LIST OF TABLES

Table No	Name of Table	Page No.
4.1	Branches of Bank of India	52
4.2	Kolhapur Zone Distribution of Branches	52
4.3	Year Wise Non Performing Assets of BOI	53
4.4	Interest Rate	54
4.5	Debit Card Charges	55
4.6	Credit Card Charges	56
5.1	Age-wise Classification of Respondents	60
5.2	Gender Based Classification of Respondents	61
5.3	Occupation Based Classification of Respondents	61
5.4	Education Based Classification of Respondents	62
5.5	Annual Income Wise Classification of Respondents	62
	Classification of Respondents and Calculation of Satisfaction	63
5.6	Level	
	Classification of Respondents as per purpose of Operating	64
5.7	Online Bank Account	
5.8	Ranking for Online Banking Services	65
	Classification of Respondents as per Fulfillment of the	66
5.9	purpose of Opening Online Bank Account	
	Classification of Respondents on the Basis of Frequency of	66
5.10	using Online Services	
	Ranking of Online Banking Services as per Respondents Best	68
5.11	Choice	
5.12	Problems of Online Services Faced by Respondents	68
	Classification of Respondents as per the Frequency of their	69
5.13	Visit to Bank	
	Respondent's Classification on the Basis of Frequency of	69
5.14	Online Transaction	
	Respondent's Classification Based on use of Instruments for	70
5.15	Online Banking Services	
5.16	Opinion of Education and Income affect on usages of online banking	71

5.17	Classification on Life Style Changing of user's opinion	71
5.18	Popularity of Online Services	72
5.19	Classification of Impact of Online services on Customers Satisfaction	72
	The score of Customer Satisfaction about Online Banking	73-74
5.20	Services	
	Measurements of Satisfaction Level relating to Factors in	75-76
5.21	Online Banking Services	
	Correlation of Age and Level of Customer Satisfaction	77
	Relating to Online Banking Services Provided by BOI	
	Laxmipuri Branch, Kolhapur.	
5.22		
	Correlation of Education and Level Customer Satisfaction	78
	Relating to Online Banking Services Provided by BOI	
5.23	Laxmipuri Branch, Kolhapur	
5.25	Proportion Binomial Test	79
	The classification of Respondents on the Basis of Education	80
5.26	and Satisfaction level	
5.27	Chi-Square Tests Education and Online Banking	80
	The classification of Respondents on the Basis of Income	81
5.28	level and Satisfaction level	
5.29	Chi-Square Tests Income and Online Banking	81
5.30	Ranks Mann-Whitney	82
5.31	Mann-Whitney Test Statistics	82

LIST OF GRAPHS

Graph No.	Name of Graph	Page No.
5.1	Classification of Respondents on the Basis of Frequency of using Online Services	67
5.2	Respondent's Using Instruments to the Online Banking Services	70