

**THE IMPACT OF COMPUTERIZATION OF FINANCIAL TRASACTION IN NIGERIA
BANKING INDUSTRY (A CASE STUDY OF UNION BANK PLC, ILORIN, KWARA
STATE)**

BY

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POLYTECHNIC, ILORIN,**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF
NATIONAL DIPLOMA IN ACCOUTANCY DEPARTMENT**

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DECLARATION

I hereby declare that this project has been written by me and it is a report of my research work. It has not been presented in any previous application for National Diploma.

CERTIFICATION

This project entitled “**THE IMPACT OF COMPUTERIZATION OF FINANCIAL TRANSACTION IN NIGERIA BANKING INDUSTRY**” meets the regulations governing the award of National Diploma, of Kwara State Polytechnic, Ilorin for its contribution to knowledge and literacy presentation.

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DEDICATION

This project is dedicated to God Almighty for making my dream a reality. And my beloved parents Mr. and Mrs. Ajide for their caring and support throughout my academic session.

ACKNOWLEDGEMENTS

I would like to start by appreciating God Almighty for giving me the needed wisdom to make the project work a successful one. My profound gratitude goes to my supervisor **MR. MUHAMMED K. A. G.** for his time and constructive criticism and my HOD (**MR. ELELU M. O.**) for his advice and encouragement. I also thank our project coordinator **MR. HASSAN A. O.** for her efforts and her leadership quality. For my course mate, I thank you all for team work.

In the same way, my sincere thanks and gratitude's also go to my beloved parents Mr. and Mrs. Ajide for standing by me throughout this programme.

In addition, I would also like to extend my profound appreciation to my relatives, brothers, sisters, uncle and cousins for their understanding and support.

ABSTRACT

This survey carried out in order to access the attitudes and order to know of actually computer applications can be said to have achieved its objectives. Mention was made about the meaning, impact nature as well as the purpose of computer application activities on consumer's patronage and the statement of the hypothesis. Literature review was carried out in which various relevant terms were defined. More over computer application activities it was extensively discussed. The research methodology carried out was together with some facts useful for the conduct of the study in this research questionnaire was used. The data collected through the research will be also used or analyzed in addition with their interpretations. Finally, certain conclusions will be drawn and useful recommendation will also be given to the company's industries as a means of increasing its banking system volume and achieving other objectives desire.

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CHAPTER ONE

1.1 BACKGROUND TO THE STUDY

The banking industry constitutes one of the pillars in which the economy of any nation rests. The computer has massive effect. On the nature, quality and structure of works almost everywhere there by becoming largely responsible for the emergency of the modern post-industrial societies. Proper application of the computer is a major technical factor affecting organization efficiency and culture worldwide.

In the past decades, the introduction of workstation and powerful networking devices have put computer on the desk of offices. It has continues to play a central role in the operation of many corporations while other forms of computing are used in business in various capacities, the largest place in the e-banking environment such as banking health care government, insurance e.t.c.

The results of the use of computer union bank in banking sector include:

1. E-banking:- Electronic banking also use electronic technology as a substitute for cheque and other paper transactions.
2. ATM:- Automatic teller machine- these are electronic terminal that permit banking transaction almost any time. To withdraw cash, make deposits or transfer fund, between accounts, the user generally insert the ATM card, enter the personal identification number (PIN).

The use of the ATM is increasing over the years.

- Direct deposit:- it permit the user to authorize specific deposits, such as pay cheques and social security cheques, to the account on regular basic.
- PC- banking:- personal computer banking permit customer to handle may banking transaction via- the pc. The customer may use the computer to view the account balance request, transfer between accounts and pay bills electronically.
- Point of sale transfer:- this allows the user to pay for purchase with a debit card, which also may be the ATM card.

- Paying bills on:- line: this is a process whereby remote terminal is linked directly in to the processor.

The following are steps involves with setting up an on-line paying program.

- First the user must decide if bills are going to be paid through the bank (assuming the banks offer the service) or through a third party vendor.
- Check out the on-line banking fees to help the user make the decision.
- Once the user have set up the account with the bill paying service provider, the user will have to input the address, homes and phone numbers of the payees, as well as the number for each of the accounts.
- Many banks offer lower checking accounts to customer who refer to bank ATM, phone or computer and every few charges on individual account access.

