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Need for basel iii, tools to maintain credit risk management (crm) and factors impacting mitigation in commercial banks – a study w.r.t. Commercial banks @ bengaluru urban

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Abstract

Purpose : Risk is common in all forms of business organisation. A business has to face risk to earn revenue for the survival, growth and to face competition. Credit risk emerges on account of default of pricing the instalment on due data. Credit risk causes economic downturn since banks fail on account of default risk from clients. In 2008 at the world level credit crisis developed due to subprime mortgages to individuals in the US leading to heavy default which impact the global financial performance. They are capable of creating significant losses during corporate failure and bankruptcy of financial institutions (Brown et al., 2014).

Approach : A structured open ended questionnaire was administered as schedule. Respondents were approached in commercial banks at Bengaluru in selected localities. These localities includes Jayanagar, Malleshwaram, Indiranagar and Yelahanka. A total of 220 questionnaires were in the hands and only 200 were usable ones and thus forms 91% success rate. x^2, contingency co-efficient, Kendall’s co-efficient of concordance, ANOVA and Garrett Ranking Technique tools were performed to analyse and present the data.

Findings : The study found the presence significant variations in the socio-economic characteristics and high degree of relationship between the characteristics and CRM. The need for Basel III is driven by G-20 nations does not want to eradicate bank failing, need to recognise local reform agenda and avoid excess liquidity. Tools of risk management includes loan review mechanism, KYC and credit worthiness assessment. The drivers of mitigation of risk management includes risk based approval of credit, excellent credit rating and avoid bribe taking at the time of loan sanction.

Keywords : Basel III, Mean score, Risk, Mitigation, Tools Mechanism, Rank, Default, Loan, Techniques.

Introduction :

The effective management of credit risk is a critical component of a comprehensive approach to risk management and significant to the long term success of any banking organisation (Asha Singh, 2013). Credit risk is the biggest risk faced by banks in day-to-day business. Banking industry in future has to face many challenges and banks which manages properly the risk will survive in the competitive market. Credit risk is the largest risk faced by banks and financial intermediaries (Gray et al., 1997). Efficient credit sanction process, appropriate credit administration, measurement and control of risk definitely helps banks to know the extent of credit risk. In order to face pressures in the normal business banks should introduce suitable comprehensive measures. Banks are instrumental in economic growth and development (Brooks, 2014). Proper functioning of commercial banks helps to accelerate economic growth and poor administration of financial organisations economic progress is very hindered and intensify poverty (Muye and Muye, 2017). Credit risk may bring heavy loss to the banks when compared to other kind of risks. The extent and the level of loss caused by credit risk is severe and cause bank failure (Landley, 2013) Effective risk management contains establishment appropriate credit administration which involves monitoring process as well as satisfactory controls over credit risk (Gaitho, 2013).

Statement of the problem

Banks face a multiple number of risk at the time of lending. Banks are operating in a highly competitive world and that is why they have to design suitable strategies and implement to face the competitive situation. Banks are now forced to use high tech most sophisticated and troubleshooting instruments for risk assessment, monitoring and controlling risk exposure. There exist a lot of competition among banks to attract customers and hence banks started to adopt different innovations in the banking sector (Aruwa & Musa, 2014). Regulations also require banks to improve internal governance practices to arrive at transparency and ethical standards to keep the customers satisfied with the products and services offered. In this direction H0 and Yusuff (2009) has stated that clear terms and conditions allow customers to be more satisfied with the banks.

Review of literature

Brink (2017), Falkaer (2017), and Harper et al. (2017) demonstrated that risks are several types of threats caused by humans, technology, organizations, environment and politics.

MclLwrath, (2016) expressed that risk management involves all means available for person, staff and organization to minimize or avoid a potential pencil.

Stephen Owush Airye et al. (2018) one of the opinion that continuous supervision reduces credit risk, through effective monitoring and thereby improves bank loans growth. Further, the researchers have stated that credit risk is the most critical risk and hence must be well managed.

Paulino et al., (2018) in their study on commercial banks in juba city concluded that CRM variables of credit risk identification, credit risk analysis and appraisal are not significantly related to performance of financial institutions.

Turght Tursoy (2018) stated that the Basel III amendments have been created and nations are working to develop the new components into the old version. Further, the researcher stated that with the new Basel III application, RIS started to consider the liquidity and other issues to increase the health of the banking industry.

