TO STUDY ON CO-OPERATIVE BANK WITH SPECIAL REFERENCE TO LENDING PRACTICES IN SURAT REGION

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Abstract

The Article of lending co-operative bank is referring to borrow loan money from co-operative bank of Surat region. These banks are also traditionally centred on communities, localities and work place groups and they essentially lend to small borrowers and businesses. It is to be Measure and compare the efficiency of Cooperative Bank. The study is basically based on an order to identify the lending practices of bank and determining customer's level of satisfaction with the help of collection data or graphs with interpretation. In finding it refers to know different types of loans preferred by different sets of customers & the satisfaction level of the customers from Bank are lending policies.

Keywords

Cooperative movement of India, Bank's Performance, Lending Practices.

I.   Introduction

The lending practices are the part of the borrowing loan from co-operative banks for the customer's which gives the facilities such as savings and current accounts, safe deposit lockers, loan or mortgages to private and business customers whom a bank is where they can save their money, facilities like Internet banking. The customer has taken more than one type of loan from the banks. Moreover they suggested that the bank should adopt the latest technology of the banking like ATMs, internet / online banking, credit cards etc. Experts suggested various tools and techniques for effective analysis and interpretation of the financial and operational aspects of the financial institutions specifically banks. It also focuses on the analysis of financial viability and credit worthiness of money lending institutions with a view to predict corporate failures.

These banks also provide most services such as savings and current accounts, safe deposit lockers, loan or mortgages to private and business customers. For middle class users, for whom a bank is where they can save their money, facilities like Internet banking. At present there are several cooperative banks which are performing multipurpose functions of financial, administrative,

supervisory and development in nature of expansion and development of cooperative credit system. In brief, these cooperative banks have to act as a friend, philosopher and guide to entire cooperative structure.

The network of cooperatives was not broad based in the north-eastern region of the country. This suggests that efforts need to be taken to improve banking penetration in the north-eastern part of the country along with improving the financial health of the ground level cooperative institutions.

II.   Literature review

The Author Jyoti Gupta, Suman Jain in year 2012. "A study on cooperative bank in India with special reference to lending practices". By the help of 100 respondents In These banks provide most services such as savings and current accounts, safe deposit lockers, loan or mortgages to private and business customers.

Sreedhar T. Bharath, Sandeep Dahiya, Anthony Saunders and Anand Srinivasan in year 2009. "The study is on Lending relationship and loan contract term". Through the help of 500 responses There decision is to robust to an estimation methodology which allows loan spread, collateral requirements, and loan maturity to be determined jointly using an instrumental variables approach.

Wenying Jiangli, Haluk Unal, Chiwon Yom in year 2004 with of 76 responses the study on Relationship Lending, Accounting Disclosure, and Credit Availability during Crisis By using firm-level survey data covering four crisis-struck Asian countries (Indonesia, Korea, the Philippines, and Thailand), in this paper tests the effects of lending relationship and financial transparency and disclosure on the credit availability across countries.

Elsa, Ralf; Krahnen, Jan Pieter in year 1998 the study on is relationship lending special Evidence from credit file data in Germany with the help of 125 responses there major results of their study his to support the view of the house banks that are able to establish a distinct behavioural pattern consistent with the idea of long-term commitment.

Nam D. Pham, Ph.D., Alex J. Triantis, Ph.D. and Mary Donovan in year 2018 Study on the Economic Benefits of Online Lending to Small Businesses and the U.S. Economy With the help of 200 responses the result shows about the economic analysis of public policy and legal issues and there services include economic studies, impact analyses, cost-benefit analyses, statistics, and data construction.

III.   Research of Methodology

To methodology co-operative bank in Surat region with special reference on lending practice by result of 100 responses. Descriptive research is used in this study in order to identify the lending practices of bank and determining customer's level of satisfaction with the help of collection data or graphs with interpretation. The method used was questionnaire and interview of the experienced loan officers.

Objective of study

- To know the lending practices of cooperative banks in Surat region.
- To know different type of loans preferred by different sets of customers.
- To know the satisfaction level of the customers from Bank's lending policies.

