

Mobile banking and performance of financial institutions in Uganda: a case of Stanbic Bank Ltd, Masaka branch

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Introduction

The study focused on the influence of mobile banking on the performance of financial institutions in Uganda, taking the case of Stanbic Bank, Masaka Branch.

Objectives

The study was guided by three objectives:

1. to establish how funds transfer influenced the performance of Stanbic Bank, Masaka Branch,
2. to find out how the security of funds influenced the performance of Stanbic Bank, Masaka Branch,
3. to establish how the complexity of the system influenced the performance of Stanbic Bank, Masaka Branch.

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Methodology


The study used both qualitative and quantitative data. A sample size of 133 selected using purposive and simple random sampling techniques, out of a target population of 200 individuals, was used. The study used two research instruments, that is, self-administered questionnaires and interview guides.

Key findings

The study findings revealed that there was a statistically significant positive correlation between funds transfer and performance of the bank, represented with ($r(128) = .722$, $P < .05$). The study findings also revealed that there was a statistically significant positive correlation between the security of funds and performance of the bank represented by ($r(128) = .894$, $P < .005$). The findings also revealed that there was a statistically significant positive correlation between the complexity of the system and the performance of the bank, represented by ($r(128) = .372$, $P < .005$); the complexity of the system was the lowest contributor to the performance of Stanbic bank with a score of 13.0% compared to the security of funds which was the highest at 89.4% followed by funds transfer which was at 72.2%.

Key recommendations

The study suggested that Stanbic Bank should pay attention to ensure that clients are provided with the necessary skills as to how to use information technology



within the banking system to increase the financial performance of the bank.

Key references

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