

**"A STUDY ON CLIENTS SATISFACTION TOWARDS CORE BANKING WITH
REFERENCE TO MODUS INFORMATION SYSTEM PVT LTD, BANGALORE"**

BY

Mr. SANTHOSH D

USN: 4AL17MBA2B

Submitted to



VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELGAUM

In partial fulfilment of the requirements for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the guidance of

INTERNAL GUIDE

Prof. Reema Frank

Assistant Professor

AIET, Mijar

EXTERNAL GUIDE

Mr. Mohan Kumar K L

Chief executive officer

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Department of Business Administration

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APRIL 2019

modus

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Ref: MODUS-PER/213/18-19

Date: 21st Feb 2019

Place: Bangalore

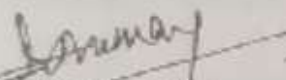
TO WHOM SO EVER IT MAY CONCERN

This is to Certify that Mr. SANTHOSH D bearing USN: 4AL17MBA28 an MBA student of ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY, Shobhavana campus, Vijar, Moodbidri had done an Internship / project Report entitled "CLIENTS SATISFACTION TOWARDS MODUS" during the period 5th January 2019 to 20th February 2019 in our organisation.

During this Period, he has shown positive attitude towards learning and implementing. His conduct and behaviour was found to be good.

We wish him success in all his future endeavors.

For Modus Information Systems Pvt Ltd


K I. Mohan Kumar
Chief Executive Officer





ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

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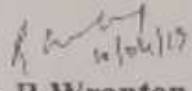
Date: 10th April 2019

Certificate

This is to certify that **Mr. SANTHOSH D** bearing **USN 4AL17MBA28** is a bonafide student of Master of Business Administration course of the Institute (2017-19) affiliated to Visveshvaraya Technological University, Belagavi.

The project report on "**A STUDY ON CLIENT SATISFACTION TOWARDS CORE BANKING WITH REFERENCE TO MODUS INFORMATION SYSTEMS PVT LTD, BANGALORE**" is prepared by him under the guidance of **Prof.Reema Frank**, Assistant Professor, Department of Business Administration, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi, Karnataka.


Prof. Reema Frank
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EXECUTIVE SUMMARY

This project is based on the study on "A STUDY ON CLIENTS SATISFACTION TOWARDS CORE BANKING WITH REFERENCE TO MODUS INFORMATION SYSTEM PVT LTD, BANGALORE". This study very much helpful to the researcher to know the Clients satisfaction of the company . Here the objectives of the study included; to understand the current existing practice of Clients satisfaction towards core banking Bangalore . To study the significance of clients satisfaction towards core banking at Modus information system pvt ltd. To study the needs of the clients at Modus information system . To find the effectiveness of clients satisfaction followed by Modus information system Bangalore.

This study mainly divided in into five chapters. The initial chapter gives the Introduction, introduction about the internship, topic chosen for the study, and objectives of the study, need for the study, scope of the study, methodology adopted, literature review as well as limitations of the study. The second chapter gives a clear history of industrial profile as well as company profile, promoters, vision, mission and quality policy, products profile, areas of operation, competitors information, future growth and prospects, and financial statement of the company by calculating different type of ratios.

The third chapter includes theoretical background of the study, which refers to the elaborative the topic on "Clients Satisfaction towards Core Banking". The fourth chapter includes the contains the data analysis and the interpretation where analysis is done on Clients Relationship Management using tables and charts. The fifth chapter provides findings, suggestions, and conclusion. At last bibliography and questionnaire are appended in this report.