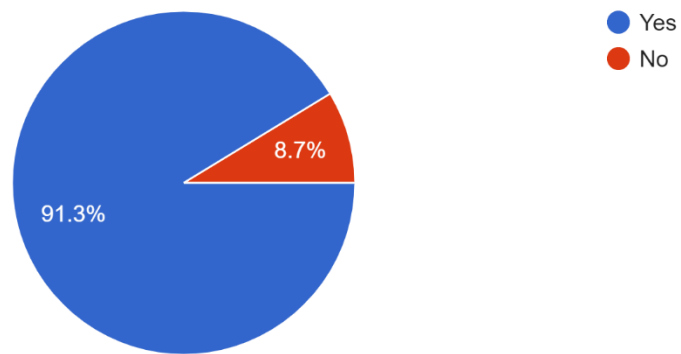


Figure 2.6

Interpretation

According to chart normally most of the staff can operate the system while there are just few staff who could not make it out.

Table 2.7 In Bank electronic goods, is there any unused or damage machines.

is there any unused or damage machines

23 responses

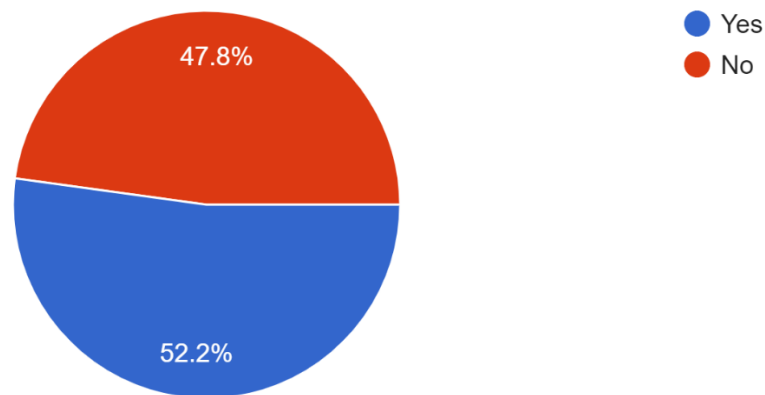


Figure 2.7

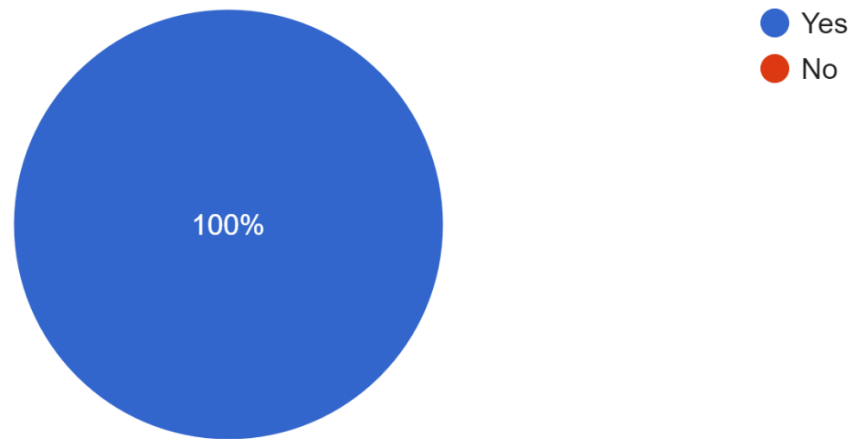
Interpretation

And also according to the chart there are some banks which have been running for a long term period have keeping some old machine which are not in use as not functioning properly and not maintained by the expert.

Table 2.8 Electronic Goods are helpful for Bank employees

does an electronic machine helpful

23 responses



Figures 2.8

Interpretation

As we can see every new and latest technology help bank that cause the customers satisfaction.

Table 2.9 Customer faced any problems or not, for the Banks like ATM etc.,

do the customer faced any problem (Like ATM)
23 responses

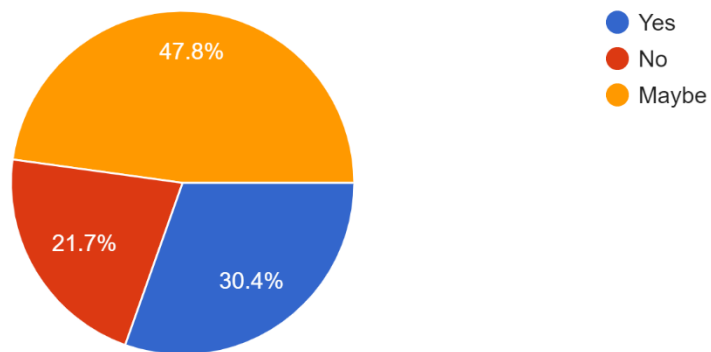


Figure 2.9

Interpretation

But sometimes these latest technology cause some problems for customers especially a senior citizens dew to lack of induction on about how to run the machine.

