

***ELECTRONIC BANKING AND CUSTOMER SATISFACTION IN CENTENARY RURAL
DEVELOPMENT BANK, UGANDA***

***1 Asiimwe Babrah, 2 Dr Arinaitwe Julius, 3 Dr Ariyo Gracious Kazaara, Dr Omedo
Vincent***

1, 2, 3, 4 Metropolitan International University

ABSTRACT

The study aimed at electronic banking and customer satisfaction in centenary rural development bank, Uganda and it was guided by the following objectives; To establish the relationship between e-funds transfer and customer satisfaction of Centenary Bank, to examine the relationship between telephone banking and customer satisfaction of Centenary Bank and to assess the relationship between internet banking and customer satisfaction of Centenary Bank. The study population consisted of 215 respondents (Centenary Bank human resource manual, 2015). These consisted of 10 administrative bank managers and 120 lower bank officials using main branch (Mapeera Building) and 85 customers. The administrators were chosen because they were in charge of overseeing the implementation of the electronic banking in the bank.

Findings of the study shown a moderate linear relationship (Multiple R = .188) between internet banking and customer satisfaction of Centenary Bank. Going by the adjusted R Square, it was shown that internet banking account for 16.7% change in customer satisfaction of Centenary Bank. These findings were subjected to an ANOVA test, which showed that the significance (Sig F = .001) of the Fishers ratio (F = 16.958) was greater than the critical significance at .05. Hence, the findings were accepted. Trust building among the customers should be a major concern for Centenary Bank while improving the usefulness of the system. In order to enhance trust in internet banking, trust-creating activities must be continuously pursued. Centenary Bank managers should develop a system that provides up to date and

relevant financial information with good user interface consistency in order to enhance trust. To counter the legal threat and security posed to net banking and e-commerce, the necessary legal codes backing the industry must be established; this will enhance the growth of the industry.

Key words: electronic banking, customers, banking industry and customer satisfaction

Background of the Study

"World Payments Report (2017)" from a global perspective From 2015 to 2017, the financial institution began to realize the unexpected consequences of the crisis. This has led to some of the most difficult times in the financial industry. Consumer confidence, which has been greatly affected by the negative effects of the financial crisis, affects acceptance (Gracious, 2023). The decline in economic growth may be affected by the growth of 1,000 banks around the world ("World Payments Report", 2017). The best growth rate for banks is expected to be 2.7% after falling twice in the pre-crisis period from 2015 to 2017.

Another issue noted is impact and impact that impacts profitability and must be managed to minimize and improve. Risk management achieved stability in the pre-crisis period and grew by 3.8% between 2015 and 2017 (World Payments Report, 2017). This gives confidence to bank customers who need good financial services (Eastburn & Sharland, 2017). The benefits of globalization and technology, especially information technology (IT), have led to fast and timely fulfillment of customer needs in international trade.

The entry and use of IT in the global economy grew 3.8% between 2015 and 2017, generating a profit of US\$63.6 billion (World Payments Report, 2017).

was defrauded for \$135,000 which is approximately 250 Ugandan million shillings. In addition, Centenary Bank continues to have problems with electronic banking fraud. For example, criminals entered bank records in 2015, which showed that 10 billion shillings were transferred electronically from the accounts of several customers to a

special account at the Centenary Bank branch in Iganga (East African Business Week, September 29, 2016). However, currently, stress does not translate into customer satisfaction (Services et al., 2023). It seems that e-banking, such as e-transfer, telephone banking and internet banking, is still being questioned.

Issue Statement No.

The emergence of electronic banking has had a major impact on the adoption of international banking.

Centenary Bank in Uganda was one of the first banks to adopt electronic banking in the form of ATMs, phones, credit cards and the web (Ansebo & Gaywala, 2022). These measures are taken to improve various aspects such as customer satisfaction, repeat purchases and loyalty to consumers in the form of increased customer referrals (Nelson, Christopher, Teddy et al., 2022). However, this is not the case, and Centenary Bank's customer satisfaction is still high, as evidenced by the progress in the banking lobby, increased product complaints from users, ATM theft, congestion and other indicators of customer dissatisfaction (Polikarp et al., 2023).).

