

**IMPACT OF MOBILE BANKING SERVICE ON CUSTOMER
SATISFACTION AND RETENTION WITH SPECIAL REFERENCE
TO SBI CHAMARAJANAGARA**

Dissertation submitted to University of Mysore

DEPARTMENT OF COMMERCE

SUBMITTED BY:

Deepika R

Final year M.Com

(Register No: P01ZW21C0027)

UNDER THE GUIDANCE OF:

Thejaswini M

Guest Faculty

Department of Commerce

Dr.B.R. Ambedkar Post Graduate Centre

University of Mysore

Suvarnagangotri

Chamarajanagara – 571313

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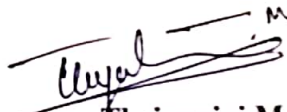


UNIVERSITY OF MYSORE
Dr.B.R. AMBEDKAR POST GRADUATE CENTRE
SUVARNAGANGOTRI, CHAMARAJANAGARA – 571313

CERTIFICATE

I hereby certify that the Dissertation work entitled “**IMPACT OF MOBILE BANKING SERVICE ON CUSTOMER SATISFACTION AND RETENTION WITH SPECIAL REFERENCE TO SBI CHAMARAJANAGARA**” is an authentic record of the bonafide Dissertation work carried out by Ms. Deepika R (Register No: P01ZW21C0027) a student of IV semester **M.Com**, under my guidance and supervision for the partial fulfilment of **M.Com** degree in the Department of Commerce, Dr.B.R.Ambedkar Post Graduate Centre, University of Mysore, Suvarnagangotri, Chamarajanagara.

This Dissertation or any part of it has not been previously submitted for the award of any degree or diploma or other similar title to any other University.


Thejaswini M

Guest Faculty

Department of Commerce

Dr.B.R. Ambedkar PG Centre

University of Mysore

Suvarnagangotri, Chamarajangara

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