

Title: An Empirical Investigation of the Level of Users' Acceptance of E-Banking in Nigeria

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Abstract: Nigeria was depicted to be the fastest growing telecommunications nation in African. Presently, all members of the Nigeria banking industry have engaged the use of Information and communication Technology (ICT) as a platform for effective and efficient means of conducting financial transactions. This paper focuses on determining the level of users' acceptance of the electronic banking services and investigating the factors that determine users' behavioral intentions to use electronic banking systems in Nigeria. The survey instrument employed involved design and administration of a total of 500 survey questionnaires within the Lagos metropolis and its environs. An extended Technology Acceptance Model (TAM) was employed as a conceptual framework to investigate the factors that influence users' acceptance and intention to use electronic banking. To test the model, data was collected from 292 customers from various commercial banks in Nigeria. The model measured the impact of Perceived Credibility (PC), Computer Self-Efficacy (CSE), Perceived Usefulness (PU), and Perceived Ease of Use (PEOU) on customer attitude and customer attitude on customer adaptation. The result of this research shows that ATM still remains the most widely used form e-Banking service. Banks' customers who are active users of e-Banking system use it because it is convenient, easy to use, time saving and appropriate for their transaction needs. Also the network security and the security of the system in terms of privacy are the major concerns of the users and constitute hindrance to intending users.