1.2 STATEMENT OF THE PROBLEM OF THE STUDY

Bank and other financial institution to the channeling of funds from areas of surplus to area of deficit and there by ensure that no sector of the economy is neglected. This is to assess the physical condition of the various facilities provided in the study area. To examine strategies of the impact of computer application in modern day banking system in the study area, this brings to tight the problem inherit(when to examine strategies of the impact of computer application in modern day quality, a banking services that do not meet the expectation of customers dissatisfy them. Nwankwo G.O. in this book writes banking is a dynamic service industry which changes with and adopts to the changing requirement of the economy with its services. For these transactions, computer can be employed in maintaining the records.

However, many people were still in debt whether the introduction of computer to the banking system could have many relative advantages the question thus is, what are those relative virtues of the computer over the manual system.

1.3 AIM AND OBJECTIVES OF THE STUDY

To examine the challenges due to the impact of computerization of financial transaction in Nigeria banking industry with the view to improve upon computer application practices.

Objective

- To assess the physical condition of the various facilities provided in the study.
- To identify problems confronting the management of the property.
- To examine strategies of the computer application in the study area.

1.4 SIGNIFICANCE OF THE STUDY

Most especially, this research project is not being carried out to bring out any significance; it may have with most especially, this research project is not being carried out to bring out any significance, if may have with any other work already done in this area but mostly importantly, it is aimed at bringing out into focus, the challenges of the impact of computer application in union bank along Saw Mill Odo Okun, Ilorin.

1.5 SCOPE OF THE STUDY

There is always a limited scope in any research work. The scope of this research is therefore on impact of computer application using union bank along Saw Mill Odo Okun, Ilorin as a case study.

1.6 LIMITATION OF THE STUDY

Time constraint and finance were major limitation time constraint on the part of I writers of this project because I lacked adequate time to carry out necessary things and gathering all information needed.

Financial also barrier on the side of I writers of this project. Furthermore, the response of the respondents to the questions asked is not guaranteed, some may respond and respond correctly while others may not respond or even respond incorrectly.

CHAPTER TWO

2.0 LITERATURE REVIEW

Computer like other electronic equipment uses electricity to work with battery and called battery powered computers. Every computer work on the instructions given to it, which determines what, it does and how it is done. The numbers and letter given to the computer are known as data computer stores the data and the instructions on its memory, uses the instruction to work on the data could bring out the answer mostly called the output or information in a way human being can understand it.

Computer has revolutionized the entire business world most especially, the banking industries which have must to tend with as a result of large number of customers. The computer means different thing to different people to some, it is a terrible complex invention, which is best avoided, while to other it is the “ultimate” solution to all problems. These are two examples of several misconceptions about computer while the formal depicts an over whelming technological development the letter view is rather simplicity as it invariably leads to disappointment and trust ration.

2.1 DEFINITION OF COMPUTER

Computer is an electronic device that accepts, stores and process data to gives information for management decision making. A computer is also defines as electronic, which accepts appropriate input signal, process the input in accordance to set of rules and present the products (output) in a predetermined form. According to Hard Lucas (1972), computer is an equipment, which is capable of being

programmed to handle many different types of information to watch the needs of particular situation.

The computers have been linked to brain which can be trained to cope with specific problem. They store information in their memory and can also draw in other source for input devices.

2.2 CLASSIFICATION OF COMPUTER

Computers are classified into different categories with the following parameters.

- Purpose
- Data type
- Generations
- Size
- **PURPOSE:** These are computer that are designed specially for a particular operation. They can only handle the specific operation they are designed for air traffic control, computer used in the army of war, some clinical computer such as hood analyzer.
- **DATA TYPE:** The largest fastest and most expensive computer system. It is a time with high degree of accuracy. Examples are Gray x-Mp, Cyber 205.
- **GENERATIONS:** These computers are designed as to save as a wide variety of problems and not restricted like special purpose. E.g. personal computer.
- **SIZE:** This is based on out big and small the computers are. I.e. their physical size. It must be noted that today's technology, the bigger a speed.

WHAT IS BANKING?

These are some terms which seemingly in the way they are used in the content of this project here operational definition of term or words needing explanation are definition in their technical sense.

- **ACCOUNTING:** This is the act of recording; classifying summarizing in a significant manner and in terms of money business transaction in such a way that the transaction will be kept.