2015;

Centenary Bank customers reportedly lost more than 800 million UGX due to fraud using ATMs (New Vision, 23 March 2016). Also, the Sh200 million UGX was stolen by foreigners who did their best to get the password and the bank had to pay losses (Centenary Bank Annual Report, 2015). In 2016, hackers hacked the bank's database and created documents showing the electronic transfer of Sh10 billion from various customer accounts to a specific account at the Iganga Centennial Bank branch (Christopher et al., 2022). As further confirmation of the problem, customers may also hear complaints about lines/questions, lack of communication and negative questions.

These are all signs of low customer satisfaction (Daily Monitor, September 2, 2016). To address this, Centennial Bank has implemented procedures to prevent complaints and improve operations; but the problems persist. Therefore, failing to examine this

issue will cause fewer customers to use Centenary Bank and will directly affect the bank's income and profitability (Annet et al., 2023). Therefore, in this context, the researchers chose to use the Commercial Bank of Uganda and Centenary Bank as a case study to examine whether e-banking is related to people's consumer satisfaction.

Objectives of the Study

- To establish the relationship between e-funds transfer and customer satisfaction of Centenary Bank.*
- To examine the relationship between telephone banking and customer satisfaction of Centenary Bank.*
- To assess the relationship between internet banking and customer satisfaction of Centenary Bank.*

Research Questions

- What is the relationship between e-funds transfer banking and customer satisfaction of Centenary Bank?*
- What is the relationship between telephone banking and customer satisfaction of Centenary Bank?*
- What is the relationship between internet banking and customer satisfaction of Centenary Bank?*

Hypotheses

- There is a relationship between e-funds transfer banking and customer satisfaction of Centenary Bank.*
- There is a relationship between telephone banking and customer satisfaction of Centenary Bank.*
- There is a relationship between internet banking and customer satisfaction of Centenary Bank.*

Methodology

Research Design

This study adopted a correlation research design (Saris and Revilla, 2015). A correlation research design refers to a quantitative research design involves two or more quantitative variables from a similar group of subjects and it established the relationship between the two variables as to whether they have anything in common (Sekaran, 2016). Theoretically, any 2 quantitative variables could correlated (Amin, 2016). A correlation research design that was used in the study enabled the researcher to find out the relationship between the studies variables (Sekaran, 2016). In addition, the study used a triangulation approach that included both qualitative and quantitative approaches.

Study Population

The study population consisted of 215 respondents (Centenary Bank human resource manual, 2015). These consisted of 10 administrative bank managers and 120 lower bank officials using main branch (Mapeera Building) and 85 customers. The administrators were chosen because they were in charge of overseeing the implementation of the electronic banking in the bank. The lower bank officials were chosen because they were aware of what took place in the bank and the impact of the electronic banking on the bank performance. The customers were selected because they were expected to express their taste and experiences of using electronic banking at Centenary Bank.

Determination of the Sample Size

The researcher could not be able to access all the category of population, population size, sample size, and Sampling techniques because of the time and resources. Sampling tables were used and the sample determination were also be used, as reflected in table below

Table 1: Sample size of Respondents and Sampling Technique

Category of population	Population size	Sample Size	Sampling Technique
<i>Administrative staffs</i>	10	5	<i>Purposive Sampling</i>

<i>Bank lower officials</i>	120	92	<i>Simple Random Sampling</i>
<i>Customers</i>	85	75	<i>Purposive Sampling</i>
Total	215	172	

Source: Primary data (2015)

Sampling Techniques

The study was conducted using purposive and simple random sampling techniques. Purposive sampling was used to select the administrative staff and customers as they were key figures in relation to their knowledge of the matter that were studied (Sekaran, 2016). Simple random sampling allowed equal representation of other respondents to be part of the study as suggested by Mugenda and Mugenda (2017) and these included the bank lower officials. The study respondents was divided up into categories as described in table 1 above.

Data Collection Methods

Data was collected from primary sources. Qualitative and quantitative methods were used in the collection of data. Primary data was collected using self-administered questionnaires and interviews.

Data Analysis

Data analysis involved arranging, sorting and organizing data and later attached meaning to create a sensible meaning that reflects the findings Patton (2017). The study involved both quantitative and qualitative data and each analyzed in its form as shown below.

