

# **CUSTOMERS ATTITUDES TOWARDS INTERNET BANKING SERVICES IN POKHARA VALLEY**

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*In Partial fulfillment of the requirements of the degree of  
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## **RECOMMENDATION**

This is to certify that the thesis:

Submitted by:

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*Entitled*

**Customer's Attitudes towards Internet Banking Services in**

**Pokhara Valley**

*has been prepared as approved by this department in the prescribed format of Faculty of Management. This thesis is forwarded for examination.*

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# VIVA-VOICE SHEET

We have conducted the viva-voice examination of the

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**Customer's Attitudes towards Internet Banking Services in  
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and found the thesis to be the original work of the student and  
written according to the prescribed format. We recommend the thesis  
to be accepted as partial fulfillment of the requirements for  
Master's Degree in Business Studies (M.B.S.)

## Viva-Voce Committee

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## Abbreviations and Acronyms

ANOVA	Analysis of Variance
ATM	Automated Teller Machine
CDMA	Code Division Multiple Access
E-BANKING	Electronic Banking
EU	European Union
IB	Internet banking
ISP	Internet Service Provider
IT	Information technology
JV	Joint Venture
NABIL	Nepal Arab Bank Limited
PC	Personal Computer
SEM	Structural Equation Modeling
SMS	Short Message Service
SPSS	Statistical Package of Social Service
TAM	Technology Acceptance Model
TELE-BANKING	Telephone Banking
TRA	Theory of Reasoned Action
WAP	Wireless Application Protocol
WWW	World Wide Web