- **INTERPRETATION:** It is a function of accounting, is the interpretation of summaries date in such a manner that the end user can make meaning judgment about the financial condition.
- **CLASSIFICATION:** record data are fairly useless unless the can be classified so that all similar item can be grouped together to distinguish them from the similar one and thereafter aggregated.
- **RECORDING:** The acts of recording invade putting to writing or in computer, transaction of financial character reasonable.
- **COMPUTER:** this is an electronic machine that can store, organize and final information also calculating and control other machine. It can also be defined as an electronic device which accepts dater through the input unit, process dater through the central process unit and gives out the output device.
- **SAVING ACCONT:** These are customer account designed to exchanges small saving on which interest is paid.
- **FIXED DEPORT ACCONTING:** this is account designed for customers that want to keep huge amount of money which are kept for fixed period of time or year for certain purpose and depth want to use for immediate usage.

2.3 ROLE AND FUNTION OF BANKING IN NIGERIA

There are so many problems, encountered in the use of role and function systems banning (saving and current account) system. In saving department of the bank, customers account are identified by the use of control which may be ordinary or advanced than code for ordinary control ranges from 01 to 15 semicolon, the figure to the right to the colon.

The example, 01-358 represent Mr. Ayoola A.D acctont number writing as follow:-

ACCOUNT NUMBER	NAME
01-338	A.D AYOOLA
01-339	T.G TIAMIYU
01-340	O.C HUSSEIN

The control consist of boxes which store ledgers, the ledgers serve the function of telling the bank of a customers account state next while passbook serve as to show customers their deposition and it also shows the number of with drawals. At the end of the day's job, the credit ledgers are separated and each (debt and credit) ledger is summed up and added or subtracted from their previous balance. The summed up is done manually by an adding machine the cashier has to balance the debt and credit sides of each customer and at this junction, there may be 5,000 to 10,000 ledger which have to be balanced up for the day and total balance transferred up to the former ledger which tells the total amount of the money in a box, the result of adding the balance of each box is transferred to the general ledger which tells the sum total of money in the savings department. All these process sometimes takes the cashier three or four day the balance up and this slows down the rate of work in the savings department in the bank.

2.4 MODERN DAY BANKING AND COMPUTER SYSTEM

The history of bank started with the opening of the colonial bank of faces in Lagos, Jos and port – Harcourt in 1917, in 1925, Barclays bank DCO acquired and changed it's name to Barclay bank DCO (Dominion, colonial and overseas) which is good example of the mixed bank. With the relative development of the bank, the following years branches were opened in various parts of the country e.g. Aba branch was opened in 1926, Ijebu– ode in 1931, Bida in 1953, Katsina in 1955 and the branches at Kano, Kaduna, Ibadan, Ilorin and sapele opened in 1937.

Following the federal government directive in 1968, which all companies including banks must be incorporated in Nigeria in 1969 and it was rename Barclays bank or Nigeria limited with its head office. Formally at 40, marina street, Lagos has been moved to Victoria Island. As a result of the Nigeria enterprises promotion, decree of 1972 and 1977, the federal government of Nigeria acquires 52% of bank's share learning just 40% for Barclays bank plc while the remaining 8% was taken up the Nigeria public. The bank sold 505 of its share to the Nigeria public in 1979, thus reduces its shares to 20%.

After this development, the banks name was changed again to union bank of Nigeria limited and recently UNION BANK OF NIGERIA PLC to reflect a new ownership structure.

Federal government	52%
Private Nigeria Investor	28%
Barclays bank plc	20%

With the new name, the bank is now an indigenous bank and no longer a subsidiary of Barclays bank plc although Barclays bank still offers both technical and correspondent services as in past. Today, union bank has well over 22 branches nationwide and a branch in London. It has a workforce of over eleven thousand employees of which are expatriates and are in specialized fields, are training centres located at Yaba and Ijora both in Lagos state, Port Harcourt, Jos and Zaria. The bank also has an asset base of about ₦96 billion and liquid property of over ₦2 billion.

ADVANTAGES AND DISADVANTAGES OF COMPUTER SYSTEM TO MODERN

ADVANTAGES

- Computers have made many tasks of modern life like buying and banking more convenient. We can shop and bank from our homes any time of the day and night.
- Computers have made a lot of computational and clerical work easy.
- Computer has given easy access to a lot of useful information through the internet.
- Computers have made it easy for us to communicate and keep in touch with others.
- Computers have made available to us many new forms of entertainment like computer games.

