A Study on Public perceives on Recently launched enhancement and inventions with Artificial Robotic Intelligence through the merger of the public sector banks

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Abstract

The Development of any nation is depend on the trade and innovation. The lifeblood of trade, enterprise and manufacturing is finance. Currently, banking is a core of contemporary business. Any country's development depends primarily on the banking system. The banks are the primary source of funding for the economy. The recent development of the public sector banking sector has been effective for its customers and stakeholders. Developments which include merger of various PSBs, technological upgrades with Artificial Intelligence software and business alliances have brought about these changes by unresolved query and then by time Consumption procedures. This study provides documentation about the customers' knowledge and understanding about the concept of the recent banking merger. The data collected were derived from primary sources and from customers of PSBs. Certain demographic variables, merger aspects and e-banking services offered have been analysed and presented with chart in order to better understand the post impacts of the fusion and technological advancement made by the banks. After evaluating the information, the findings demonstrate that a maximum of the selected majority feel the bank's fusion has undergone a positive change and is willing to confront improvements in technology.

Keyword : Customer perception, Public sector, Merger, Technology development