**Factors affecting customer satisfaction in online (Public) banking services**

**Objectives**

1. To study the factor affecting customer satisfaction for the use of online banking service.
2. To study the impact of demography (Age, Gender)
3. To give suggestions for improvement in online banking sector.

**Population**

1. 18 – 35 years old
2. 36 – 58 years old
3. 59 & Above

**Sample size**

1. 33 Responses

**Model**

Customer Satisfaction

(CS)