

Structure, Conduct and Performance of Commercial Banks in India

➤ *Satish Verma / Rohit Sainir*

In the present study, an attempt has been made to analyze the relation between market structure, conduct and performance in the Indian banking industry in order to examine the relative role of efficiency and market power in determining the profitability of Indian banks. Results strongly contradict the traditional positive structure-profit hypothesis and suggest that efficiency is an important determinant of profits of Indian banks compared with market structure as measured in terms of market share and concentration.

Brief Articles, Notes and Comments**Service Quality and Customer Satisfaction in Banks: A Review**

➤ *Fulbag Singh / Davinder Kaur*

Service sector is growing as an important sector in the world economy. The complex nature of services and their growing importance have made it necessary for firms to deliver better service quality to satisfy their customers. Customer satisfaction is of utmost importance for the growth and survival of financial institutions. The present research paper is an effort to explore the contributions made by various researchers towards the measurement of service quality in banks and its relationship with customer satisfaction. The various studies conducted at national as well as at international level reveal that service quality is positively and strongly associated with customer satisfaction, and therefore, the banks should take necessary steps to improve service quality to deliver better customer service in order to keep the customers satisfied and retain them in the long run.

India and the World: The Changing Paradigms in the Banking Sector Due to Technological Advancements

➤ *Sonia Chawla / Ritu Sehgal*

Banks occupy the most imperative status in the modern world. Strong banking system is a prerequisite for a healthy and prosperous economy. Indian banking system has created a niche for itself by making remarkable achievements in the past three decades. Growing banking sector is one of the reasons for India's growth. Now the advanced technology authorized the banking industry to survive in the environment of globalization and cut-throat competition. Moreover, central banks are also progressive for formulating and implementing new guidelines for banking sector reforms and customers satisfaction. Now most of the functions of banking can be performed by sitting at own place. Banking is a sector which has expanded its services in many ways such as through ATMs, cards, mobile phones and the most latest is internet. ATMs are becoming an integral part of modern banking system all over the world. Different systems in different countries have been developed for large value and retail value payments. Data regarding different payment systems has been discussed in this paper which shows that developments in banking sector has been progressive from ancient times as in US, Fedwire was implemented in 1914 and CHIPS in 1970 for large value payments.

Against this backdrop, this paper addresses the inter-country comparison of technological developments of banking sector. This paper reveals with data of ATM development, Debit and Credit Card circulation, Large Value Payment systems and Real Time Gross Settlement system. In this paper, the milestones of Information Technology in banking sector of India have also been discussed in detail.

Book Review

Total Management by Ratios: An Analytic Approach to Management Control and Stock Market Valuations

➤ *Hrishikes Bhattacharya*

New Delhi, Sage Publications India Pvt. Ltd., First Edition in 1995, Second Edition in 2007, pp 393, Rs. 395.00.

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Telegraphic Reviews