Limitation

Basically this study is originated in Surat city. It has given 100 responses by the customers in under the one month research.

IV.   Data analysis

Table 1: To find out how much age
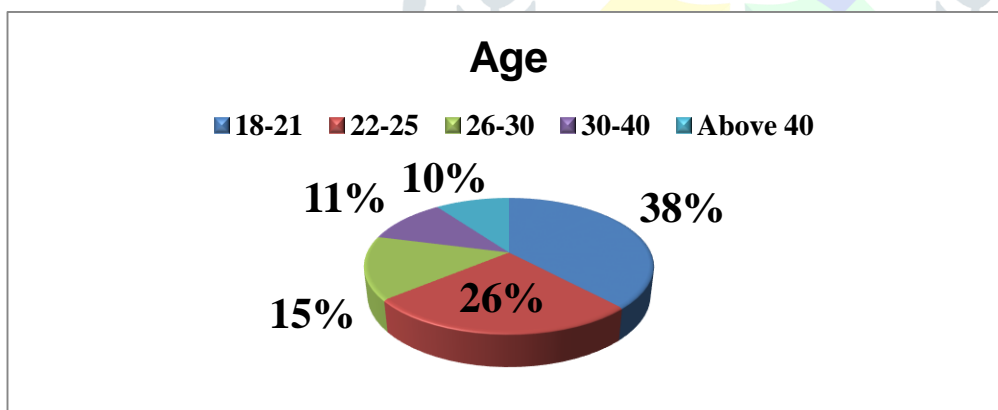
The Table shows how much age is required by the responses where in 38% have maximum believe in the age of 18-21 then the age of above 40 which given 10% believe by the help of customers.

Table 2: To find out gender male and female

Gender

Male 26%
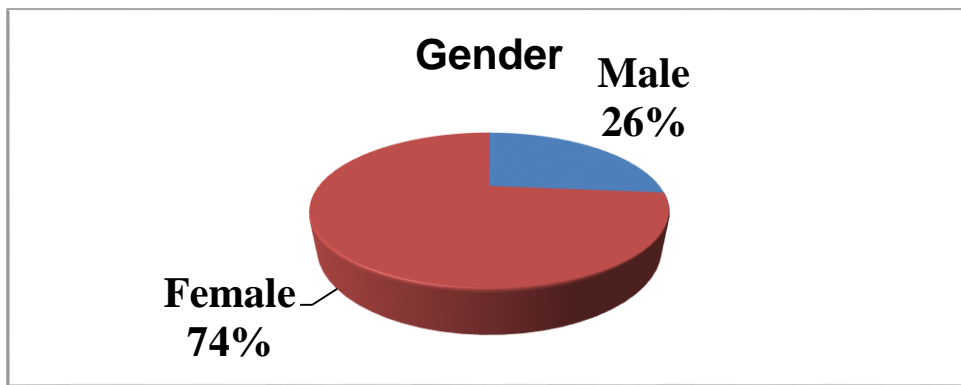
Female 74%

The chart shows about gender of male and female where Female has 75% more active than Male.

Table3: To find out the status of financial

Anaylze Financial Status

■Best ■Good ■Average

13%

21%

65%
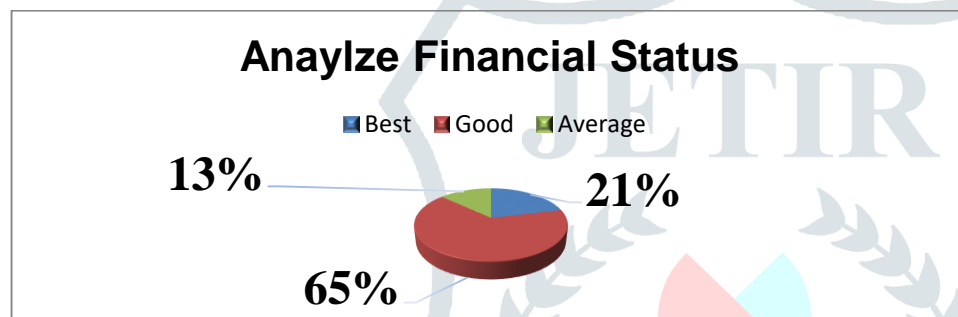
The above chart shows about financial status in society so, there are believe that 66% have analysis financial in good way and 20% in best way and at, last 14% believe that in average way in co-operative bank.