Quantitative data analysis

The data was sorted as per its allocated codes and will be entered into a statistical package known as E-views to generate both descriptive and inferential statistics that will create the mean, mode and median, the implications in the study (Nelson et al., 2023)

Qualitative data analysis

Through use of content and thematic analysis, qualitative data was analyzed and the findings were related to the study objectives and findings using Statistical Package for Social Scientists (SPSS) (Nelson, Christopher, & Milton, 2022). The verbatim captions was tabulated in shorter sentences and pulling out key words that explained a certain phenomenon (Sekaran, 2016). These key words were used by the researcher to explain the occurrences that the study found out to answer the concerns that were raised in form of study objectives and answering the research questions.

RESULTS

Findings on customer satisfaction in Centenary Bank

To understand the level of perceived customer satisfaction in Centenary Bank, questionnaires were used to capture responses and the findings are presented in table 4.2 below:

Table 2: Descriptive Statistics on customer satisfaction in Centenary Bank

	Percentage responses (%)					Mean	Std. Deviation
	1	2	3	4	5		
The biggest number of Centenary Bank clients have come as a result of improved banking technology.	5.2%	11.8%	5.2%	42%	35.5%	3.73	.700
I have been banking with centenary for a relatively longer period of time	2.6%	3.9%	7.8%	59%	26.3%	4.00	.689
Centenary Bank clients are very much determined to stay banking with the bank	1.3%	1.3%	31.5%	61.8%	3.9%	4.02	.507

<i>Centenary Bank has created a big clientele for the last five years</i>	1.3%	1.3%	3.9%	71.8%	21.5%	4.07	.497
<i>Centenary bank is a convenient bank</i>	0%	0%	7.8%	50%	42.2%	4.11	.640
<i>The bank's market share has improved for the last five years</i>	0%	0%	2.6%	50%	47.3%	4.37	.639
<i>A number of referrals from old clients have been witnessed in centenary bank.</i>	0%	0%	21.5%	37%	41.3%	4.43	.666
<i>The clientele of centenary bank has been increasing each and every year</i>	14.4%	9.2%	36.8%	28.9%	7.8%	4.44	.467

Source: Primary data

Key

1=Strongly Disagree, 2=Disagree, 3=Not sure, 4=Agree and 5=Strongly Agree

The results in table 2 above showed that the mean of all the identified concepts under customer satisfaction was above 3.5. This was based on the Likert 5 point scale scores as shown on the key of the table. This thus, statistically meant that the customer satisfaction of Centenary Bank was very promising. Among the items that had means above 3.5 included; The clientele of centenary bank had been increasing each and every year (4.44); A number of referrals from old clients have been witnessed in centenary bank (4.43); The bank's market share has improved for the last five years (4.37); Centenary bank is a convenient bank (4.11); Centenary Bank had created a big clientele for the last five years (4.07); Centenary Bank clients were very much determined to stay banking with the bank (4.02); I have been

banking with centenary for a relatively longer period of time (4.00); The biggest number of Centenary Bank clients had come as a result of improved banking technology (3.73).

The above findings suggested that Centenary Bank had a number of referrals, high customer retention, positive word of mouth and customer loyalty was ranked high. These were good indicators of prevailing customer satisfaction in Centenary bank since the bank is reportedly convenient, increased market share of the bank, increasing clientele annually.

Table 2: Descriptive Statistics on prevalence of E-Funds transfer in Centenary Bank

Items	1	2	3	4	5	Mean	Std Deviation
<i>I.T Security at Centenary Bank is not comprised by E-funds transfer</i>	1.3%	1.3%	3.9%	61.8%	31.5%	4.03	1.604
<i>Centenary Bank has e-cheque services available to all customers in this branch</i>	0%	3.9%	9.2%	61.8%	25%	4.09	1.282
<i>Centenary Bank has both credit and debit cards for its clients</i>	3.9%	2.6%	6.5%	53.9%	34.2%	4.11	1.195
<i>Inter-banking technology of Inter-switch is very efficient, effective and convenient to all customers.</i>	5.2%	5.2%	11.8%	42%	35.5%	4.18	1.506
<i>Cashless banking is part of the arrangements in Centenary Bank</i>	2.6%	3.9%	7.8%	59%	26.3%	4.21	1.926

Centenary Bank has an arrangement of							
swapping money from one account to the other	0%	0%	2.6%	47.3%	50%	4.25	1.886
Cases of bank fraud have reduced as a result of introduction of technology.	9%	6%	10.5%	45%	28.5%	4.30	1.165
Centenary Bank ATMs are always working 24hrs	0%	10.5%	25.5%	36%	27%	4.31	1.76
Centenary Bank has enough ATMs that can serve all clients	3%	3%	22.5%	40.5%	30%	4.37	1.309