Samuel Kapudia et al. (2019) has stated that NPAs have shaken the Indian banking sector and thus have grabbed the attention of post liberalization sector. Further, they have stated that NPAs are reflected the performance of banks.

Goresem Orchon et al., (2021) examined the contribution of capital structure and CRM to financial performance of MFIs and employed cross sectional design to survey. The results reveal that the capital structure and financial performance are not significantly related. The study further highlights that capital structure and CRM combines have a strong explanatory power for financial performance of MFIs.

Sudip Bosu et al., (2019) highlights that the aim of risk management is to reduce the probability of loss from a credit transaction and implement the practices of risk management in a good manner.

Objectives of the study

1) To study the socio-economic characteristics of respondents.
2) To analyse the need for Basel III.
3) To analyse the tools of CRM.
4) To study factor impacting mitigation of risk in commercial banks.

Hypotheses

1) The demographic profile of the respondents is not impacting on the CRM.
2) The need for Basel III not arised.
3) Tools are not available to analyse CRM.
4) There are no factors impacting mitigation of CRM in commercial banks.

Research Questions

1) What are the reasons behind demographic profiles of respondents are not impacting on CRM?
2) What is the need of Basel III ?
3) What are the tools of CRM ?
4) Which factors impacts in the study of mitigation of risk in commercial banks?

Limitations:

1) The study is confined only to Bengaluru Urban.
2) Any kind of generalisations requires further indepth study.
3) The sample is small for the study.
4) Time and financial constraints faced.

Research Methodology :

A neatly drawn research plan is essential to ensure that the study is properly adopted to the target set. Research design speaks about the structure of research. It is a blue print and pre-projected activity for the future. Zikmund (1988) defines research design as a master plan specifying the methods and procedure for collecting and analysing the need information. Research methodology as a systematic path assists researchers to conduct their research in a systematic manner.

Research Questionnaire:

A questionnaire is a research instrument which contains set of questions which are logically arranged for the purpose of collection of data from respondents (Saul McLeody, 2018). The researchers are supposed to apply most relevant and effective way to collect maximum amount of data in terms of validity and reliability as suggested by researcher (Thorpe et al., 1991). A well designed questionnaire was administered as schedule after considering avoid of delay, incompleteness.

Sample and sampling technique :

A sample of 200 respondents are sufficient for the present study. Convenient sampling technique was performed and both nationalised and private sector banks were considered for the purpose of data collection. Areas like Jayanagar, malleshwaram, Indiranagar and Yelahanka areas were considered and Banks Union Bank, Conara Bank, HDFC, Axis Bank Ltd., and 50 each respondents were approach. The customers of banks were interviewed near by the banks in order to collect data in a natural setting.

Universe of the study:

The present study is confined only to Urban Bengaluru and grews like Jayanagar, Malleshwara, Indiranagar and Yelahanka were chosen for the study purpose.

Source of Data : The present study is based on both primary and secondary data. Primary data is gathered by administering structured questionnaire and secondary sources include, books, journals and internet.

Method of analysis : The study adopted x^2, contingency co-efficient, ANOVA, Kendall's Co-efficient concordance and Garrett Ranking Technique to analyse and internet the data.

Data presentation and analysis A : Socio economic characteristic of the respondents : The demographic profile of the respondents which are necessary for the study are analysed and presented. They include gender marital status, age, qualification, income etc., The importance of studying these characteristics emerges as they impact the study no CRM.

Research question No. 1 - H_0: What are the reasons behind the characteristics of respondents are not impacting the study?

Hypotheses No. 1 : There is no significant variation in the socio-economic characteristics of respondents.

H_1 : There exist significant variation in the socio economic characteristics of the respondents.

Table – 1 asserts that there are 152 males and 48 females and 180 are married and 20 remained as single. 86 respondents belongs to the age group of 40-50 years, 50 to the 50-60, 45 to the 30-40 years and 68 to the above 60 years and 11 to the 20-30 years. 68 respondents are general degree holders, 40 PG, 34 ITI, 25 professional, 18 completed PUC, 415, 10th standard. The occupation data reveals that 75 are working in private sector 33 in government service, 37 doing business, 17 home makers, 13 professionals, 15 farm house owners and 10 self employed. 68 respondents monthly income fall in the group of 50K – 60K 43 in between 40K-50K, 34 in the group 30-40K, 30 above 60K, 20 between 20-30K and 5 between 10K-20K. 55 respondents are deposit holders out of 200 and 145 not deposited in any bank. 43 respondents availed loan, and 157 not availing and waiting to avail loan. All the socio economic characteristics reveal a positive significant relationship with high degree.

