

A Study On E-Banking Services In Kurdistan Regional Banks With Special Reference To Cihan Bank

¹Farah Basher Khalifa, ²Dr. S. Rabiyaatul Basariya

ABSTRACT--E-Banking as the rush of things to come, gives a heavy advantage to all the shoppers as far as expense of exchanges either through the web, mobile or any other electronic conveyance channels. E-Banking is currently broadly rehearsed in Kurdistan region. There are different kinds of e-keeping money administrations like SMS managing an account, Tele Banking, Push and Pull administrations, ATM, Fast Track and so forth that have been presented by the business banks in Kurdistan region. This examination endeavors to investigate different structures and attributes of e-keeping money and discovers the benefits and faults of e-managing an account in chosen business banks of our nation. The significant discoveries of the examination demonstrate that all the business banks chose for the investigation have been rehearsing e-keeping money effectively and CIHAN banks in Kurdistan region is giving electronic managing an account benefits more successfully than other business banks chose in this investigation. Plus, there is a positive effect of e-putting money on the financial advancement in Kurdistan region. There ought to be enhancement of such exercises in country territories of Iraq.

Key words--E-Banking, commercial banks, electronic services, banking services, Satisfaction

I. INTRODUCTION:

Online banking (or e-banking) is the system of working and exchanging through the website with the help of the communication devices. In the electronic banking system, the bank has a central database that is enabled over the Internet. It is clear that the number of credit institutions and the number of electronic banking services is increasing. In order to reach the credit system, the role of electronic banks is very important during this period and it is aimed at facilitating e-business by providing electronic banking services to customers in a safe manner and there is no need for customers in banks. In recent years, due to increased trade worldwide, electronic banking has been recognized as an indispensable part of e-business in the area of credit resource exchanges.

Today, based on the needs and facilities, electronic banking services can be accessed through the Internet Bank, the Telephone Bank, the Fax Bank, the ATM and the branches of electronic banks. In sophisticated banks, different channels and banking systems are managed to gather information and improve communication management, leading to lower bank costs, increased bank income and customer satisfaction. Meihami, B., Varmaghani, Z., & Meihami, H. (2013)

There are many commercial banks in the Kurdistan Region that are using electronic banks in order to provide many services to their clients. Cihan Bank is one of the commercial banks that provide electronic services to its customers throughout the Kurdistan Region to facilitate the banking operations provided to its customers using

¹ Department of Business Administration, Pitakht Institute, Erbil. Farah80kh@gmail.com

² Department of Accounting & Finance, Lebanese French University, Erbil. srabiyaatulbasariya@gmail.com

electronic banks, which is the use of electronic money and the provision of ATMs, in addition to SMS and other electronic services. This paper is a gateway to find out the services provided by the Cihan bank which is benefited for the Kurdistan region public.

II. OBJECTIVE OF THE STUDY

1. To identify the e banking services given by the Cihanbank.
2. To find out the advantages and the drawbacks of the e banking services.

III. REVIEW OF THE LITERATURE

Kiragu, M. (2017) In his analysis paper titled “Effects of E-Banking on the monetary Performance of Kenyan Banks.” is been aimed to review and examine the standing of electronic banking services in African country and on the entire, the overall range of banks in African country is simply too high, and therefore this study was restricted to solely a couple of prime banks that get pleasure from client loyalty and their (bank’s) quality. the foremost findings of the study was that, the bank’s profit have gone up hugely once the introduction of electronic banking services within the banks concerned during this study. The analysis any geared toward looking for whether or not the e-banking services has some impact on the profitability of Kenyan banks, still because the impact of e-banking on the monetary performance of those establishments. it had been additionally found that the profits had been improved once the introduction of electronic banking within the banks that has participated during this study. during this paper, the research worker declared that web banking services have a positive impact on all the services which will be larger than customers addressing electronic services. it had been terribly simple to access their accounts so save precious time.

RajniSinha (July 2016) in his paper “A Study On E-Banking Services: It’s Risks And Impacts” states that the Electronic Banking or the web banking services doesn't create any vast novel danger bunches, however rather it attracts to an explicit degree perceived risks that few of the monetary foundations faces and also the risk management controls haven't created at basically an equivalent as force and the a lot of organizations, particularly the less imperative ones, are weakened in their drive on coordinate on-line cash transactions, within their gift risk management plans.

Meihami, B., Varmaghani, Z. & Meihami, H. (2013), these analysers created their research entitled “The impact of exploitation electronic banking on profitability of bank”. during this analysis study, the role of e-banking id est ATM, bank cards like debit and credit cards, web banking, phonephone banking, and purpose of sale are studied that will increase the banks financial gain. The respondent’s community for this analysis is that the employees of personal banks within the Kurdistan region. The researchers have finished during this paper that there's a high vital relationship between the electronic banking services and increasing financial gain of banks. additionally to, there's a relationship between bank cards (POS, web Bank, ATM) and inflated bank financial gain.