DISADVANTAGES

- In spite of continuously reducing prices, computers are still costly as compared to the pen and pencil they replaced.
- Uses of computer require additional efforts in form of developing software and learning to use computers.
- Once an application on computer is developed and implemented, it becomes difficult to make even minor modification.
- Excessive use of computer for communication and keeping in touch with others threatens to reduce the intensive of personal bond that often develops between people.

CHAPTER THREE

3.0 RESEARCH METHODOLOGY

Having reviewed existing literature on the introduction of computer to the banking system, this chapter seeks to give a detailed description of the various steps employed in the process of data collection used in the study. In essence, this chapter provides a description of the sources and methods of data collection used and method of data collection used for sourcing information about the research topic.

The methodology also covers as far as the administration of the research instrument used.

3.1 THE RESEARCH POPULATION

In research methodology the work is designed for collecting, analyzing and presentation of data. All data were collected through primary and secondary source which has given important or vital information needed for this project. Primary method for survey of this project was carried out by personal observation and interviews method and it is to collect non – desisting information for research operation. It focuses on different section of standard techniques of information gathered primary source of data can be used through these categories such as mail, questionnaires observation and interviews method.

Therefore, secondary method based on information arrived through journal, magazine, textbook and online newspaper secondary source of data used to collect existing information needed for the study and help in facilitating the process of getting information which will also make our project process cheaper and efficient by collecting of data through some textbooks and then this also focuses on different section of standard techniques of information gathered.

In view of the general behaviour of the public and particularly, the skepticism of bank official towards conducting research of this nature, towards conducting research of this nature, this primary data collection was a bit different hence, where

necessary data collection was to be restored, to limitation of finding due to banks protocol.

3.3 METHOD OF DATA ANALYSIS

To seek the opinion of bank official, the researchers' use of research question. Inform of personal interviewers which were used to addict their response on the introduction of computer to the banking system and the data collected from the respondents were also analyzed by using percentages.

Former for the use of percentage

$$\text{Percentage (\%)} = F/N \times 100/1$$

Where F = Total number of frequency 100

3.4 LIMITATION OF THE STUDY

The scope of this research was limited by certain unavoidable factor inherent in the environment the factors are: –

The scope of this research was limited by certain unavoidable factors inherent in the environment the factors are: – the issue of secrecy of certain information on which would have added more favors to the research is a hindrance. There is a limit to the extent to which information can be released nature and complexity of the present also limit the scope this research is that member of staff cannot be reached while some are always on that field.

Moreover, the time and financial constraint does not give room to sample the opinion of all the staff union bank of Nigeria plc, the feelings of seeking for personal data from the respondents and their level of education, most especially the skilled and junior workers limit the scope of the research.

CHAPTER FOUR

4.1 DATA PRESENTATION AND ANALYSIS

There, data deals with analysis of data selected during the research survey, the data was analyzed and presented based on the research question where grouped together according to their relevance of the reach question from which they are drawn. The preference of response on each major item was concerted to simple percentages from these interpretation of the data was made the research question where tasted in the high of the response of the questionnaire passed to the respondents.

Fifty (50) questionnaire were distributed and forty (40) were retrieved representing 80% achievements. The questionnaire was group into two (2) sections, section A and B reprehensively. Where section (A) contains information about property management problems and section (B) contain information about the respondents.

Section (A) had thirteen (13) questions while question (B) had eight (8) questions, which all together had twenty one (21) questions each. From the fifty (50) questionnaires, it could be analyzed that 11 of the questions were answered.

This can be shown in the table below.

QUESTION CONTAIN IN QUESTIONNAIRE

SECTION A (INFORMATION ABOUT PROPERTY OF MANAGEMENT PROBLEMS).

Table 1 method of payment to the property (Bank).

BANK OBLIGATION	NUMBER OF RESPONSE	PERCENTAGE OF RESPONDENTS
Bank's payment	20	50%
Internal repairs	10	25%
Insurance	10	25%

Total	40	100%
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Source: Field survey (2012)

The table above shows that, the bank's obligation have 20 which is taking the 50% of the total number of respondents, payment of internal repairs have 10 number of responses which is also taken as 25% of the respondents and is having 25% of the respondents. In the case with the analysis provided, it can be shown that, the payment of bank is a critical problem that is facing in the rent obligation, which is part of the property management problems.