Research question No. 2 : What is the need for Basel III?

Hypotheses No. 2 - H_0 : The need for the Basel III not arised and there is no significant variation in the need.

Hypotheses H_1 : There exist significant variation in the need for Basel III.

Table – 2 reveals data on the need for Basel III. 120 respondents expressed strongly felt over the factors driving the need for Basel III, followed by 60 felt and 20 somewhat felt. Out of 120 who said strongly felt 42 said about G-20 does not want to eradicate bank findings, 20 stated need to recognise local reform agenda 17 about avoid publications. Out of 60 who said agree 16 said about need to recognise local reform agenda, 12 noticed G-20 nations does not want to eradicate bank failing, 10 noticed avoid excess liquidity, Out of 20 who said somewhat felt 5 each opined about avoiding politicians and avoid excess liquidity. ANOVA fails to accept H_0 and accepts H_1 and hence it is concluded that there exist significant variation in the data.

Research question No. 3: What are the tool of the CRM?

Hypotheses No. 3 - H_0 : There exist no significant variation in the data and there are no tools of CRM.

H_1 : There exist significant variations among in the tools of CRM.

Table – 3 highlights data about tools of CRM. 117 respondents are strongly agree over the tools of CRM followed by 54 agree, 29 somewhat agree. Out of 117 who stated strongly agree 25 said about loan review mechanism, 19 expressed about credit worthiness assessment, 18 KYC, 12 portfolio management. Out of 54 who said agree, 16 spoke about loan review mechanism, 10 about KYC, 6 each Risk qualification and credit worthiness assessment. Out of 29 who said somewhat agree, 8 are of the opinion about loan review mechanism, 5 expressed about KYC. 'w' fails to accept H0 and accepts H1 and hence it is concluded that there exist significant relationship between tools and CRM.

Research question No. 4: What factors impacts on the study of mitigation of risk in commercial banks?

Hypotheses No. 4 - H_0 : There is no significant variation in the data of mitigation of credit risk in commercial banks.

H_1 : There exist significant variations in the data.

Table – 4 highlights data on factors impacting mitigation of risk in commercial banks. These impacting factors vary from excellent credit rating to regular rating of services. These impacting factors are ranked by using the formula 100 (R_{1j} – 0.5) N_j and calculated values are further derived from Garrett Ranking Conversion – Table (Value x). The Garrett values are multiplied by N = 200 to get total score and total score is decided by 200 to get mean score. The highest is ranked as I depending upon the strength of Mean score and the remaining ranks are awarded based in the strength of mean score. First rank was awarded based in the strength of mean score. First rank was awarded to risk based approval credit, second rank was awarded to excellent credit rating and third rank was awarded avoid bribe talking while sanctioning loan. The remaining factors are awarded ranks depending upon the strength of the mean score (For value (x) refer to Garrett Conversion Table).

Summary & Discussion of Findings.

The main intention of present study is to know whether demographic profile of respondents impact CRM and to know the need for Basel III, tools for credit risk management and factors impacting mitigation of risk in Commercial banks. The present study administered a structured questionnaire to collect the required data. The questionnaire was administrated as schedule after considering possible delay incompleteness and the fear of carona virus. The respondents were interviewed in the bank either before their transactions in the banks or afterwards. They were requested to provide the necessary data and the intention of collecting data also explained. The findings of the study were presented, analysed and interpreted using chi-square contingency co-efficient, ANOVA, Kendall's coefficient of concordance and Garrett Ranking Technique. The study revealed about the presence of favourable socio-economic factors supporting the study. The study also show the need for Basel III, tools for CRM and factors impacting mitigation risk in commercial banks. The need for Basel III arises from G-20 does not want to eradicate bank failures, need to recognise local reform agenda and avail excess liquidity. The tools for CRM includes loan review mechanism, KYC and credit worthiness assessment, and factors impacting mitigation of risk in commercial banks includes in the order of ranking, risk based approval of credit, excellent credit rating and avoid bribe taking at the time of loan sanction.

