THE IMPACT OF INFORMATION TECHNOLOGY IN EFFICIENCY AND EFFECTIVENESS OF THE BANKING SECTOR IN SRI LANKA SPECIAL REFERENCE TO PEOPLE’S BANK AND COMMERCIAL BANK IN JAFFNA

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ABSTRACT
The objectives of this study is to identity the impact of information technology in efficiency and effectiveness of the banking sector in Sri Lanka with reference to the peoples Bank and the commercial Bank of Sri Lanka achieve this objective the study has identified special services peroxide by the commercial Bank and peoples Bank how the information technology are affect the functions of the organization activities, what are the difficulties of the banks when introducing new technology. The objectives are achieve & general question have been formulated; The impact of information technology A sample of 90 customers living in Jaffna district specially in Karaveddy & Point Pedro areas were selected through cluster sampling method. Primary data was based on questionnaire and personal interview with the information technology managers of both banks and other informal interview with the each bank customers and secondary data was based on Annual report of commercial bank and peoples bank relevant text books and relevant websites etc. Some data analyzed by using Microsoft Excel computer packages. To determine the impact of information technology with reference to the banking sector, commercial bank and peoples bank customers were tested separately. From the 28 customers are commercial bank and 18 customers are people’s Bank and other 14 are other banks customers. In case of commercial bank give more concern to the introducing new technology to their old performance. Respectively people’s bank they want to give more concern to the effective and quirts service, availability of ATM centers and technology improvement.

KEY WORDS: People’s Bank, information technology, effectiveness, banking sector.