

Impact of Electronic Banking on Customer Services in Lagos, Nigeria

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KEYWORDS Information Technology. Commercial. Globalization. Service and Delivery System

ABSTRACT This study examined the impact of Electronic Banking on customer services in Lagos. Ninety questionnaires were administered to the customers of six commercial banks to elicit information on their satisfaction or lack of satisfaction on the service rendered by their banks. Administration of the questionnaires was based on grab sampling. Five major areas were focused on to determine the effects of Electronic Banking on customer services. They include accuracy of records, convenient business hour; prompt and fair attention; faster services; and possibility for home and office banking. It was discovered that the induced effect of computer electronics on banking as perceived by the customers led to accurate records, convenient business hour, prompt and fair attention, faster services, and possibility for home and office banking. About ninety-eight percent of customers agreed that computer facilitates accurate records. The mean score of 4.41 on the Likert scale also supports this view. The study revealed that a lot of changes were brought to the technique of delivering banking services and the range of products through automated devices. Thus, electronic products have been increasing in variety and popularity in Lagos in the 21st century. The most difficult problem of electronic banking as perceived by the customers was frequent system breakdown. Others included black out and power failure; posting errors and manipulation of figures; and lack of cordial interaction with staff.