Based on the bipolar opinions expressed by respondents reveals that bank should follow CRM strategies in order to face severe competition. The opinions expressed considered as the basis of judgement regarding that all socio economic characteristics impacted very much on risk and there exist significant variation and high degree of relationship. The need for Basel III are well aware by the respondents, and the need well supported the study of need for Basel III which includes G-20 does not want to eradicate bank failing, need to recognise local reform agenda and avoid excess liquidity. Further, the study reveals about the tools of CRM which includes KYC, credit worthiness assessment and loan review mechanism. The impacting factors of mitigation of risk includes risk based apparel of credit, excellent credit rating and avoid bribe taking at the time of loan sanction.

Conclusion:

Banks are now adopting best strategies to identify the credit risk through CRM. Banks face innumerable risks in their daily operation. CRM policy of the bank regulates the credit risk strategy. The policies spell out target markets risk acceptance and avoidance levels, risk tolerance level, prefer levels of diversification and concentration (Asha Singh, 2013). The dynamic CRM strategies will aim at improving the overall preference of the banks and leads to growing stronger and to face composition. The study found the presence of significant and high degree relationship between the variable. The study revealed about the need for Basel III which is going to implement by 2003, January. The needs include G-20 does not want to eradicate bank fail need to recognise local reform agenda and avoid excess liquidity. The tools of CRM includes KYC, loan review mechanism. Further, the study reveals about the factors impacting the mitigation of risk in commercial banks which includes risk based approval of credit, excellent credit rating and avoid bribe taking at the time of loan sanction.

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Table – 1 : Socio-economic characteristics of respondents

Demographics	x^2	TV @ 5%	df	Result of X^2	'c'	Result of 'c'
Gender	54.08	3.841	1	Significant	0.46	High Degree
Marital status	128.00	3.841	1	Significant	0.62	High Degree
Age in years	102.65	9.488	4	Significant	0.58	High Degree
Qualification	56.62	11.070	5	Significant	0.47	High Degree
Occupation	110.31	12.592	6	Significant	0.59	High Degree
Income	68.52	11.070	5	Significant	0.50	High Degree
Depositor	40.00	3.841	1	Significant	0.41	High Degree
Available loan	64.98	3.841	1	Significant	0.49	High Degree

Source : Field Survey

Note : x^2 = chi-square

'c' = $\sqrt{x^2 / x^2 + N}$

Where c = contingency co-efficient, N = Number of observation

When the value of 'c' is equal or near 1, it means there is high degree of association between attributes. Contingency co-efficient will always be <1.

Table – 2 : Need for Basel III – ANOVA Technique

Factors driving need of Basel III	SA	A	SWA	T
Need to recognise local reform agenda	20	16	2	38
Strong influence of global financial crisis	16	7	2	25
Avoiding politicians interference	17	6	5	28
Avoid excess liquidity	15	10	5	30
Restore transparency in banks	10	9	2	21
G-20 does not want to eradicate bank failing	42	12	4	58
Total	120	60	20	200

Source : Field Survey

Note : SA – Strongly Agree, A – Agree, SWA – Somewhat Agree, T – Total.

Hypotheses

H_0	There exist no significant variation in the data	Reject
H_1	There exist significant variation in the data	Reject

ANOVA Table

Source of variation	SS	df	MS	F-ratio	5% F-limit (From F-Table)
Between the sample	928.4394	(3-1)=2	928.4394/2 = 464.2197	464.2197 / 47.4222 = 9.79	
Within the sample	711.3334	(18-3) = 15	711.334 / 15 = 47.4222		(2,15) = 3.68
Total	1639.7728	(18 - 1) = 17			

Source : Field Survey

ANOVA Analysis : The calculated value being 9.79 higher than the critical TV = 3.68 @ 5% level of significance with df = V1 = 2 and V2 = 15 fails to accept H_0 and accepts H_1 and hence it is concluded that exist significant variation in the data.

