

A COMPARATIVE STUDY ON THE SERVICE QUALITY BETWEEN SAMPATH BANK PLC AND COMMERCIAL BANK PLC IN GAMPAHA DISTRICT

By

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ABSTRACT

The research was measuring "A Comparative study of the service quality on E-banking between "Sampath bank PLC and Commercial bank PLC" in Gampaha district refers to E-banking service in which company provide best E-banking service quality direct to customers, rather than other bank. Services include Pay bills, Check account balance, Fund transfer, Statements, online cheque images and tax documents, ATM, and SMS Alert Services. The E-banking service in Sri Lanka has been expanded and strengthened powerful in the last few years.

This study was conducted to identify whether there is any service quality difference between "Sampath bank PLC and Commercial bank PLC" Therefore base on that find out the differences in the five variables between "Sampath bank PLC and Commercial bank PLC" the variables include in this study were Efficiency, Reliability, Responsiveness, Fulfillment, and Security. To measure these variables data collected from a sample of 200 customers from the "Sampath bank PLC and Commercial bank PLC" Using systematic convene sampling techniques. The collected data were analyzed using the univariate method. The data collected were presented in the form of bar charts, tables and pie charts. The data were gathered analysis using SPSS 19 and analyze using mean, Independent sample T test and ANOVA.

The findings show that, most of the respondents were stated Commercial bank PLC is providing almost equal perceived level of E-banking service to Sampath bank PLC in Gampaha district.

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