Source: Primary data

Key

1=Strongly Disagree, 2=Disagree, 3=Not sure, 4=Agree and 5=Strongly Agree

From table 4.3 above, the mean of all the concepts identified is above 3.5. Statistically, this is an implication that Centenary Bank had E-Funds transfer services. The items that confirmed the above statistical claim included; Centenary Bank had enough ATMs that can serve all clients (4.37); Centenary Bank ATMs are always working 24hrs (4.31); Cases of bank fraud have reduced as a result of introduction of technology (4.30); Centenary Bank has an arrangement of swapping money from one account to the other (4.25); Cashless banking is part of the arrangements in Centenary Bank (4.21); Inter-banking technology of Inter-switch is very efficient, effective and convenient to all customers (4.18); Centenary Bank has both credit and debit cards for its clients (4.11); Centenary Bank has e-cheque services available to all customers in this branch (4.09); I.T Security at Centenary Bank is not comprised by E-funds transfer (4.03).

The above statements implies that Centenary Bank had credit card system for its clients which has made it easy for a person to borrow and return money in time. The Bank's ATMs are always working 24hrs and these have made it easy for the bank to increase on deposits made in the bank; Centenary Bank has an arrangement of swapping money from one account to the other which has increased on cash available in the bank and this was financially called liquidity. It can also be deduced that Centenary Bank has enough ATMs that can serve all clients and these have reduced on our operating costs.

Correlation results for E-Funds transfer and customer satisfaction

The first hypothesis stated, "There is a significant relationship between E-funds transfer banking and customer satisfaction of Centenary Bank." Spearman correlation coefficient (r) was used to test the hypothesis. Table 7 presents the test results.

Regression results for E-Funds transfer and customer satisfaction

A further analysis was conducted using a regression to determine the relationship of E-funds transfer banking services on customer satisfaction in Centenary Bank. Findings are presented in Table 4.5, accompanied by analysis and interpretation.

Findings on adoption of Telephone Banking in Centenary Bank

To examine the relationship between telephone banking and customer satisfaction of Centenary Bank, questionnaires and interview guides were used and the responses were sought and presented as follows.

Table 3: Descriptive Statistics on telephone banking in Centenary Bank

Items	1	2	3	4	5	Mean	Std Deviation
A customer can easily know every kind of information he/she needs by merely calling in the bank especially if he/she has the bank codes	17.1%	9.2%	34.2%	26.3%	21%	2.58	1.021

Wireless banking has increased in Centenary Bank financial services	25%	22.3%	26.3%	23.6%		6.5%	3.09	1.181
Centenary Bank is installed on with a computers information system that help the tellers in their work	11.8%	13%	5.2%	47.3%		22.3%	3.54	1.700
The bank provides information update about the bank through SMS	13%	7.8%	13%	38%		27.6%	3.55	1.689
A customer can now easily check his/her bank account using his/her phone	7.8%	22.3%	2.6%	42%		25%	3.55	1.507
A customer can now withdraw his/her finances using his/her phone from the bank	15.7%	10.5%	0%	51.3%		22.3%	3.55	1.497
Interactive Voice Response is part of the banking services in Centenary Bank	5.2%	21%	3.9%	35.5%		26.3%	3.58	1.578
Centenary Bank has in place mobile banking for distant and busy customers	14.4%	6.5%	11.8%	34.2%		30.2%	3.64	1.493
Centenary Bank has smart card systems in place	7.8%	14.4%	9.2%	28.9%		36.8%	4.58	1.467
Tele-banking in Centenary Bank allows customers to pay all their monthly bills	0%	3.9%	5.2%	40.7%		50%	4.59	4.18

With Centenary Bank, a customer can now bank his money using a cell-								
phone at home	3.6%	4.8%	13.3%	32.4%	48%		4.63	2.823

