

Automated Banking Information System

A Study on Dhaka Bank

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Submitted to

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1. Background to the study

The world witnesses an information and technology revolution. This revolution has touched every aspect of people's life including banking. Technology has introduced new ways of delivering banking services and products to the customers, such as ATMs, and internet banking (IB). Hence banks have found themselves at the forefront of technology adoption for the past few years. These changes and developments in the banking industry have impacts on service quality, future of the banking activities, and consequently its continually competitive ability in the market since going along with technology is one of the most important factors of economic organization's success in general and banks in particular. This motivates banks to spend more on technology and information to achieve maximum returns and attract large number of clients.

To continue meeting these goals, the authority of Dhaka bank has made some significant changes to their automated banking system and IT functions in 2013.

2. Objectives of the study

2.1 Board Objectives

The main objective of the study is to investigate and analyze how the authority of Dhaka bank, Gulshan branch maintains a secure Internet and Automated Banking Information System.

2.2 Specific Objectives

In line with the board objectives, the following are the specific objectives of the study:

- ✓ To find out the challenges faced when using Electronic (automated) banking system at Dhaka bank, Gulshan branch.
- ✓ To examine electronic (automated) banking services solution provided by the Dhaka bank, Gulshan branch
- ✓ To examine Green Banking Activities in Dhaka bank, Gulshan branch.
- ✓ To analyze the different approaches in order to ensure security in Internet Banking Information System at Dhaka bank, Gulshan branch

3. Scope of the study

3.1 Geographical Scope

The study will be conducted at Dhaka bank, Gulshan branch. It is located at Plot# 7 Block# SE (D), 24 Gulshan Avenue Gulshan-1, Dhaka 1212. This branch has chosen because it is the main branch where the state of the art electronic banking service is expected to satisfy customers. However, the branch has shown well performances to maintain Internet Banking services, thus prompting the researcher to find out how they maintain Internet and Automated Banking Systems.

3.2 Subject Scope

This study is to examine the Electronic and Internet Banking Systems and its maintenances, a case study of Dhaka bank, Gulshan branch, Dhaka Bank Limited. Where electronic and internet banking system will be the independent variable and its maintenances will be the dependent variable.

3.3 Time Scope

The study covered a period from 29 March, 2015 to 22 April, 2015. This time frame is selected due to the fact that, this is the period in which we are supposed to make a study on an information technology related topics according to our academic course curriculums.

4. Methodology of the Study

The present study is a part of academic curriculum. The collected data and information will be tabulated, processed and analyzed carefully. It will be prepared in present form to make the study more informative and useful. The study period has been made only within a very short time. We tried our best to be acquainted with all information.

The data was collected from a combination of two major sources; primary sources and secondary sources.

4.1 Primary Source

This is a source that provides raw data, from an original source and the data collected was used for the first time to test the working hypothesis. The source provided first hand data through in depth interviews and self-administered questionnaires were distributed to the selected respondents at Dhaka bank, Gulshan branch and its stakeholders.

4.2 Secondary Source

This source provides data that is already in existence and has been used before. The researcher supplemented the primary data through the use of secondary data. Secondary data was sourced from a body of existing literature and publications like journals, newspapers, university library, textbooks, magazines and documentary review of Dhaka bank, Gulshan branch' monthly, quarterly and annual performance records.

5. Timeline Chart of Study

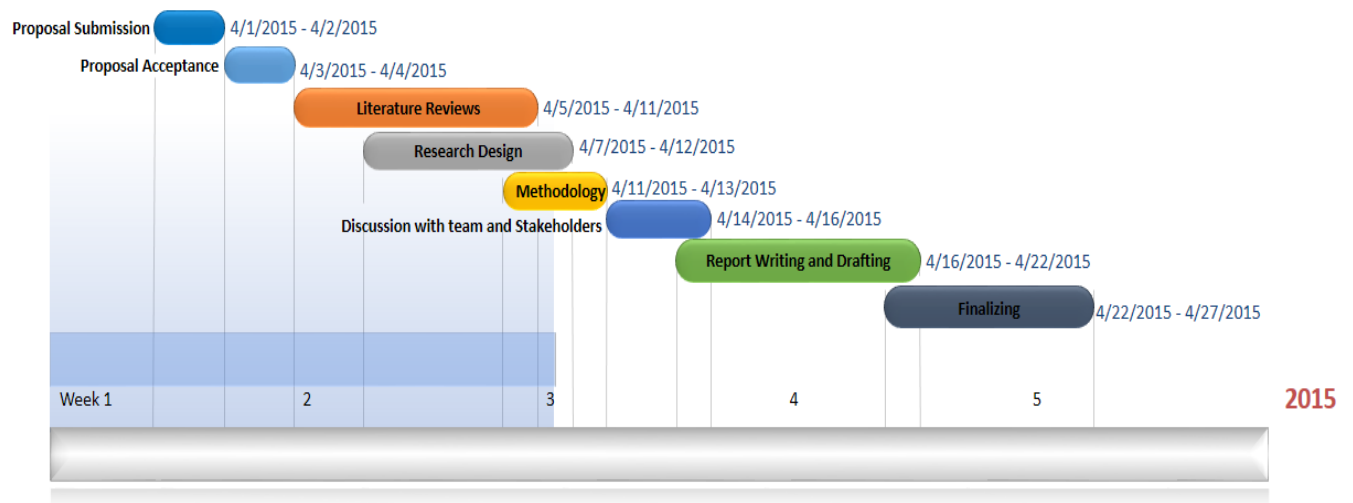


Figure (a): TimeLine Chart

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7. Conclusion

In this document we have discussed our research overview including background, objectives, scope, and research methodology and shared a brief description of the project. While preparing this document, we had to share our ideas with each other and also with our course teacher to make a plan how to complete our work within the given time. Our next step will be to interact with the stakeholders of our study and collect data from them and conduct our research according to our research design and methodology.

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