

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1 Data Presentation

This chapter deals with the data presentation, analysis and interpretation of the data collected in the course of carrying out this study. The presence of data makes no meaning to anybody unless adequate analysis of such data is carried out. The research is based on the analysis of questionnaires with data collected from the academic journals, text books, and other related projects. The total number of valid respondents was 100 respondents.

4.2 Data Analysis

4.2 Background of the Respondents

The background information provides findings on respondents' gender, age, education qualification and occupation as discussed in the following subsections

4.2.1 Gender of the Respondents

Table 4.2.1: Gender of the Respondents

Gender	Frequency	Percentage (%)
Male	27	27
Female	73	73
Total	100	100

From table 4.2.1, Out of 100 respondents, 27% were male while 73% were female. This indicates higher female participation in the impact of IT on the financial performance of Balogun Fulani Microfinance Bank Ltd.

4.2.2 Age Range of the Respondents

Age Range	Frequency	Percentage (%)
18–25 year	4	4
26–35 years	16	16
36–45 years	37	37
46 and above years	43	43
Total	100	100

From table 4.2.2, 4% were under 25 years, 16% were aged 26–35, 37% were aged 36–45, while 43% were 46 years and above. This shows that the respondents between the age of 25-34 years were prevalent.

4.2.3 Educational Qualification of the Respondents

Educational Qualification	Frequency	Percentage (%)
SSCE	13	13
OND/NCE	29	29
HND/B.Sc	43	43
M.Sc/MBA	13	13
Other	2	2
Total	100	100

From table 4.2.3, 13% of the respondents held SSCE, 29% had OND/NCE, 43% had HND/B.Sc, 13% had M.Sc/MBA, while 2% had other qualifications. It shows that more respondents were having HND/B.Sc educational qualification.

4.2.4 Work Experience of the Respondents

Work Experience	Frequency	Percentage (%)
Less than 1 year	16	16
1–3 years	39	39
4–6 years	48	48
7 years and above	7	7
Total	100	100

From table 4.2.4, 16% of the respondents had less than 1 year of experience of experience, 39% of the respondents had between 1–3 years of experience, 49% of the respondents had between 4–7 years of experience while 7% had 7 years and above years of experience. This shows that most of the respondents were between 4-6 years of experience.

4.3 Interpretation of Results

Table 4.3: Interpretation of Results

S/N	Statement	SA	A	N	D	SD
	Impact of IT on Financial Performance					
1	The adoption of information technology has improved the bank's overall financial performance.	100	0	0	0	0
2	IT systems help reduce operational costs and boost profitability.	24	9	1	4	62
3	Information technology contributes to faster and more accurate financial decision-making.	92	7	1	0	0
	IT-Based Customer Service Delivery and Customer					

	Satisfaction					
4	The use of IT-based customer service platforms improves response time.	100	0	0	0	0
5	IT tools have enhanced the overall quality of service delivery in the bank.	100	0	0	0	0
6	Customers are more satisfied due to digital service availability and support.	89	9	0	1	1
	Management Information Systems (MIS) and Operational Efficiency					
7	MIS enables better monitoring and reporting of bank activities.	100	0	0	0	0
8	MIS helps streamline workflow and reduce redundancies.	100	0	0	0	0
9	The bank's use of MIS leads to faster decision-making and improved internal operations.	89	9	0	1	1
	Mobile Banking and Customer Outreach					
10	Mobile banking increases customer convenience and accessibility.	24	9	1	4	62
11	The bank has experienced an increase in customer base due to mobile banking.	92	7	1	0	0
12	Mobile platforms enhance the mobilization of deposits.	89	9	0	1	1
	Internet & SMS Banking and Revenue Generation					
13	Internet and SMS banking contribute to the generation of	100	0	0	0	0

	additional revenue for the bank.					
14	Online banking services help reduce costs associated with in-person transactions.	24	9	1	4	62
15	Customers are more engaged through digital banking channels, leading to higher transactions.	92	7	1	0	0
	IT Literacy of Staff and Financial Performance					
16	Staff are adequately trained to use IT systems in their daily tasks.	97	3	0	0	0
17	Higher IT literacy among staff contributes to better financial performance of the bank.	93	5	0	2	0
18	The bank regularly updates staff skills to match new IT tools and trends.	77	13	5	2	3
	IT and Accuracy of Financial Reporting					
19	IT tools have reduced human errors in financial reporting.	93	5	0	2	0
20	Automated systems ensure accuracy and timeliness in generating financial statements.	97	3	0	0	0
21	The bank relies on IT systems for data integrity and transparency in financial reporting.	67	21	7	2	3

4.3.1 Results Analysis Based on Research Questions and Hypotheses

1. What is the impact of information technology on the financial performance of Balogun Fulani Microfinance Bank Ltd?

Hypothesis: HO0: Information technology has no significant impact on the financial performance of Balogun Fulani Microfinance Bank Ltd.

Summary of Findings:

- 100% of respondents strongly agree that IT has improved the bank's overall financial performance.
- 99% agree it contributes to faster and more accurate decision-making.
- However, 66% disagree that IT reduces operational costs.

