

**ELECTRONIC BANKING AS A CORRELATE OF JOB SATISFACTION  
AMONG STAFF OF SELECTED BANKS IN MINNA NIGER STATE**

**BY**

**MUSA, Mumuni**

**2008/2/31802BI**

**DEPARTMENT OF LIBRARY AND INFORMATION TECHNOLOGY,  
FEDERAL UNIVERSITY OF TECHNOLOGY MINNA.**

**SEPTEMBER, 2012**

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**A RESEARCH PROJECT SUBMITTED TO THE DEPARTMENT OF  
LIBRARY AND INFORMATION TECHNOLOGY, FEDERAL  
UNIVERSITY OF TECHNOLOGY MINNA NIGER STATE.**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE  
AWARD OF BACHELOR OF TECHNOLOGY IN LIBRARY AND  
INFORMATION TECHNOLOGY (B. TECH) DEGREE.**

**SEPTEMBER, 2012**

## DECLARATION

I Musa, Mumuni (Matric number 2008/2/31802BI) of department of library and information technology hereby declare that this project was wholly conducted by me under the supervision of Dr E. C. Madu of department of Library and Information Technology, Federal University of Technology Minna Niger State.

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Musa, Mumuni

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Date

**CERTIFICATION**

This is to certify that this project was carried out by Musa Mumuni in the department of library and information technology, federal university of technology Minna under supervision of:

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DR. E.C. MADU (Ph.D,  
MNIM, B.Sc)  
**PROJECT SUPERVISOR**

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**DATE**

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DR. P.U. AKOR (CLN Ph.D,  
MLS, BA (ED), NCE, DIP.  
DESKTOP PUBLISHING  
**HEAD OF DEPARTMENT**

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**DATE**

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**EXTERNAL EXAMINER**

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**DATE**

## **DEDICATION**

I dedicate this project work to God Almighty for his infinite mercy on me.

## ACKNOWLEDGEMENT

I will like to appreciate those that have contributed positively in one way or the other for the success of this research work. I will start to give thanks to God Almighty for giving me the strength and soul to perform this research work.

I want to thank my project supervisor Dr. E. C. Madu for his support, guidance, cooperation and patience which facilitate the success of this project work. God will continue to bless you and your family.

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## **ABSTRACT**

This study is centered on electronic banking (e-banking) as a correlate of job satisfaction among selected bank in Minna Niger state. The study adopted survey research design using questionnaire as the research instrument, while staff of the selected bank (UBA, GTB and First bank) formed the respondents. From forty five (45) copies of questionnaire administered, forty (40) were returned, showing a respond rate of 89%. The data collected were analyzed using frequency count and percentages. The finding reveals that electronic banking is rated high over traditional system of banking in term of job satisfaction but majority of the respondents however signifies that they encounter network problem in the use of electronic banking facilities and that the reliability of electronic is not 100% sure. The study recommended that electronic banking should be adequately equipped and maintained to ensure an efficient banking productivity. It is suggested that for an effective electronic banking in any bank, computers, and accessories are necessary. In addition staff training should be pursued more importantly to improve their skills, job satisfaction in other to discharge their duties more effectively so as to ensure more productivity in the banking output.