

ABSTRACT

The topic for the research has been selected with special interest to reveal the role of E-banking on Performance deposit money bank in Nigeria: A Case Study OF United Bank of Africa Plc (UBA). It was observed that the role of E-banking to banks operations and performance cannot be underestimated, that the viability of E-banking presents a significant prospect and opportunities to the banking operations and that the nature of E-banking is secured-enough to ensure adequate patronage by customers. Therefore, Electronic banking is viable and plays a significant role in the operations and performance of deposit money bank in Nigeria, coupled with the fact that Electronic banking is secured-enough to ensure adequate patronage for good operations and performance in the financial service industry in Nigeria. This project encompasses a comprehensive survey of companies; the research was divided into five main chapters. The first chapter is the introduction, highlighting the objective, scope, significance and limitation of the study. It also talks about the problem encountered in the course of the research and states the research hypothesis. The second chapter is the literature reveal where capital structure and market value as well as other related and associated terms and concepts were defined and explained. The research methodology takes the third chapter stating the research design, population, research sample, method of data collection and the relevant methodology. Chapter four carries data presentation, analysis and interpretation of the result. In chapter five, summary, findings recommendations and conclusion.

Keywords: Electronic banking, Deposit Money Banks and Performance.

CHAPTER ONE

1.0 Introduction to the Study

Until early 2000's financial Institution rely on manual process and paper work to facilitates both local and the international transaction no matter how complex it may be, The World is now more digital focused especially in money deposit bank are now undergone major digital transformation in other to meet the needs of new customer and existing ones. The banking Industry has been tremendously influenced-by technological advancements just like the other aspect of life. The emergence of e-banking has significantly redefined and transformed bank's operations. Technology is viewed as the mayor driving force in firm's performance Success.

All banks, Irrespective of whether local or foreign are investing heavily on emerging technologies that assure customers satisfaction, effective and efficient services delivery in e-banking. This is done in an effort to achieve reduction in operating costs, Increase volumes of transactions processed and attraction of new Clientele.

The introduction of mobile telephone in 2001 and also improved access to personal computers and internet service facilities have also added to the growth of electronic banking in the deposit money banks of Nigeria. Many banks have installed a modern computer inter-connectivity backbone that enable them achieve communication of data and multimedia over intranets, extranets and with the whole world over the internets. They also have achieved management/Staff computer literacy, knowing how to locate, analyses, store and use information to make decision based on their organized data.

The Study aims at Role of Electronic Banking on Performance of Deposit Money Bank in Nigeria, The study relied on descriptive Study, and the study was centered on United Bank of Africa (UBA)

1.1: Background of the Study

In the bid to catch up with global development and improve the quality of service delivery, the world has witnessed an information and technological revolution. This revolution has touched every aspect of people's lives including the banking Industry. Such changes and development have impacted quality services and enhance the future of banking activities, consequently, as a result of the increased demand for customer deposit, Nigeria bank, especially new generation banks have realize the imperative of good and prompt services. Customers have now become deposit wiser, more discerning, alert and sophisticated with regards to choosing where it is safe to put their money, and where they would be secured promptly. Thus, they have started looking at the level of services and professionalism of the bank before depositing their funds.

proximately to the bank is no of longer issue; safety and level of services, with regards to quality speed and efficiency have become the major issue on the part of the banks, they have realized that the one way they can provide quality service is through the use of technology. Hence, Nigeria banks have no doubt investing much on technology and have widely adopted electronic and telecommunication networks for delivery a wide range of value added products and services. They have in the last few years transformed from manual to automated system. This is due to the pressure of globalization, consolidation, deregulation and rapidly changing technology and information to achieve maximum returns and attracting large number of Client. Unlike before when ledger card were used, today banking has been connected to computer networks, thereby facilitating the practice of Intern-bank/inter branch banking transaction.

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have achieved management/Staff computer literacy, knowing how to locate, analyses, store and use information to make decision based on their organized data.

As new generation banks started to use technology to provide efficient, online and real-time services. Electronic Banking encompasses different forms of modern information technology and services in bank such as Internet Banking, Smart - Card, Electronic Fund Transfer (ETF), Automated Teller Machine (ATM), electronic Commerce, electronic Data Interchange (D1), Automated Cheque Clearance faculties (ACCF) and many more. All these are banking system services to attain a greater height of excellence. It is amazing that electronic services have done in the banking Industry.