Table 2: The major computer application.

Source: Field .survey (2012)

The table above shows that, 37.5% of the respondents stated rent default, 25% stated rate payment default and 25% stated poor bank's selection while 12.5% stated incompatible use.

This shows that, the payment of rent default, the rate default, poor banker's selection and incompatible use are the major computer application problems founds in the study are but the critical problem facing is the payment of rent default which have highest percentage i.e. 37.5% in the case study.

Table 3: the major property of the management

LACK OF ENOUGH FACILITIES	NUMBER OF RESPONSE	PERCENTAGE OF RESPONDENTS
Air condition	20	50%
Toilet facilities	15	37.5%
Electricity	5	12.5%
Total	40	100%

Source: Field survey (2012)

According to the table the shown above, it can be shown that, 37.5% of the respondents stated toilet facilities, 50% stated air condition and 12.5% stated electricity.

This shown that, air condition is the major property management problems found in the study area.

Table 4: incompatible uses of the property (Bank)

INCOMPATIBLE USE	NUMBER OF RESPONSE	PERCENTAGE OF RESPONDENTS
Commercial use	20	50%
Residential use	10	25%
Institutional use	5	12.5%
Recreational use	5	12.5%

Total	40	100%
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Source: Field survey (2012)

The table above shows that, 50% of the respondents stated commercial uses, 25% stated residential uses, 12.5% stated institutional uses while 12.5% stated recreational uses.

This shows that, majority of the incompatible uses of property in the study area are commercial uses which have highest percentage of the respondents i.e. (50%) which is equally leads to the property management problems.

Table 5: Non – chalant attitude of the bankers

NON – CHALANT OF THE BANK	NUMBER OF RESPONSE	PERCENTAGE OF RESPONDENTS
Negligence	20	50%
Behaviour		
payment of PHCN	10	25%
Bill		
Payment of rate	10	25%
Total	40	100%

Source: Field survey (2012)

The table above shows that, 50% of the respondents stated negligence behaviour, 25% stated payment of PHCN Bill while 25% stated the payment of rate. This shows

that, non – chalant attitude of the tenants and negligence behaviour of the respondent is critical problems found in the study area.

SECTION B (INFORMATION ABOUT RESPONDENT'S DATA ANALYSIS)

Table 1: Type of building (Bank)

Building types	Years stayed in the bank	Number of response	Percentage of respondents	
Detached	Below year 5	19	47.5%	
Bungalow	Above years 5	10	25	
Semi detached	Exactly years 5	11	27.5%	

Source: field survey (2012)

Table above shows that 47.5% of the respondents stated that, the type of building (Bank) in the study area are detached 25% stated bungalow also 27.5% stated semi – detached.

This shows that, detached, bungalow and semi – detached are the type of building found in the study area.

INFORMATION ABOUT PROPERTY (BANK)

Source of the water supply in the property.

Table 2: type of water supply

WATER SUPPLY	NUMBER OF RESPONSES	PERCENTAGE OF RESPONDENTS
Well water	5	12.5%
Pipe borne water	23	57.5%
Bore – hole	3	7.5%
None	9	22.5%
Total	40	100%

Source: Field survey (2012)

Table above shows that 12.5% of respondents stated the source water supply is well water, 57.5% stated pipe borne, 7.5% stated bore while 22.5% stated that, there is no provision made for water in the study area.

This shows that majority of the property used pipe borne water in the study area which provide that water supply is mostly from pipe borne.

Source of power supply to the property.

Table 3

TYPES OF POWER SUPPLY	NUMBER OF RESPONSES	PERCENTAGE OF RESPONDENTS
Public supply	16	40%
Private supply	1	2.5%

Both	23	57.5%
Total	40	100%

Table above shows that 40% of respondents stated public supply 2.5% stated private supply also 57.5% stated both.

This show that, the sole source of power supply to the property is public and private.

The number of toilet provided in the property (Bank)

Table 4

Number of toilet	Number of responses	Percentage of respondents
Above four	5	12.5%
Four	5	12.5%
Two	25	62.5%
None	5	12.5%
Total	40	100%

Source: Field survey (2012)

Table above shows that 12.5% of respondents stated above four, 12.5% stated four, 62. 5% stated two while 12.5% stated none.