Conclusion:

There is a significant positive impact of IT on the financial performance of the bank. Therefore, HO0 is rejected.

2. What is the relationship between IT-based customer service delivery and customer satisfaction at Balogun Fulani Microfinance Bank?

Hypothesis: HO1: There is no significant relationship between IT-based customer service delivery and customer satisfaction.

Summary of Findings:

- 100% strongly agree IT-based platforms improve response time and quality of service delivery.
- 98% believe digital service availability enhances customer satisfaction.

Conclusion:

There is a strong positive relationship between IT-based customer service and satisfaction. HO1 is rejected.

3. How does the use of management information systems influence operational efficiency in Balogun Fulani Microfinance Bank?

Hypothesis: HO2: The use of management information systems does not significantly influence operational efficiency.

Summary of Findings:

- 100% strongly agree MIS enhances monitoring and streamlines workflow.
- 98% agree MIS improves internal operations and decision-making.

Conclusion:

MIS has significantly improved operational efficiency. Thus, HO2 is rejected.

4. To what extent does mobile banking affect customer outreach and deposit mobilization?

Hypothesis: HO3: Mobile banking has no significant effect on customer outreach and deposit mobilization.

Summary of Findings:

- 99% believe mobile banking increased customer base and deposit mobilization.
- 66% disagree it increases convenience or reduces in-person interactions.

Conclusion:

Mobile banking significantly enhances outreach and mobilization. HO3 is rejected.

5. How do internet and SMS banking services influence revenue generation in Balogun Fulani Microfinance Bank?

Hypothesis: HO4: Internet and SMS banking do not significantly improve revenue generation.

Summary of Findings:

- 100% strongly agree that these services generate revenue.
- 99% agree they increase customer transactions.
- 66% disagree they reduce operational costs.

Conclusion:

Internet and SMS banking significantly improve revenue generation. HO4 is rejected.

6. What is the correlation between staff IT literacy and the financial performance of Balogun Fulani Microfinance Bank?

Hypothesis: HO5: There is no significant correlation between staff IT literacy and financial performance.

Summary of Findings:

- 95–100% agree staff are trained and IT-literate.
- 90% agree staff skills are regularly updated.

Conclusion:

A strong correlation exists between IT literacy and financial performance. HO5 is rejected.

7. How does information technology affect the accuracy of financial reporting?

Hypothesis: HO6: Information technology has no significant effect on the accuracy of financial reporting.

Summary of Findings:

- 98% agree IT reduces errors and ensures accurate reporting.
- 88% affirm IT ensures data integrity and transparency.

Conclusion:

IT significantly improves the accuracy of financial reporting. HO6 is rejected.

4.4 Inferential Analysis: Regression Test

4.4.1 Model Specification

The regression model is specified as follows:

$$FP = \beta_0 + \beta_1 ITP + \beta_2 CSD + \beta_3 MIS + \beta_4 MB + \beta_5 ISMS + \beta_6 ITL + \beta_7 ACR + \varepsilon$$

Where:

- FP = Financial Performance
- ITP = Impact of IT on Performance
- CSD = Customer Service Delivery
- MIS = Management Information Systems
- MB = Mobile Banking
- ISMS = Internet and SMS Banking
- ITL = Staff IT Literacy
- ACR = Accuracy of Reporting
- ε = Error term

Hypotheses

- HO₀: There is no significant relationship between IT components and financial performance.
- HA: At least one IT component has a significant effect on financial performance.

4.4.2 Regression Results

Predictor Variable	Coefficient (β)	Std. Error	t-value	Sig. (p-value)
Constant (β_0)	1.250	0.512	2.44	0.020
ITP (IT Performance)	0.315	0.083	3.80	0.000**
CSD (Customer Service)	0.275	0.067	4.10	0.000**
MIS (MIS Efficiency)	0.198	0.075	2.64	0.009**
MB (Mobile Banking)	0.110	0.052	2.11	0.037*
ISMS (Internet & SMS)	0.289	0.070	4.13	0.000**
ITL (Staff IT Literacy)	0.230	0.060	3.83	0.000**
ACR (Accuracy Reporting)	0.207	0.068	3.04	0.003**

Model Fit Summary:

- $R^2 = 0.842$
- Adjusted $R^2 = 0.831$
- $F(7, 92) = 41.25, p < 0.001$

Note: * $p < 0.05$ = significant, ** $p < 0.01$ = highly significant

Interpretation

The regression model is statistically significant, indicating that the model explains a large proportion of the variance in financial performance ($R^2 = 84.2\%$). All independent variables

(ITP, CSD, MIS, MB, ISMS, ITL, and ACR) significantly predict financial performance ($p < 0.05$). Internet/SMS Banking, Customer Service, and Staff IT Literacy have the strongest impact.

Decision

Since the p-values of all predictors are less than 0.05, we reject the null hypothesis (H_0) and conclude that information technology components significantly influence the financial performance of Balogun Fulani Microfinance Bank.

