

## The Impact of Mobile Banking on Financial Performance of Commercial Banks in India

MEENA SHARMA\*  
JELSY JOSEPH\*\*  
D. SURESH KUMAR\*\*\*

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### Abstract

Adopting technological facility inventions has helped the banking sector to easily involve the customer in knowing their banking services. Nowadays, the mobile phone is a portion of the daily requirements of the lives of many people, this is the reason the banking sector and mobile phone providers amalgamated and provide the banking facilities through mobile phones. This paper determines to identify the effect of mobile banking on banks financial performance. The financial performance expresses through return on assets and return on equity. The research findings show the mobile banking has a positive significant effect on commercial bank the financial performance in India. Mobile banking is very handy facility to operate anywhere or anytime. Through mobile banking service, banking sector is saving lots of transaction costs and time. It helps banking sector as well as customer thus increase financial literacy.

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### I. Introduction

MOBILE BANKING IS a part of E-commerce. Online goods and services are provided through the use of mobile banking. Mobile banking has now become a core strategy for the banks, which is also investing to raise the Global digital medium base. To stay relevant between customers, a bank needs to focus on the overall digital medium. It helps to be working in banks, as they are having to save a lot of transaction cost. It is a good sign for banks and their customers." All our banking activities or details of bank account are effectively available to users to take information through star connect mobile banking to their phone or mobile device. This information you can get from your mobile device at any time and anywhere you want, more than two billion persons are

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\* Research Scholar, Mody University of Science and Technology, School of Business, Lakshmangarh, Sikar Road, Laxmangarh, Rajasthan 332311, INDIA

\*\* Professor, PSG College of Art's and Science, Department of Professional Accounting, Vinashi Road, PSG CAS, Civil Aerodrome Post, Coimbatore, Tamil Nadu 641014, INDIA

\*\*\* Assistant Professor, Mody University of Science and Technology, School of Business, Lakshmangarh, Sikar Road, Laxmangarh, Rajasthan 332311, INDIA

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In the summary in Table IX of model shows that 0.26 probability value which indicates that the regression relationship was significant in forecasting how mobile banking influence the Indian commercial bank's financial performance. As per 5% level of *F* significance was 3.430, this indicates that the overall model significant.

**Table IX**  
**Summary of Model (2)**  
**ANOVA**

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	0.066	2	0.033	3.43	0.026 <sup>a</sup>
Residual	0.019	2	0.010		
Total	0.085	4			

Source: Self Computed

## VI. Conclusion

The study concludes that mobile banking has positive significant influence which it shows on the Indian commercial bank's financial performance. This described movement confirm that the variables of the number of users and annual transfers shows the positive effect on commercial bank's financial performance. Mobile banking is very handy facility to operate anywhere or anytime. Users took so many attention in the facility. Mobile banking contribute to develop banking sector, because so many users and their transaction without paper work with transparency and safely do through the application. It overcome so much workload on bank managers and their staff who now pay attention on future work. Though, through mobile banking services, banking sector is saving lots of transaction costs and time. Mobile banking services help banking sector as well as customers.

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