Table-4: To find out the purpose to borrowing loan.

Responses	Frequency
House Loan	20%
Personal Loan	36%
Consumer Loan	17%
Educational Loan	18%
Vehicle Loan	9%

What is the purpose to borrowing loan
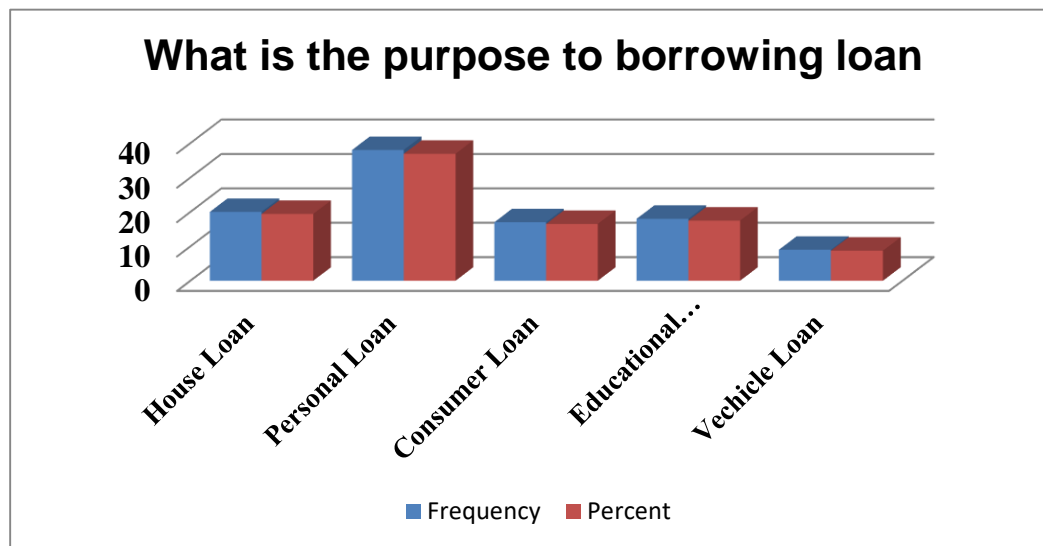
As per the bar chart shows there are 36% believe in personal loan in next, House loan 20% responses then after for 17% for Consumer loan & education loan for 16% responses at, last 9% for vehicle loan.

Table-5: To find out the types of prefer to borrowing loan.

Responses	Percentage
Short-term	12
Medium-term	50
Long-term	38

## Which Type of loan you prefer to borrow it
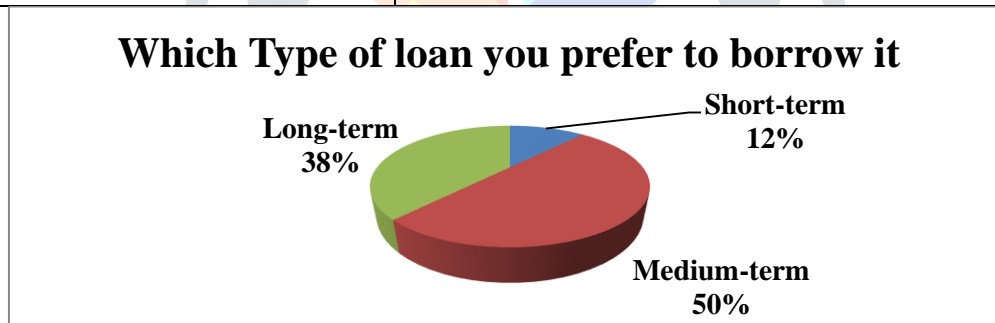
As in chart shows about Medium term loan which are 50% responses given for 38% given to long term loan and at last 12% given responses to short term loan.