Table – 3 : Tools of credit risk management – Kendall's co-efficient of concordance approach

Tools of credit risk management	SA	A	SWA	RT	RT^2
Know your customer	18	10	5	33	1089
Exposure ceilings	8	3	3	14	196
Risk qualification	9	6	2	17	289
Risk rating model	7	4	2	13	169
Credit worthiness assessment	19	6	3	28	784
Monitor after pay out	8	2	2	12	144
Portfolio manager	12	3	2	17	289
Risk based scientific pricing	11	4	2	17	289
Loan review mechanism	25	16	8	49	2401
Total	117	54	29	200	5650

Source : Field Survey

Note : SA – Some Agree, A – Agree, SWA – Somewhat Agree, RT – Raw Total

SSR = $\Sigma RT^2 - \Sigma RT^2 / N$

$= 5650 – (200)^2 / 9 = 5650 – 4444.44 = 1205.56$

$W = 12 \times SSR / K^2N (N^2 – 1) = 12 \times 1205.56 / 9 \times 9 (9^2 – 1)$

$= 14466.72 / 6480 = 2.23$

Test the significance of 'w' by using chi-square statistic.

$X^2 = k (n – 1) w = 3(9-1) \times 2.23 = 3 \times 8 \times 2.23 = 53.52$

Decision : At 8 df with 5% level of significance the table value being 15.507. The calculated value being 53.52 higher than the TV and hence and hence 'w' fails accepts H_0 and accepts H_1. Therefore it is concluded that there exist significant relationship between the tools and risk management.

Table – 4 : Factors impacting mitigation of Risk in Commercial Banks – Garett Ranking Technique

Ranks	Sale and Score Value														Total	Mean Score	Rank
Factors scale value x	f	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII			
	f x	84	74	67	62	58	54	50	46	42	38	33	26	16			
Excellent credit rating	f	54	44	29	18	13	9	8	7	5	4	4	3	2	200	67.08	II
	f x	4536	3256	1943	1116	754	486	400	322	210	152	132	78	32	13417		
Risk based approval of credit	f	50	45	32	19	18	8	10	3	5	4	3	2	1	200	67.47	I
	f x	4200	3330	2144	1178	1044	432	500	138	210	152	99	52	16	13495		
Avoid bribe taking while sanctioning loan	f	46	40	42	20	9	5	7	8	6	5	4	3	5	200	65.63	III
	f x	3864	2966	2814	1240	522	270	350	368	252	190	132	78	80	13126		
Independent loan reviews	f	43	41	37	18	7	8	9	8	9	6	4	4	6	200	64.17	VI
	f x	3612	3034	2479	1116	406	432	450	368	378	228	132	104	96	12835		

Independent of risk assessment from loan saction	f	46	39	34	16	18	12	6	8	6	5	4	4	2	200	65.45	IV
	fx	3864	2886	2278	992	1044	648	300	368	252	190	132	104	32	13090		
Reduction in loan process	f	32	31	28	24	19	15	20	8	6	5	4	5	3	200	61.89	IX
	fx	2688	2294	1876	1488	1102	810	1000	368	252	190	132	130	48	12378		
Internal auditor	f	35	30	29	24	20	20	10	8	8	6	5	4	1	200	62.74	VII
	fx	2940	2220	1943	1488	1160	1080	500	368	336	228	165	104	16	12548		
Multi tier credit	f	27	33	30	20	15	18	15	8	11	12	6	5	-	200	60.83	X
	fx	2268	2442	2010	1240	570	972	750	368	462	456	198	130		12166		
Restricted credit approval	f	39	29	30	20	19	11	13	9	10	5	7	6	2	200	62.34	VIII
	fx	3276	2146	2016	1240	1102	594	650	416	420	190	231	156	32	12469		
Independence of risk assessment	f	43	41	36	14	21	9	8	7	6	5	5	3	2	200	65.34	V
	fx	3612	3034	2412	868	1218	486	400	322	252	190	165	78	32	13069		
Implementation of KYC norms	f	37	30	26	15	18	10	15	8	10	12	8	5	6	200	60.34	XII
	fx	3108	2220	1742	930	1044	540	750	368	420	456	264	130	96	12068		
Foucsing weak and problematic loans	f	30	24	23	15	21	19	15	10	12	8	10	7	6	200	58.23	XIII
	fx	2520	1776	1541	930	1218	1036	750	460	504	304	330	182	96	11647		
Regular rating of services	f	29	31	29	24	22	18	10	8	15	6	4	4		200	60.35	XI
	fx	2436	2294	1943	1488	1276	972	500	368	630	228	132	104		12071		

Source : Field survey

Note : X – Scale value, f – No. of respondents, R – Rank,

Mean Score – Total Score / N