This shows that property at study area have two (2) toilet in the building (Bank).

The types of toilets provided in the property (Bank).

Table 5

TYPES OF POWER TOILET	NUMBER OF RESPONSES	PERCENTAGE OF RESPONDENTS
Water closet	28	70%
Pit latrine	8	20%
Others	4	10%
Total	40	100%

Source: Field survey (2012)

Table above shows that 70% of respondents stated water closet, 20% stated pit latrine also 10% stated others.

This shows that, most of the building in the study area are using water closet.

SECTION C (INFORMATION ABOUT BANK MANAGER)

Response, which carry – out repair and maintenance.

Table 6

PROPERTY MANAGEMENT	NUMBER OF RESPONSES	PERCENTAGE OF RESPONDENTS
Bank management	17	42.5%
Bankers	20	50%
Others	3	7.5%
Total	40	100%

Source survey (2012)

Table above shows that 42.5% of respondents stated bank management 50% stated banker's while 7.5% stated others.

This shows that, the bankers are responsible for repair and maintenance of the property.

Method of deposit and withdraw in bank

Table

METHOD OF DEPOSIT AND WITHDRAW	NUMBER OF RESPONSES	PERCENTAGE OF RESPONDENTS
Monthly	6	15%
Quarterly	9	22.5%
Yearly	25	62.5%
Total	40	100%

Source: Field survey (2012)

Table above shows that, 62.5% of respondents stated monthly, 22.5% stated quarterly also 15% stated yearly.

This shows that, payment (deposit) and withdraw are mostly on monthly basis.

The relationship between you and manager.

Table 8

RELATIONSHIP BETWEEN YOU AND	NUMBER OF RESPONSES	PERCENTAGE OF RESPONDENTS
---------------------------------	------------------------	------------------------------

MANAGER		
Excellent	21	52.5%
Very good	19	47.5%
Total	40	100%

Source: Field survey (2012)

The table above shows that, 52.5% of respondent stated excellent while 47,5% stated very good.

This shows that, there is cordial relationship between customer and manager.

The management style of cost study

Table 9

MANAGEMENT OF STYLE	NUMBER OF RESPONSES	PERCENTAGE OF RESPONDENTS
Excellent	1	2.5%
Very good	9	22.5%
Good	12	30%
Fair	18	45%
Total	40	100%

Source: Field survey (2012)

The table above shows that 2.5% of the respondents stated that their management style is excellent, 25.5% stated very good, 30% stated good and 45% of the respondents stated fair.

This shows that, management style of property (bank) in the study area is fair and as a result of this, the management needs to purchase sets of computer application system, instead of managing his property by himself.

Table 10, the opinion of the respondents on cost of training in the bank.

OPTION	NUMBER OF RESPONSES	%
Derete	201`	75%
Low	70	25%
Total	280	100%

Source: Field survey (2012)

Questionnaire been taken from the staff of UBN (Ilorin) 2009 from the above table, 75% (210) staff agrees that the cast on the training is moderated on the bank which 25% (70) of the staff disagreed.

Table 11, respondents opinion on whether the cost of the training should be deducted from staff salaries (those partaking in the training).

OPTION	NUMBER OF RESPONSES	%
Yes	50	18%
No	230	82%
Total	280	100

Source: Field survey (2012)

Question been taken from the staff of UBN (Ilorin) 2012 from the table 11 above, 18% (50) staff agreed that the cost of training should be deducted from staff salaries while 82% (230) of the staff disagree with the idea.

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CHAPTER FIVE

SUMMARY, FINDINGS AND CONCLUSION

The elevation of union Bank plc. Management policy on computerization reflect the growing of computerization in the Nigeria public information aspect of any process in dived in business, manufacturing, or science can be computerized. Banks have many function but the most common is the deposit and withdraw of money most banks throughout the country are now converting to electronic data processing as means of handing cheque that are presented each day for transactions. The study focus on the service rendered in the banking department since the manual operating system ahad spitted the account of departments.

The banking department maintained the customer accounts, which include the cheque form bills for collection, cheque paid in by teller cheque presented for chasing e.t.c.

