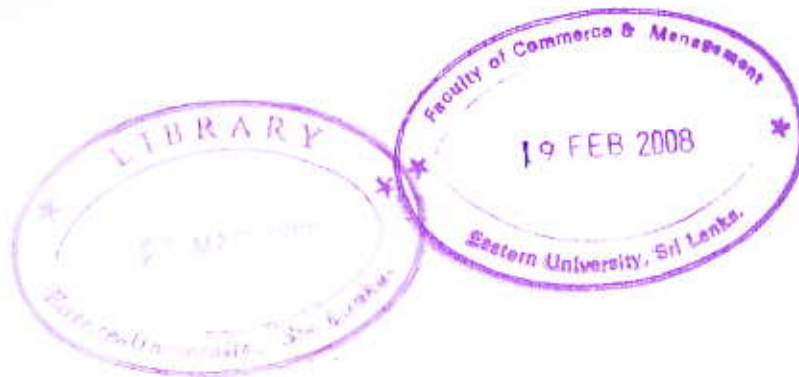


**THE STUDY ON THE IMPACT OF INFORMATION
TECHNOLOGY ON PRIVATE BANKS IN BATTICALOA
DISTRICT**



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Abstract

The banking sector is leading in the use of information technology in Sri Lanka. The private banks have been realized that the information technology is an important aspect in banking.

This study concentrates on the impact of information technology on the private banking sector in Batticaloa district. The adoption of information technology in banks has improved customer services, facilitated accurate records, provides for home and office banking services, ensures convenient business hour, prompt and fair attention, and enhances faster services. The adoption of information technology improves the banks' image and leads to a wider, faster and more efficient market.

In order to analyze the impact of information technology, the significant areas have been impacted by information technology has been taken into consideration. Conceptualization has six variables which are operational cost, time and speed, internal system efficiency, security and risk, job and work environment, and communication and decision making.

In this study population and sample were same. 90 staffs of private banks had been taken into consideration and their responses were obtained through questionnaire.

This study points out the importance of information technology in private banking sector. Private banks are in a position to invest lot of money on IT investment. However, banks should earn profits according to their investment on information technology. After introduction of information technology, private banks in Batticaloa district has been received significant benefits. This study focused on main information technology related areas of private banks in Batticaloa district. In addition, this study expressed the importance and high impact of information technology on private banking sector.

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