1.2: Statement of the Research Problem

Before this new era of banking in Nigeria, the industry was characterized by inefficiency, bureaucracy and truly frustrating on the amount of time it takes to services their customer. As a result of anchoring their operation on computer-based delivery system this generation banks have become very profitable. As many banks introduced a great volume and complexity of operations, increased in innovation and variety. In products and services rendered, financial liberation, redesigning business process and refined their services towards customers. There are changes which are witnessed every day in the banking system and all other sectors that are deploying electronic banking capital abilities. This manual development which is the central part of most banking activities here in Nigeria today. The technological development has gone a long way to effect the operating system of Nigeria banks by introducing modern system of banking where banks now operate through the electronic banking system.

Electronic banking refers to providing services, such as opening a deposit account, transferring funds among different account and electronic bill presentment and payment. This can be offered to two main way. Firstly an existing bank with physical offices can establish a website and offer these services to its customer in addition to its traditional delivery Channels. Second is to establish a virtual bank.

1.3: Research Question

At the end of this research, answer would have been provided to the following question

- i. What are the role of electronic banking on performance performance of deposit money bank?
- ii. Does the Current Services rendered sufficient to meet Competitive purpose and to achieve the quality of banking Service?

- iii. Has Electronic banking system be able to improve the performance of Deposit money bank?

1.4: Objective of the Study

The main Objective of this study are as -follows.

- i To examine the role of electronic banking on performance of deposit money banks?
- ii. To compare traditional banking Service with electronic banking?
- iii. To investigate the benefit and Challenges of electronic banking System Nigeria?

1.5: Research Hypothesis

The hypothesis stated that;

Ho: Automated Teller Machine banking has no significant effect on the performance of deposit money banks in Nigeria?

H1: That electronic banking does not enhance the performance of deposit money banks

1.6: Significance of the Study

The importance, relevance and considerable value of electronic banking system in Nigeria are too numerous to mention. Electronic banking as seen to be the modern system to of banking has various anticipated value that it will add to the growth and effectiveness of the banking system in Nigeria. By the end of the study, people will be able to known the role of electronic banking on performance of Deposit Money Bank in Nigeria especially that of United Bank Deposit of Africa (UBA), the need to get involved and usage of it. Also the problem and prospects will be explicit brought out. On the other hand, it will bring to mind of customer better understand and impression in regard of using it.

1.7: Scope/Limitation of the Study

The scope of the study will cover the problem and prospects of the electronic banking as it affects banks in Nigeria, being aware of the great change caused by technology, especially in United Bank of Africa (UBA) Plc., the study will cover aspect of electronic services in the bank as modern attribute, which will include Internet Banking, Automate Teller Machine (ATM) Electronic fund Transfer (EFT), Cash and electronic banking embodies will also be revealed in the Study.

It Should be noted and anticipated that during the course of this research work, Some limitation will be encountered such as: The fact that not all workers in the bank have in depth knowledge of all electronic gadget used in bank this will serve as limitation due to the fact that they were not able to give required information When Called upon.

1.8: Definition of Term

This takes a look at various aspects of electronic banking in the banking Industries. E-banking encompass different form of modern Information technology and activities.

INTERNET BANKING: It an online banking services for personal or business banking customer with an account. The service incorporate features which enables registered users have access to their account details from anywhere they find themselves. It allow user to check their account balances, statement, change or cancel standing order, print and download their transaction details on to third party for analysis.

MOBILE BANKING: It form of banking services that allows customers to perform some transaction on their account using G.S.M. phone. It also gives room for users to monitor their account analysis, anywhere. This solution is a convenient, cost effective and secure meant of gaining access to one's account via the short message services (SMS), USSD Code etc.

ONLINE BANKING: It encompasses both internet banking and mobile banking, can be accessed through any devices with an internet connection, for variety of service Which may include bill payment, fund transfer, account management and many more.

AUTOMATED TELLER MACHINE (ATM): It a self-service banking terminal that allows customers to perform various transaction without need to interact with a bank teller or branch representative. Is like a computerized kiosk that enables cash withdrawals, deposit, balance enquires and other banking function.

ELECTRONIC FUND, TRANSFER (EFT): Refers to the s the digital movement of money from one bank account to another, often without the need for physical Cheque or cash. This can be done within the same bank or across different financial Institutions.

1.9: Organization of the Study

The first chapter is the introduction, highlighting the objective, scope, significance and limitation of the study. It also talks about the problem encountered in the course of the research and states the research hypothesis.

The second chapter is the literature reveal where capital structure and market value as well as other related and associated terms and concepts were defined and explained.

The research methodology takes the third chapter stating the research design, population, research sample, method of data collection and the relevant methodology.

Chapter four carries data presentation, analysis and interpretation of the result.

In chapter five, summary, findings recommendations and conclusion.