5.1 SUMMARY OF FINDINGS

After presenting all the data collected and analyzing them critically it can be summarized that problems encountered during management of computer application when the banking industry was without computer application system, from the response obtained from respondents, different solutions were proffered towards solving these problem. Some of these solutions include the provision of more computer application system, compliance to covenant contained in the bank agreement e.t.c.

The management of the bank should be by qualified values, the noble profession that are keenly exposed on pure management. Finally, it is of the opinion and recommendation that value should be appointed and involved in management of computer application system because it needs the expert experience and training irrespective of what is on ground that the said property (Union Bank along Saw Mill Odo Okun) is owner managed.

5.2 CONCLUSION

The introduction of electronic computer to the banking system is the area of data processing opened up a new area of business environment.

At first, the computer was merely treated as a faster form of the existing mechanical aids. But later, it was realized that the computer made possible a completely approach the bank problems and their management.

The use of computer involves a much high degree of re – planning and control if the must be economical and profit earning, infact, the development of the use of computer as a sophisticated tool in modern methods of banking activities has imposed a requirement for a completely computerized banking industry. In the final analysis. It's obvious that the concept of computerization banking activities has come to stay in Nigeria banking system / commonly and the UNION BANK of no exception.

5.3 RECOMMENDATIONS

The research work had made it clear that the introduction of computer to the banking system was necessary since many of the activities would have been penalized if not for the emerge not of the computer. Thus, the following recommendation was made so as to promote and improve the computerization of the banking system most especially the union bank of Nigeria plc.

- The staff must commit themselves to enhance the degree of responsibility.
- There is need to set up staff training school on the uses of application of computer to the various section of the banks.
- Ensuring that staff understands relevance codes of conduct and ensuring that operation procedures and conditions meet these requirement.
- System must be updated in essential for the computer to succeed.
- Adequate and proper inspection should be carried out so as to avoid manipulation, classification and alteration of records.
- Review the financial statement prepare with the computer checking the consistency of related terms.
- Ensure that the receiving cashier does not has access to the ledger and also ensure that the ledger clerk does not handle cash.
- Check that rough cashbook and the final cashbook distinguished between cheque and cash received and that the totals of each correspond to the cash received
- Computer literary should be introduced to all management staff in respective of area of specialization.

- Computer rooms have to be kept under a conducive atmosphere condition to prevent damage and also ensure that the information recorded in the computer is not temper.

In addition to all these requirement spare parts of the computer should be readily available is case of any breakdown.

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QUESTIONNAIRE FOR UNION BANK ALONG SAW MILL ODO OKUN

This questionnaire is designed to collect data for the project titled “THE IMPACT OF COMPUTERIZATION OF FINANCIAL TRANSACTION IN NIGERIA

BANKING INDUSTRY". It is embarked upon as part of the N.D dissertation of the department of business studies administration, Kwara state polytechnic, Ilorin. As a purely academic exercise and information supplied shall be strict confidence.

SECTION A: – INFORMATION ABOUT THE RESPONDENT

- Name and address of the respondent _____
- Occupation _____
- Age _____
- Relationship with manager _____

(a) Friend (b) brother or sister (c) relation (d) other

- Religion _____
 - Trade _____
 - Marital status _____
 - Education _____
- 2) How long have you been in occupation of the building _____
- 3) What benefit do you derive from occupation _____
- 4) Do you pay your rent regularly _____

SECTION B: – INFORMATION ON BANKING SYSTEM

Name of the computer system

a) Laptop, b) desk top

Size of the computer system

a) Pentium three b) Pentium four

Facilities provided _____

What problem do you encounter as a customer? _____

What are the sources of power supply to the bank? _____

What is the number of toilet provided to the bank?

a) Two (b) four (c) above four

What is the type of toilet provided in the bank?

a) Pit latrine (b) water closet (c) other none of the above.

SECTION C: – INFORMATION ABOUT THE BANK MANAGER.

Name of the bank manager _____

Address of the bank manager _____

What is the method of deposit and withdraw?

(a) weekly (b) monthly (c) quarterly (d) yearly (e) none of the above.

Describe the relationship between you and the bank manager.

a) Excellent (b) very good (c) good (d) fair (e) poor.

What can you say about the manager style as it relates to bank property?

a) Excellent (b) very good (c) good (d) fair (e) poor.

With respect to question five

(5) above, give reason for your chosen option