

## **CHAPTER FIVE**

### **5.0: Summary, Conclusion, and Recommendations on the Role of Electronic Banking on the Performance of UBA Bank in Nigeria**

#### **5.1: Summary**

Electronic banking (e-banking) has transformed the Nigerian banking sector, improving efficiency, customer satisfaction, and profitability. This study examined the impact of e-banking (mobile banking, internet banking, POS, ATMs) on the performance of United Bank for Africa (UBA). Primary data was collected through surveys (385 customers) and interviews (30–50 employees), while secondary data was sourced from UBA's financial reports (5–10 years) and Central Bank of Nigeria (CBN) publications. Analytical techniques included regression and correlation analysis to assess the relationship between e-banking adoption and key performance indicators (profitability, deposit growth, customer retention).

#### **5.2: Conclusion**

The findings revealed that:

1. E-banking enhances profitability – Increased adoption of mobile and internet banking positively correlates with UBA's Return on Assets (ROA) and Return on Equity (ROE).
2. Customer satisfaction improves – Convenience, speed, and 24/7 accessibility of e-banking services boost customer loyalty and deposit growth.
3. Operational efficiency increases – Automated transactions reduce branch congestion and operational costs.
4. Challenges persist – Cyber security threats, network failures, and low financial literacy hinder optimal e-banking performance.

### **5.3: Recommendations**

To maximize the benefits of e-banking, UBA and other Nigerian deposit money banks should:

1. Enhance Cyber security Measures – Invest in advanced fraud detection systems and customer awareness programs to reduce e-fraud risks.
2. Improve Digital Infrastructure – Strengthen server stability and internet connectivity to minimize transaction failures.
3. Expand Financial Inclusion – Partner with fintech firms to reach unbanked populations through USSD and agent banking.
4. Boost Customer Education – Conduct training sessions on safe e-banking practices to increase user confidence.
5. Regulatory Support – The CBN should enforce stricter e-banking policies while encouraging innovation in digital banking.

#### **Final Thought**

E-banking is a key driver of UBA's growth and competitiveness in Nigeria. By addressing existing challenges and leveraging emerging technologies, UBA can further solidify its position as a leader in digital banking in Africa.

## REFERENCES

**Abubakar, A. (2014).** The effects of electronic banking on growth of deposit money banks in Nigeria. *European Journal of Business and Management*, 6(33), 79-89.

**Adewoye, J. O. (2013).** Impact of Electronic Banking on Performance of Deposit Money Banks in Nigeria. *International Journal of Business and Management Review*, 1(1), 21-36.- Examines how e-banking influences profitability and customer satisfaction in Nigerian banks.

**Agboola, A. A. (2006).** Electronic Payment Systems and Tele-Banking Services in Nigeria.\* *Journal of Internet Banking and Commerce*, 11(3), 1-10. - Discusses the growth of electronic payment systems and their effects on banking efficiency.

**Ateke, B. W., & Akani, G. H. (2018).** Brand positioning and marketing wellness of deposit money banks. *International Journal of Innovations in Social Science, Arts and Management*, 8(1), 140-151.

**CBN Statistical Bulletin (2022).** Electronic Payment Data. [<https://www.cbn.gov.ng>](<https://www.cbn.gov.ng>) - Contains official statistics on e-banking adoption and bank performance metrics.

**Chibueze, A. Z., & Maxwell, O. O., & Osondu, N. M. (2003).** Electronic banking and bank performance in Nigeria. *West African Journal of Industrial and Academic Research*, 6(1).

**Chukwukaelo, U., Onyeiwu, C., & Amah, P. (2018).** Impact of information technology on performance of banks in Nigeria. *American Journal of Humanities and Social Sciences*, 2(8), 92-100.

**Davis, F. D. (1989).** Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 13(3), 319-340.

**Deekor, L. N. (2021).** Electronic banking and deposit money bank's performance in Nigeria. *Cross Current International Journal of Economics, Management and Media Studies*, 3(6), 71-81.

**Essien, J. M. (2019).** Dimensions of banking and payment system. Dewills Productions.

**Eze, G. P., & Egoro, S. (2016).** Electronic banking and profitability of commercial banks in Nigeria. *Journal of Finance and Economic Research*, 3(1), 23-32.

**Gbanador, M. A. (2021).** Fundamentals of banking: Theory and practice. Akanistic Ventures.

**Gbanador, M. A., Makwe, E. U., & Olushola, O. A. (2022).** Financial innovation and the performance of deposit money banks in Nigeria. *IIARD International Journal of Banking and Finance Research*, 2, 37-50.

**Ibekwe, A. O. (2021).** Financial innovation and the performance of deposit money banks in Nigeria. *International Journal of Business & Law Research*, 9(1), 162-173

**Mustapha, S. A. (2018).** E-payment technology effect on bank performance in emerging economies: Evidence from Nigeria. *Journal of Open Innovation, Technology, Market and Complexity*, 4(43), 1-14.

**Nwakoby, N. P., Sidi, C. P., & Abomeh, O. S. (2018).** Impact of information and communication technology on the performance of deposit money banks in Nigeria. *International Journal of Management and Sustainability*, 7(4), 225-239.

**Okonkwo, A. A., & Ekwueme, C. M. (2022).** Effect of electronic payment on financial performance of Nigeria Deposit Money Banks. *International Journal of Advance Academic Research*, 8(3), 105-117.

**Oluwatolani, O., Joshua, A., & Philip, A. (2011).** The impact of information technology in Nigeria's banking industry. *Journal of Computer Science and Engineering*, 7(2), 63- 67.

**Raymond, A., Ebenezer, A. M., & Kehinde, O. I., & Lateef, Y. A. (2022).** Electronic banking and bank performance: evidence from Nigeria. *Signifikan Jurnal Ilmu Ekonomi*, 11(2), 371-

**Okafor, C. A. (2021).** Electronic banking and entrepreneurial development in Nigeria. *International Journal of Business & Law Research*, 9(1), 79-88,

**Okonkwo, A. A., & Ekwueme, C. M. (2022).** E-payment and performance of deposit money banks in Nigeria. *Research Journal of Management Practice*, 2(3), 23-34.

**Olaiya, A. C., & Adeleke, K, O. (2019).** Electronic banking and profitability of deposit money banks in Nigeria. *Journal of Association of Professional Bankers in Education*, 5(1), 129-151.

**Oniore, J. O., & Okoli, U. V. (2019).** Impact of electronic banking on the performance of money deposit banks in Nigeria. *Noble International Journal of Economics and Financial Research*, 4(9), 83-90.

**Osakwe, C. I., & Ezeaku, C. N. (2022).** The effect of electronic banking on the operations of deposit money banks in Nigeria (2006-2020). *International Journal of Trend in Scientific Research and Development*, 6(4),1233-1241

**Usman, S. A. (2018).** Saraki laments how he introduced ATM in Nigeria, laments excessive charges. Retrieved from <https://dailypost.ng/2018/10/17/sarakireveals-introduced-atm-nigerian-banklaments-excessive-charges/>.

**Zu, J., Gu, Y., Kaodui Li, K., & OseiAssibey, M. B. (2019).** Impacts of financial innovations on financial performance evidence of electronic banking in Africa. *International Journal of Scientific Engineering and Science*, 3(7), 56-60.