Source: Primary data 2019

Key

1=Strongly Disagree, 2=Disagree, 3=Not sure, 4=Agree and 5=Strongly Agree

The results in table 3 below revealed that the means for most of the items were above 3.5. It was found out that out of the 10-items that were introduced to respondents, 8-items were indicated with a data mean above 3.5 and 2-items had data means below 3.5. Based on the scale of 1-strongly disagree to 5-strongly agree, any data mean of above 3.5 indicates existence of the variables understudy. This thus, statistically means that telephone banking so far incorporated in Centenary Bank. Among the items that had means above 3.5 included; With Centenary Bank, a customer can now bank his money using a cell-phone at home (4.63); Tele-banking in Centenary Bank allows customers to pay all their monthly bills (4.59); Centenary Bank has smart card systems in place (4.58); Centenary Bank has in place mobile banking for distant and busy customers (3.64); Interactive Voice Response is part of the banking services in Centenary Bank (3.58); A customer can now withdraw his/her finances using his/her phone from the bank (3.55); A customer can now easily check his/her bank account using his/her phone (3.55); The bank provides information update about the bank through SMS (3.55); Centenary Bank is installed on with a computers information system that help the tellers in their work (3.54).

However, on the other hand, some of the respondents indicated that telephone banking has not ably improved on customer satisfaction of Centenary Bank. For instance, some of the items that confirm such a claim included; Wireless banking has increased in Centenary Bank financial services (3.09); a customer can easily know

every kind of information he/she needs by merely calling in the bank especially if he/she has the bank codes (2.58). 46% of the interviewees still in congruence indicated that Centenary Bank has smart card systems in place which has expanded bank's assets. 42% said that a customer can now withdraw his/her finances using his/her phone from the bank and this has increased on bank's net interest margin.

Correlation results on Telephone Banking and Customer Satisfaction

To test if telephone banking affects customer satisfaction in Centenary Bank, a spearman rho correlation coefficient was done by the study and the results are shown in table above.

Regression results for telephone banking and the customer satisfaction

Further analysis was conducted using a regression to determine the extent to which telephone banking affect customer satisfaction of Centenary Bank. Findings are presented in Table 4.8, accompanied with an analysis and interpretation.

Table 4: Model summary

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.181	.347		3.401	.001
	Telephone banking	.669	.086	.315	3.263	.002
Dependent variable: customer satisfaction						
	R square	.356 ^a			F-statistics	125.666
	Adjusted R Square	.290			Sig.	0.01

Findings in Table 3 show a strong linear relationship (Multiple R = .656) between telephone banking and customer satisfaction of Centenary Bank. Going by the

adjusted R Square, it is shown that telephone banking account for 29% change in customer satisfaction of Centenary Bank. These findings were subjected to an ANOVA test, which showed that the significance (Sig F = .001) of the Fishers ratio ($F = 125.666$) was less than the critical significance at .05. Hence, the findings were accepted.

Findings on adoption of Internet banking in Centenary Bank

To understand whether Centenary Bank had adopted internet banking, responses from respondents were captured using questionnaire and interview guides and are presented as follows:

Table 5: Descriptive Statistics on adoption of internet banking in Centenary Bank

Items	1	2	3	4	5	mean	Std Deviation
The bank provides information update about the bank through email alerts to its customers	10.5%	14.4%	30.2%	26.3%	18.4%	3.28	1.331
The bank's website is operational 24hrs a day	7.8%	17.1%	28.9%	27.6%	18.4%	3.33	1.141
Customer can now print their account statement online	10.5%	13%	31.5%	22.3%	22.3%	3.42	1.133
Centenary Bank Allows intra-Banks Account to Account Transfer using internet	13%	15.7%	3.9%	39.4%	19.7%	3.54	1.107
Centenary Bank also allows to download account transactions	9.2%	10.5%	11.8%	43.4%	25%	3.57	.588

<i>using your email</i>							
<i>Our internet banking is free from security risks</i>	21%	21%	6.5%	38%	13%	3.70	.506
<i>I have heard no account compromised in Centenary Bank through internet</i>	6.5%	6.5%	7.8%	50%	28.9%	4.01	.483
<i>All bank services can be accessed online</i>	3.9%	3.9%	7.8%	52.6%	31.5%	4.12	.464
<i>There are no problems in networks regarding internet banking</i>	2.6%	2.6%	6.5%	53.9%	34.2%	4.14	.433
<i>It is easy to make third party payments and others bills online in Centenary Bank</i>	0%	5.2%	16.6%	44%	33.1%	4.22	.476