Table 2.9.1 Modern Technology is helpful for customer.

do customer give a high ratings

23 responses

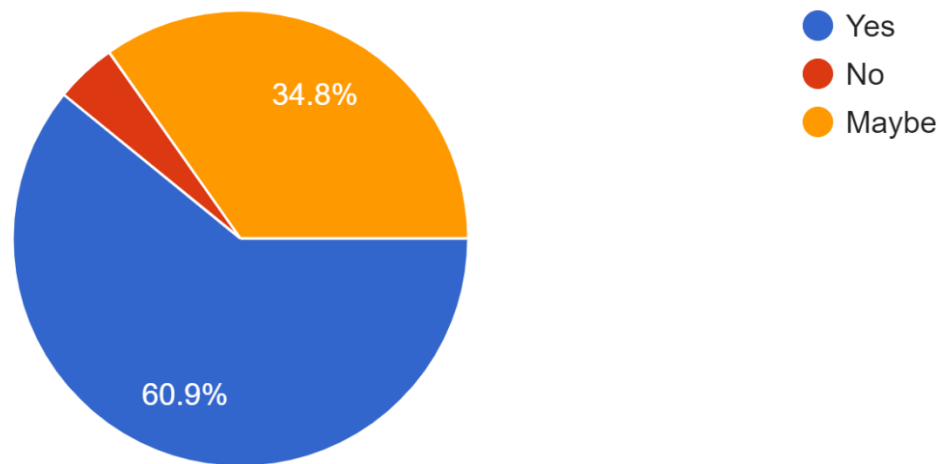


Figure 2.9.1

Interpretation

But yes, these machines make changes of saving times, solving problems in a easier way. That is why the customer had given more the positive ratings while the negative ratings are just a few.

Table 2.9.2 There is an insufficient Electronic goods for customer

is there any insufficient electronic goods for customer
23 responses

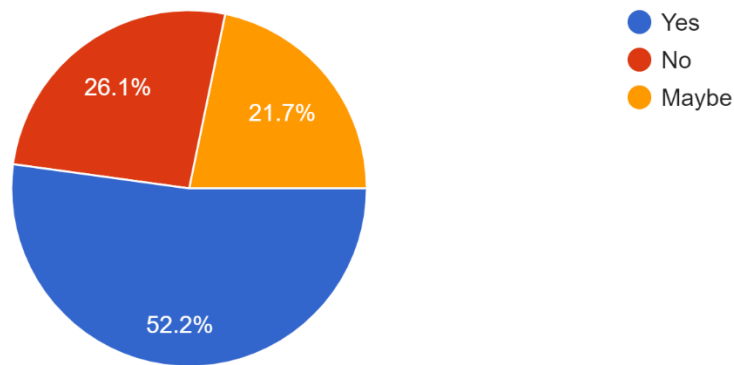


Figure 2.9.2

Interpretation

There is insufficient Electronic goods for customer as we see in chart, electronic goods is enough for some Banks, some Banks is not enough because of population.

Table 2.9.3 There is some trouble in power supply for Mizoram Rural Bank

is there any trouble regarding power and electricity

23 responses

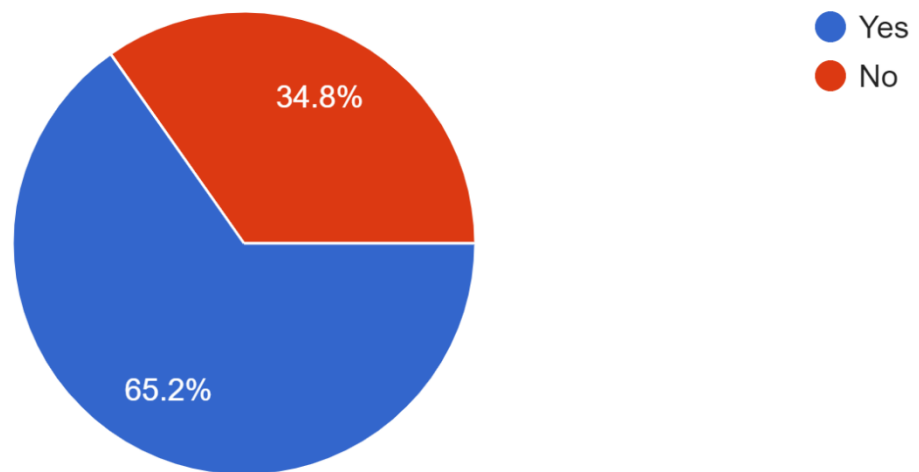


Figure 2.9.3

Interpretation

In case of power supply mostly part of village had been facing trouble during operational time

