Summary of Master’s thesis: The quality management of e-banking services in Vietnam joint stock commercial bank for industry and trade - Ha Tinh branch

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1. General information
1.1. Topic: The quality management of e-banking services in Vietnam joint stock commercial bank for industry and trade- Ha Tinh branch
1.2. Author: Nguyen Thi Huyen
1.3. Major: Economic management
1.4. Publishing year: 2014
1.5. Supervisor: Dr. Nguyen Thi Kim Chi

2. Research purposes
The purposes of this project is to study in depth analysis of the current situation, pointing out the achievements as well as shortcomings in the quality management of electronic banking services in Vietinbank- Ha Tinh branch and proposing solutions to improve the quality of services at Vietinbank- Ha Tinh branch.

3. New contributions
On the basis of inheriting and promoting previous research works, the thesis keeps on studying for the quality management of e-banking services in Vietinbank- Ha Tinh branch with the following major contributions:

Theoretically, it systemizes the theoretical and practical issues of the quality management of e - banking services in commercial banks, such as: the concept, the influential factors and the role of e- banking services; the concept, the content and the role of the quality management of e- banking services in commercial banks, etc...

In fact, it analyzes and estimates the reality of the quality management of e- banking services in Vietinbank- Ha Tinh branch. It also indicates the achieved results, limitations and reasons in the quality management of e-banking services in Vietinbank - Ha Tinh branch. Thereby, it proposes solutions and recommendations to improve the quality of e-banking services in Vietinbank Ha Tinh.