

Assessing the Impact of Electronic Payment Systems on the Service Delivery of Banks: Case of Nigeria

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Abstract : The most recent development in the Nigerian payment system is the venture into “electronic payment system”. Electronic payment system is simply a payment or monetary transaction made over the internet or a network of computers. This study was carried out in order to assess how electronic payment system has impacted on banks service delivery, to examine the efficiency of electronic payment system in Nigeria and to determine the level of customer’s satisfaction as a direct result of the deployment of electronic payment systems. The study was conducted using structured questionnaire distributed to 50 bank officials and customers of Access Bank plc. Chi-square(x²) was adopted for the purpose of data analysis. The result of the study showed that the development of electronic payment system offer great benefit to bank customers including; improved services, reduced turn-around time, ease of banking transaction, significant cost saving etc. The study recommend that customer protection laws should be properly put in place to safeguard the interest of end users of e-payment instruments, the banking industry and government should show strong commitment and effort to educate the populace on the benefit of patronizing e-payment system to facilitate economic development.

Keywords : electronic payment system, service delivery, bank, Nigeria

Conference Title : ICSRD 2020 : International Conference on Scientific Research and Development

Conference Location : Chicago, United States

Conference Dates : December 12-13, 2020