Table 2.9.4 The most company product used in the Bank

Brand Name	No.of respondent
Acer	12
Bajaj	6
Hp	4
Apple	1

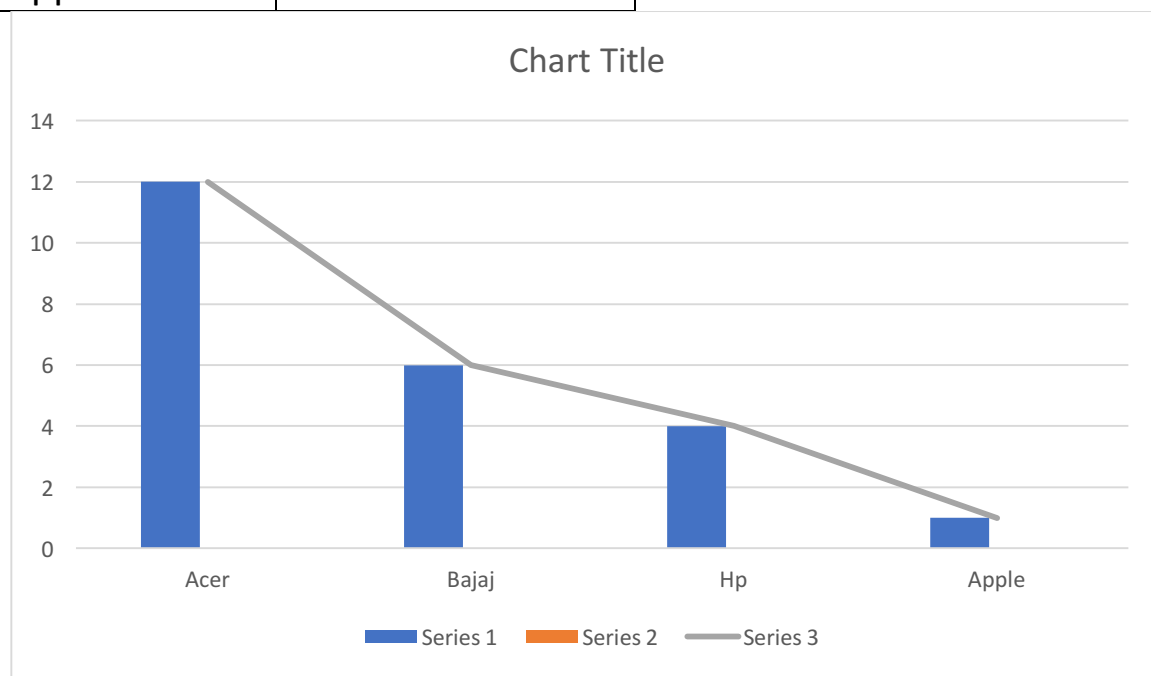
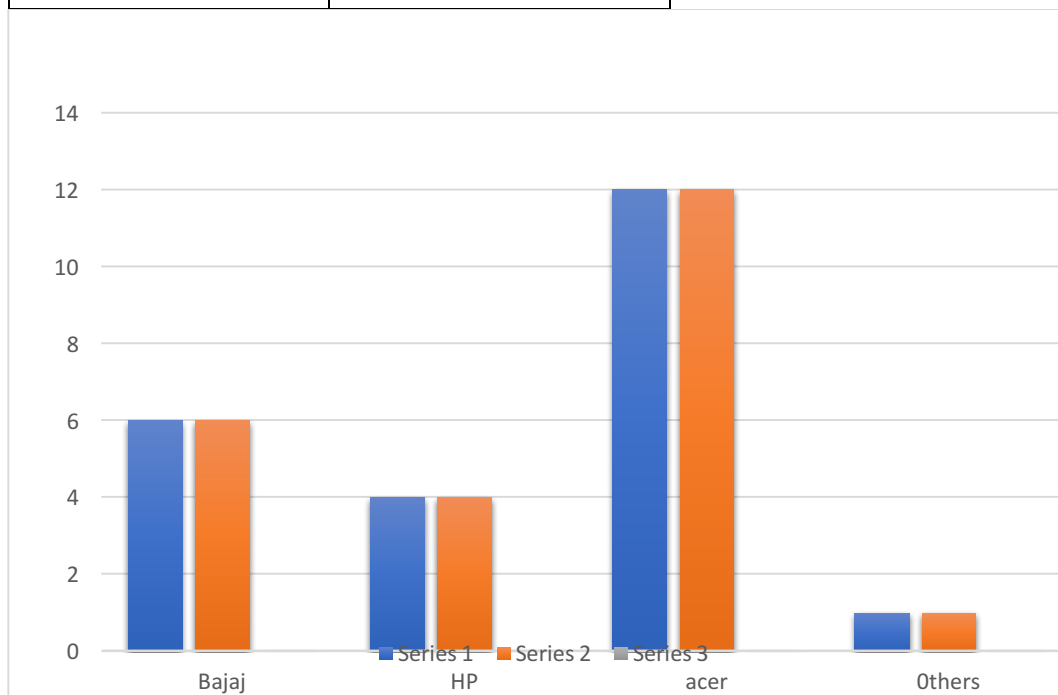