Table no 6: To find out how much range or amount prefer for the loan

Responses	Percentage
Less than 20,000	13%
20,000-50,000	7%
50,000-1,00,000	48%
More than 1,00,000	32%

What are the ranges for the amount of the loan

■ Less than 20,000 ■ 20,000-50,000 ■ 50,000-1,00,000 ■ More than 1,00,000
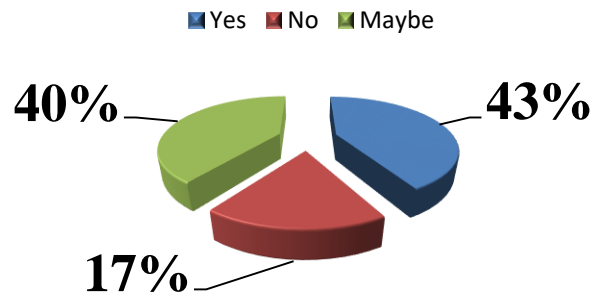
32%   13%   7%
            48%
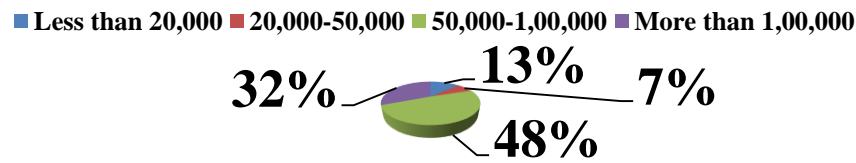
The range of 50,000-1,00,000 have 49% are agree in second 31% are believe in more than 1,00,000 and in range of 13% are agree on less than 20,000 and 7% are believe in 20,000-50,000 by the responses.

Table 7: To find out did time taken in loan for the responses

Responses	Percentage
Yes	43%
No	17%
Maybe	40%

Did time taken to you for processing loan

■ Yes ■ No ■ Maybe

40%   43%

17%

There are 42% are maybe believe in the part of the loan by the responses. For 40% are believe in the time taken for the loan and at last, but not least 17% are believe in time taken for the loan in prime bank.

Table no-8: To find out the reason for the purpose of proving loan.

| Responses	Percentage
Rate of Interest	31%
More schemes	42%
Less Formalities	12%
Easy repayment	15%
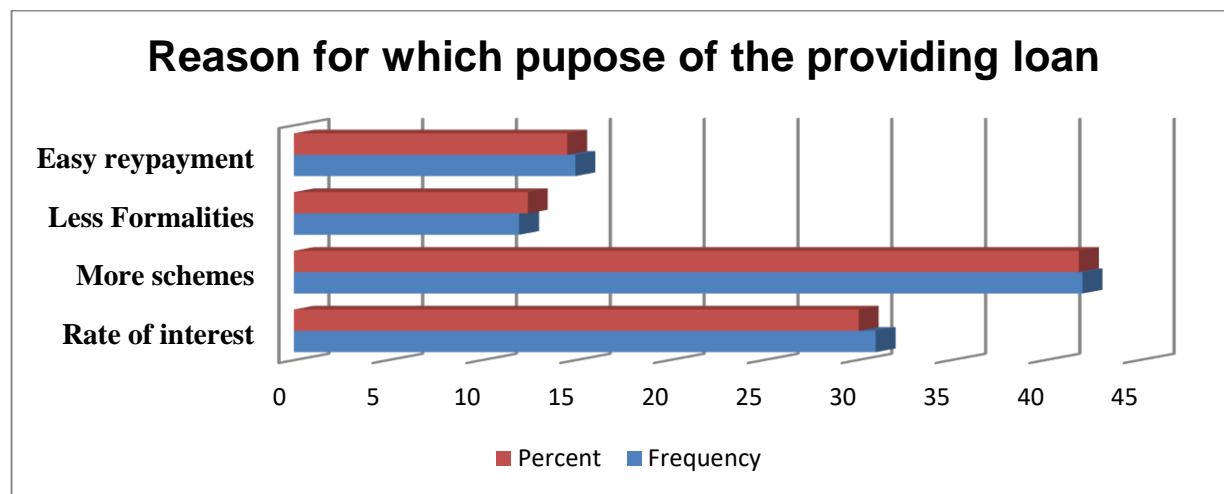
In this chart there are 42% for more schemes by the help of responses and 31% for rate of interest through the help of believe to providing loan. For easy repayment 15% are agree by the responses. And at last, According to less formality 12% are come from responses.

