

## **Abstract**

Nowadays, information technology has facilitated human's life to much comfortable, therefore many commercial banks are also aware of the importance of increasing more information technology into the banking services because the commercial banks' management naturally expect to improve the efficiency in the banks' operation and services. On the other hand, the commercial banks' management 's critical task in today's competition is to use information technology to reduce the administration and operation cost and to save other cost of the banks. As a consequence, many commercial banks have been adapting and adjusting their services into Electronic Banking, such as, Internet Banking, Electronic Fund Transfer and ATMs, etc.

For Thailand, although, many commercial banks have developed and improved many services into the form of Electronic Banking until we can claim that the capability of technology or innovations of commercial banks in Thailand are equivalent to those in foreign countries, but when there was a research in the numbers of transactions through Electronic Banking of commercial banks in Thailand, it has been found that the number was still very low compare to the transactions through the counters of the branches of commercial banks.

Based on my study, I have found that the main factors which made the commercial banks' customers have little confidence in using Electronic Banking, are, (1) The security of personal information including the security standards of each bank, and (2) The result in using transaction through Electronic Banking. I believe that some causes of those factors originate from the insufficiency of the applicable laws to support the customers' reliance to transact the banking business through Electronic Banking. Hence, my research is to propose that Thailand should move forward rapidly to adopt the UNCITRAL Model Law on Electronic Commerce, which the Cabinet has voted for the National Committee of Information Technology to develop and to enact six acts related

to electronic commerce, especially the acts that have not yet been enacted and come into force, such as, Data Protection Law and National Information Infrastructure Law.

Other than moving forward to adopt the UNCITRAL Model Law on Electronic Commerce, some acts that have come into force, such as, Electronic Transactions Law and Electronic Signatures Law, however, the implementation of those two acts have not been able to truly enforceable due to the fact that there are still some lack of supporting acts that should be enacted in conforming to the actual transactions through Electronic Banking. I would further like to propose the drafting of the royal decree in controlling and supervising the business in issuing the Certification Authority, which this royal decree will establish the business in issuing Certification Authority, hence, the banks' customers will have more confidence in making transactions through Electronic Banking.

Lastly, on the part of information technology security standards, aside from enacting Data Protection Law, I also view that Thailand should be directing into the transactions through Electronic Banking integrated security system to ensure that the information technology security in every sector shall move in the same direction so that the government can be able to legislate the laws related to regulations of Electronic Banking security. Meanwhile, the commercial banks, with the collaboration the Bank of Thailand, might settle the standard of Electronic Banking security by adopting the standards set up and controlled by the International Organization for Standardization (ISO) in the sections that related to setting up security administration of information or ISO 27001:2005 to be used as the guidelines for making up the standard of Electronic Banking security and for the purpose to formularise the standard to be in the same direction and be accepted from all the nations.