A COMPARATIVE ANALYSIS OF INFORMATION TECHNOLOGY IN CORPORATE BANKING CASE OF INDIA AND FRANCE

A research work of this nature is always signoduct of direct or indirect support, agement, and guidance of instructors, cbycagues and friends. A note of thanks to all those

Prof. Jvoti P. Gupta, my advi Gupta, Puneet whole gracious in providing support and guidance during this research and always showed me the light of knowledge whenever I was

estranged. He whole-heartedly contributed his awesome intellectual prowers towards originating

A research study submitted in partial fulfilment of the requirement for the degree of Master of Business Administration and the their entired comments during the course of this research. My

ropean Community which enabled me to conduct a part of my research study in France. **Examination Committee**

Prof. Jyoti P. Gupta (Chairman)

Credit is also due to all my Prof. M. Nawaz Sharif for providing happy and memorable moments of my life with these or Dr. John C.S. Tang Teally, I would like to extend any deep

hearted appreciation to Alek, Deepak, Manej, Atif, Anit-Chitra and Saced. All of them helped

lac's predispositions are a product of a lifetime. In this vain, I owe special thanks tomy Gupta, Puneetught me the values of initiative and integrity through personal example, and

ated the restless curiosity that led to this research, and my mother who with her unending Nationality coursement produced Indian ength to face ups and downs of life with dignity and

or their contribution that I stend at this milestone of my life today.

Previous Degree

B.E. (Metallurgical Engineering)

University of Roorkee

Scholarship donor

Sponsor

In the end, I wish to thank cIndia d all who, by any means possible, helped me tread the Government of Japan

European Community

Asian Institute of Technology Bangkok, Thailand April, 1994

RSPR . SM . 94 - 11

BIB Key 7976

ABSTRACT

This study attempts to examine the impact of technological change on the various parts of corporate banks' organization, namely work organization, customer-contact interface and interfirm linkages. This study was accomplished to compare the strategic management of this change between a developed and a developing country environment. Developed and developing country selected as case study are France and India, respectively.

France has become a world leader in corporate banking due to adoption of state-of-the-art technology and related services. While on the other hand, banks in India, specifically the local banks, are still technologically backward and offer traditional banking products and services. It was found that in a constantly changing technological environment, all the selected variables are affected and have an effect on each other. Therefore, in order to improve the level of technology in India, the attempt should be manifold with simultaneous change in all the factors involved.

2.2.2 Perishability .