Table 9: To find out how much average percentage given as per loan

Particular	Frequency
Above average	26
Below average	44
Average	30
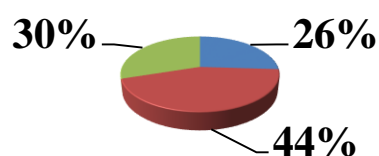
These chart shows about 44% are given ranking to the below average by the both responses. In second part it shows about 30% average ranking in prime bank. Thus, at last it show's 26% are given above average in ranking of co-operative bank.

Table no 10: To find out the linear scale of different opinion regarding loan
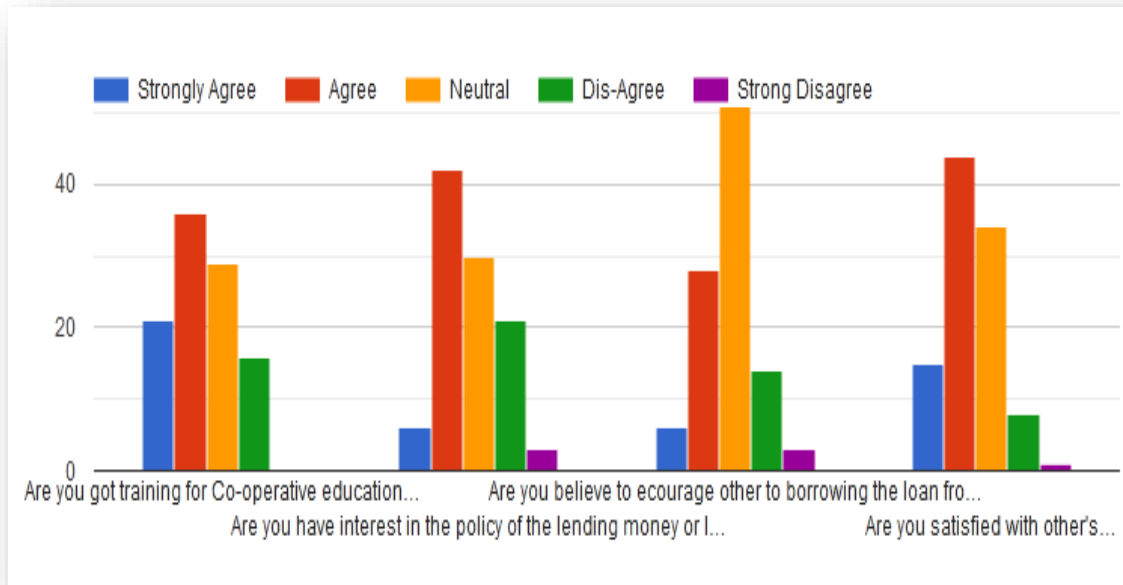
1. This is data on linear scale as per cooperative from this it is divided in four questionnaire the first data is on Are you get chance for training and learning in co-operative bank through this option not strongly agree but many are agree/satisfy with this responses 36% people are agree on this question through the secondly linear question is on neutral 29% the responses are in sure and not sure answer. In third the personal is on strong agree on this point which 21% are agree on this point and at last fourth one is on dis-agree the 16% are not satisfy with the answer so, these means they didn't work with co-operative bank.

2. In second data of questionnaire say's on are you ready to take policy from co-operative bank so, there are 42% are on satisfy/agree after then the half responses came from neutral with 30% means there are in middle way and of course, 21% are not satisfy with the answer means they are disagree-with some point and 10% are believe that we should believe in strong agree with proper decision and at last, these 6% responses are came from who doesn't believe in this cooperative so they give point to strong dis-agree.