Figure 2.9.4

Table 2.9.5 Company Servicing for Banks

Company Name	No.of respondent
Bajaj	6
Hp	4
Acer	12
Others	1



CHAPTER – 3

Results and Discussion

The present research work is a study emphasized on A study of impact of technology in Mizoram Rural Bank . .The analysed information has been summarized for the purpose of drawing valid conclusions.

Summary

- 52.2 percent (%) of the respondent were male, while the remaining 47.8 percent(%) were female. Majority of the respondent were male.
- 47.8 percent of the respondent were between the age group 19-25, 47.8 percent between 26-30, 4.3 percent between 31-35 .
- The study reveals, that out of 23 respondents, all of them respondent are Banks employees in rural Bank, 5.75 percent in our village area, another branch 95.25 percent were ,some banks are Hnahthial .
- And also according to the chart there are some banks which have been running for long term period have keeping some old machine which are not in use as not functioning properly and not maintained by the expert.
- As we can see every new and latest technology help bank that cause the customers satisfaction.
- Sometimes, these latest technology cause some problems for customers especially a senior citizens dew to lack of induction on about how to run the machine.
- Electronic Goods make changes of saving times, solving problems in easier way. That is why the customers had given more the positive ratings while the negative ratings are just a few.

- Normally bank has facing problems regarding insufficiency of machines when it has more customer or beneficiaries.
- Some new or old branch which are placed at the village and town area facing alots of problems dew to the lack of power.

CHAPTER – 4

Conclusion

Does the bank using latest technology of electrical goods , does that machines work or functioning as expected or not, does the employees found helpful in those modern technology or are they aware how to control or use, or is there any damages or spoiled system in the bank , or does the system make a satisfaction for all their customers.

Yes of course the customers had been facing trouble during their banking with their nearest branch by using some electronic machines but in average this machines more helpful to satisfy every customers.

ANNEXURE

This is an academic research undertaking by Lalruatthanga, Bachelor of Commerce 4th Semester , Higher and Technical Institute, Mizoram (Lunglei).I would be very grateful, if you can respond my questionnaire. The names of the respondent will not be clarified.

1.Email

2.Gender

(a)Male (b)Female

3.Age of Respondent

(a)19 – 25 years (b) 26 – 30 years (c) 30 – 35 years (d) 36 and above

4. Name of Branch

5. Establishment of Branch

6.Bank Facilities

7. The Condition of any particular facilities

(a) Old version (b) New Version

8.Do your facility formed with a latest new technology

(a)Yes (b) No (c) Neutral

9.Do employees can run the system properly

(a) Yes (b) No

10. Is there any unused or damage machines

(a) Yes (b) No

11. Does an electronic machines helpful

(a) Yes (b) No

12.Do the customer faced any problem (like ATM)

(a) Yes (b) No (c) Maybe

13. Do customer give a high ratings

(a) Yes (b) No (c) Maybe

14. Is there any insufficient goods for customer

(a) Yes (b) No (c) Maybe

15. is there any trouble regarding power and electricity

(a) Yes (b) No

16.Do you have any problems from the customers

(a) Yes (b) No (c) Maybe

17. which company you have most quantity.

18.which company product from your machine are most helpful.

19.Which company has the highest rates as comparing same to another company.

20. How much is the average cost of buying electronic goods.

21.which company product have low ratings and which company has highest.