Source: Primary data

Key

1=Strongly Disagree, 2=Disagree, 3=Not sure, 4=Agree and 5=Strongly Agree

The results in table 5 above revealed that the means for most of the items were above 3.5. It was found out that out of the 12-items that were introduced to respondents, 7-items were indicated with a data mean above 3.5 and 3-items had data means below 3.5. Based on the scale of 1-strongly disagree to 5-strongly agree, any data mean of above 3.5 indicates existence of the variables understudy. This thus, statistically means that internet banking had been adopted by Centenary Bank. Among the items that had means above 3.5 included; It is easy to make third party payments and others bills online in Centenary Bank (4.22); There are no problems in networks regarding internet banking (4.14); All bank services can be accessed online

(4.12); I have heard no account compromised in Centenary Bank through internet (4.01); Our internet banking is free from security risks (3.70); Centenary Bank also allows to download account transactions using your email (3.57); Centenary Bank Allows intra-Banks Account to Account Transfer using internet (3.54).

Correlation results on internet banking and customer satisfaction of Centenary Bank:

To test if internet banking had an influence on customer satisfaction of Centenary Bank, a spearman rho correlation coefficient was done by the study and the results are shown in Table 4.10 below.

Table 6: Correlation results

			Internet banking	Customer satisfaction
Spearman's rho	Internet banking	Correlation Coefficient	1.000	.276
		Sig. (2-tailed)	.	.041
		N	149	149
	Customer satisfaction	Correlation Coefficient	.276	1.000
		Sig. (2-tailed)	.041	.
		N	149	149

Correlation is significant at the 0.05 level (2-tailed).

Findings show that there was a moderate positive correlation between internet banking and customer satisfaction. These findings were subjected to a test of significance (p) and it is shown that the significance of the correlation ($p = .041$) is less than the recommended critical significance at 0.05. Thus, the relationship was

significant. The implication of these findings is that internet banking has a positive relationship with customer satisfaction of Centenary Bank. The positive relationship implied that a change in internet banking can contribute to customer satisfaction of Centenary Bank. The positive nature of the relationship implied that managers in Centenary Bank needs to ensure that internet banking is fully installed and implemented if customer satisfaction of Centenary Bank is to improve and vice versa. **Regression results for internet banking and the customer satisfaction of Centenary Bank**

Further analysis was conducted using a regression to determine the influence of internet banking on customer satisfaction of Centenary Bank. Findings are presented in Table 7, accompanied with an analysis and interpretation.

Table 7: Model summary

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.073	1.134		-.064	.949
	Internet banking	.172	.255	.259	2.638	.010
Dependent variable: customer satisfaction						
	R square	.188 ^a			F statistics	16.958
	Adjusted R Square	.167			Sig.	0.001

Source: Primary data

Findings in Table 7 show a moderate linear relationship (Multiple R = .188) between internet banking and customer satisfaction of Centenary Bank. Going by the adjusted

R Square, it is shown that internet banking account for 16.7% change in customer satisfaction of Centenary Bank. These findings were subjected to an ANOVA test, which showed that the significance (Sig F = .001) of the Fishers ratio (F = 16.958) was greater than the critical significance at .05. Hence, the findings were accepted.

Conclusions

It was established that Centenary Bank has credit card system for its clients which has made it easy for a person to borrow and return money in time. The Bank's ATMs are always working 24hrs and these have made it easy for the bank to increase on deposits made in the bank; Centenary Bank has an arrangement of swapping money from one account to the other which has increased on cash available in the bank and this is financially called liquidity. It can also be deduced that Centenary Bank has enough ATMs that can serve all clients and these have reduced on our operating costs. Issues to do with bank fraud were reported to have reduced as a result of ATM; and by adopting the E-funds transfer, the security of the bank is not compromised but has increased on number of clients.

Still, it was found out that by adopting e-cheque services, the bank has increased on its liquidity levels and Centenary Bank has debit cards for its clients which have increased on the number of clients joining Centenary Bank.

Recommendations

Trust building among the customers should be a major concern for Centenary Bank while improving the usefulness of the system. In order to enhance trust in internet banking, trust-creating activities must be continuously pursued. Centenary Bank managers should develop a system that provides up to date and relevant financial information with good user interface consistency in order to enhance trust. To counter the legal threat and security posed to net banking and e-commerce, the necessary legal codes backing the industry must be established; this will enhance the growth of the industry.

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