3. In third the questionnaire on the data is on are you borrowing the loan from co-operative many are responses came from neutral 51% are agree on these question which are believe but not properly ready . In second, one 28% are agree on this point which they want to buy the loan from co-operative. In third one many responses are strong believe or strong agree on 6% want to excited to go in a bank. In last these people are strong Dis-agree which is 3% don't want to go co-operative.

4. In fourth, data questionnaire on are you satisfy with other bank there are 44% agree on this point that they want to work in other but not co-operative , in second 31% are believe in neutral where not in strong nor wrong point is on mid. In third the responses are came from strongly agree 15% this point work out on other bank and in co-operative and in Dis-agree 8% are satisfy with co-operative not in other bank and 2% in strong disagree

Table 11: To Find one sample statistics and one sample test

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Are you got training for co-operative education and practise	102	2.39	.987	.098
Are you have interest in the policy of the lending money or loan from co-operative society	102	2.74	.954	.094
Are you believe to encourage other to borrowing the loan from co-operative	102	2.80	.856	.085
Are you satisfied with other's bank then co-operative	102	2.49	.982	.097

The one simple statistics suggest that the mean value=2 has taken in the table, it shows the result in opinion of the co-operative society have highly believe to encourage other to borrowing loan which it indicate 2.80 Mean value.

One-Sample Test

	Test Value = 2					
			Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
	T	df			Lower	Upper
Are you got training for co-operative education and practise	4.014	101	.000	.392	.20	.59

Are you have interest in the policy of the lending money or loan from co-operative society	7.787	101	.000	.735	.55	.92
Are you believe to encourage other to borrowing the loan from co-operative	9.480	101	.000	.804	.64	.97
Are you satisfied with other's bank then co-operative	5.039	101	.000	.490	.30	.68

Data Interpretation-

Are you got training for co-operative education and practise

H0: People are got training and education practices in co-operative bank.

H1: People are not Got training & education practice in the co-operative bank

the result shows, that null hypothesis will **Rejected**.

Are you having interest in the policy of the lending money or loan from co-operative society

H0: People are Got having interest in the policy of lending money

H1: People are not having interest in the policy of lending money from co-operative society

the result of significant test will be null hypothesis **Rejected.**

Are you believe to encourage other to borrowing the loan from co-operative

H0: People are encouraging other believe to encourage other to borrowing loan from co-operative bank

H1: People are not encouraging other to believe to encourage others to borrowing loan which it can be shows the test of null hypothesis will goes on **Rejected** for co-operative bank.

Are you satisfied with other's bank then co-operative?

H0: People are satisfied with others bank then co-operative

H1: People are not satisfied with other's bank then co-operative. But the result shows the significant of the null hypothesis will be **Rejected.**

V.   Finding

➢ To know different type of loans preferred by different sets of customers & the satisfaction level of the customers from Bank's lending policies. According as per given services which 67% are responses given good feedback and 22% are believe that co-operative have excellent service in bank.

> ➤ To prefer the loan highest rating is 59.8% finding in medium term of loan and for short-term loan 28.4% are fact given for the co-operative bank. Easy repayment has 28.4 % in co-operative bank and less formality for 8.8% in the main factors of determining customer's selection of loans.

> ➤ Quality of services provided by the staff is satisfactory because bank is catering to a small segment

> ➤ Through the improving process there are continuous touches up with customer for example-customer ATM card, pass book, to make new account, and so on they are proving best facilities in bank.

VI. Conclusion

The banks performance and the result is study on lending practise which is on lending money from the co-operative bank. Where the bank provide loan for customers and deposit cash payment, ATM cards, savings and current accounts, NPA, safe deposit lockers, or mortgages to private and business customers and so on through this bank the co-operative holding all gadgets/types of deposited cash or financial lending amount from the bank. From the new technology customer are attracted and satisfied to borrow the loan as per their financial needs whether they want short term, medium term or long term financial goal it will be provided by the cooperative bank.

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