

Evaluation on the Implementation of Online Banking System in Republic of Yemen

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ABSTRACT

The main purpose of the research is to evaluate the implementation of online banking systems in the Republic of Yemen and to finalize a document for the banks in Yemen, showing what the benefits and limitations are of having online banking systems. Because the research needs to be conducted in Malaysia, (since there are a lot of banks using online banking and from their experience in this field), the author is getting that experience and has mentioned it in this documentation.; Getting good facts and results will help the banks in Yemen to implement this technique and RHB bank and CIMB bank were the selected banks in Malaysia. RHB and CIMB banks are two of the biggest financial firms.

For the research needed, the author has identified three main research objectives. The research will basically determine the needs, wants and benefits of online banking systems for the banks in Yemen. The explanation is conducted based on what online banking means and what its types are. Finally, the author determines the effectiveness and implications of implementing the online banking application or system.

Due to the fact that RHB and CIMB banks have a large number of customers from different cultures and behaviours, banks in Yemen should realise the actual impacts of the different cultures among the customers' or clients' environment. The customers or clients of these banks in Yemen are always in demand of high satisfaction levels of services provided. Banks in Yemen should implement a system that can facilitate the daily work of their customers and clients as well. Having that system would increase the banks' reputation and also improve the offered services. Thus banks will be improved. Online banking can increase the velocity of money in an economy. In a developing economy with a rudimentary information infrastructure, embracing online banking requires change and evolution. Banks in the Republic of Yemen are facing significant competition; therefore they have to adopt online banking.