IV. STATEMENT OF THE PROBLEM

The fine relation among money improvement and monetary increase looks to own weakened in latest years. The Muslim banking is rising business no longer among the muslim international locations however conjointly in non-Muslim countries of the planet. The operating of Muslim banking follow Islamic ideas, that lose the detail of uncertainty and exploitation, thus its boom and overall performance is healthier than typical banking gizmo. The accomplishment and survival of ancient banking wants innovation and invention in its product and offerings. It'd be onerous for a traditional financial organisation to stay or boom the purchasers in an exceedingly aggressive market while not development in product and services in the other case the boom find yourself stagnant or fall in long-term. The Muslim banking supplier structures developed on Islamic standards and its success depend upon Islamic values no longer on enhancements. The Muslim or hobby loose banking is addressing challenges in an exceedingly approach that the thanks to place into impact the Islamic standards wherever international currently come back to be as global village. The Muslim banking is in its kid level and face essential troubles to exercise Islamic legal tips as right interbank securities industry isn't continuously accessible for restrictive framework for interest free banking offerings. The major concern here is to understand the banks service with the people of the country and knowing about the acceptability of banking operation in Kurdistan. To solve this problem the following objectives are made: To identify the variables involved in the services of the bank services in Kurdistan and to know the perception of the customers towards the banking operation.

V. RESEARCH METHODOLOGY

The study is descriptive in nature and for the explanation of studies, each the first and therefore the secondary facts increased. within the primary phase, the secondary facts are accumulated through the literature analysis around relating the conception. supported the secondary information collected, a self-defined instrument was created taking eighteen gadgets describing the banking operations dimension publicly opinion. Out of the abundant unorganized population of Kurdish, Iraqis, Turkish, Syrians, Indians and many of various nationalities, solely Kurdish world has been taken in observe. A sample of forty one respondents has been taken for the study and that they all participated at intervals the strategy of primary information statistics series. the amount one records gathered additional analyzed the usage of SPSS tool twenty model. The responsibility testing completed and therefore the cronbach's alpha value supported the attractiveness of form as a measurement tool. A frequency and share analysis is dead for all the variables together with demographic. The analysis is based totally on the output of SPSS twenty and therefore the outputs are provided in tables because the findings of the analysis.

VI. RESEARCH FINDINGS AND RESULTS

For the peace of mind of the responsibility of scale , the responsibility analysis of SPSS twenty was performed and therefore the price is .725 on nineteen things explained. therefore this form is been accepted for and have a cross-check as shown within the table one below. additionally the respondents analysis is allotted indicates that male respondents are a lot of as compared to girl respondents, because the reason is also the society is taken into account to be a male-dominant and men are a lot of exposed to the society. while the age discovered it's determined most of the respondents are youth as a result of the country is within the advance stage currently with not having aged population with education. The justice has been allotted with the marital status fame and each married and

unwedded are nearly identical in share. Month-to-month profits are sedately assigned then conjointly the primary category explaining the earnings below \$500 is by and huge generic. educational level is another time aligned with the age as teens and highest % of the respondents are from university. ensuing eighteen variables are descriptively provided displaying the motion of knowledge with the opinion of respondents. For the explanation of addition analysis of variance of respondent's opinion on nineteen variables one manner ANNOVA check is finished taking eight demographic variables as issue. usual carrier parts for the study as shown within the table one beneath.

Table I

S.No	Information	SD/1	D/2	N/3	A/4	SA/5	Total
1	I am able to get on the website quickly	2	4	19	9	7	41
2	What I need on the website is easy to find	1	7	17	11	5	41
3	Completing a transaction online is quick	3	13	13	9	3	41
4	Bank's website do not require a lot of effort	5	6	9	17	4	41
5	The online website structure and information is easy to follow	4	2	17	14	4	41
6	The timeline given are accurate	2	5	17	11	6	41
7	My online transactions are always accurate	2	7	15	12	5	41
8	Services provided on the bank's website are quick	3	10	11	15	2	41
9	The website makes accurate promises about the services rendered	3	9	14	13	5	41
10	The site is always available for business	3	4	16	15	3	41
11	I feel my transactions with the banks are safe	2	5	16	11	7	41
12	I have confidence in the banks service	4	6	11	16	4	41
13	The banks name is well known and has a good reputation	3	6	12	17	3	41
14	The website design is attractive	3	3	18	14	3	41
15	The bank responds quickly to my requests	2	7	17	13	2	41
16	The bank quickly resolves problems I encounter online	3	7	15	12	4	41
17	The bank is easily accessible by telephone	6	6	14	13	2	41
18	The site has a customer service representative available online	4	9	13	14	1	41
19	The SMS services are good.	4	9	10	11	7	41

VII. FINDINGS, SUGGESTIONS AND CONCLUSIONS

Based on the evaluation, it may get concluded that the banking operation is backbone of any economy in today's present days. The Islamic non secular beliefs are the psychological boundary for the growth of banking operation in Kurdistan. As the study is based on to reach the goals of to know the variables concerned within the banking

operation in Kurdistan and to recognize the people belief towards banking operation. The analysis of the statistics accrued via the dependent questionnaire attaining to all of the goals and the aims proposed. The analysis similarly explains that the banking operation in Kurdistan is not very robust and can be stated that “the only way a financial institution could lend you cash while you show that you truly don’t want it”, so humans can placed their money inside the financial institution with protection. All collectively its miles determined that there is an extended manner to go for banking operations in Kurdistan region, but need to get a powerful assistance from the entire government and religious societies particularly, especially Islamic.

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