

Enhancing Electronic Transaction Skill and Performance of Business Education Students in the Banking Sector

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Abstract: *The use of electronic transaction skill (online banking) in the banking sector for efficient job delivery have led to possession of electronic transaction skills necessary in order to able to remain relevant in their jobs. Survey research design was adopted, the population of the study consisted three hundred and three (303) commercial bank managers and employees drawn from eleven (11) selected commercial banks in Port Harcourt. The population of the study constituted the sample size, because it was manageable by the researcher; hence no sampling was carried out. Data collection instrument was through a researcher designed questionnaire. Pearson Product Moment Correlation and Linear Regression were used to answer research questions while Linear Regression and Analysis of Covariance were used to test the hypotheses at 0.05 level of significance. Some of the results amongst others showed that there is a moderate and significant relationship between online banking electronic transaction skills and accounting business education graduates timeliness in banking jobs in Rivers State. The implication of the study is that business education graduates are expected to acquire the online banking for effective job performances. It was therefore, recommended among others that; business education graduates should make a habit to use online banking skill in making payments and other financial transactions. So as to be acquainted with electronic transactions and business education graduates should take advantage of timeliness of electronic transaction skills to enhance performance in their future job*

Keywords: *Online Banking Skill, Electronic Transaction, Performance, Business Education*

INTRODUCTION

Improved performance in the banking industry today has led to the provision of such services as Western Union Money transfer, Automated Teller Machine and Real Time Gross Service and so on. All this constitutes electronic transaction strategies or methods requiring the use of specialized electronic skills. Electronic transaction skills involve the different office technology competencies and abilities applied in the use of modern office equipment in the efficient discharge of routine office functions in commercial banks. It is, in fact, targeted at enhanced performance and greater output (Bank Financial Review 2016).

George (2018) posit that internet banking is a financial service that has been developed by banking operators for many years, and which

Anigbogu (2011) observed that the effects of technological innovations in office work are globally felt in every facets of business, particularly in the banking industry. As a result, skill requirements in many office occupations including the banking industry are changing. These new technologies have facilitated new business procedures from the traditional office, transitional office and to the current electronic office given rise to what has been variously described as virtual office, paperless office, electronic office, automated office or simply put office of the future (Doswell, 2008).

provides real-time, fast and convenient services. Consumers

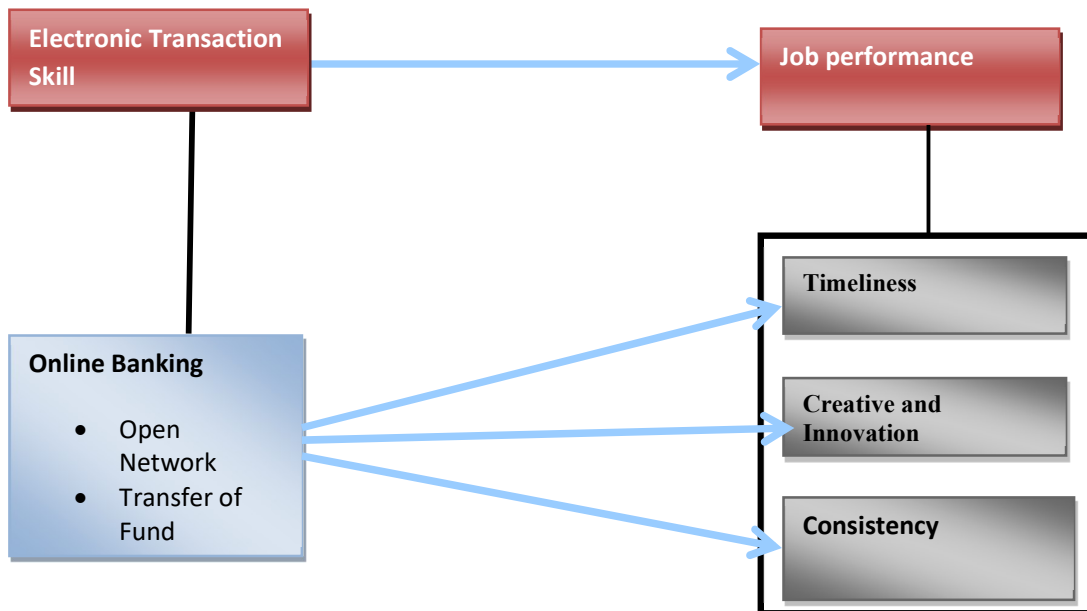
can have access to various banking services such as online transfers, payment of bills, currency exchange services, enquiries of

Tarus, Njenga, Peter, Ronald and Koima (2016) stated that mobile banking is the provision of banking services with the help of mobile devices and that bank has had to adopt technological change to remain competitive. In search of competitive advantages in the technological financial service industry, banks have acknowledged value of differentiate themselves from others financial institution through new service distribution channels Funds Transfer; This is the Immediate Payment Service is an interbank electronic instant mobile money transfer service through mobile phones and the beneficiary account is credited immediately when a Fund Transfer request is made through your Mobile phone /

account data, and financial investments after applying for a set of accounts and passwords of their own (George, 2018).

Internet Banking (Tarus, Njenga, Peter, Ronald & Koima, 2016). Technology cannot be effective or efficiently achieved except it is anchored on timeliness, consistency and innovations'. Business Education graduate employees in the banking industry need to know how to use these new technologies; and how to cope with the challenges that beset their use in the banking industry. It is on this basis, that this study sought to investigate electronic transaction skill (online banking) needed by accounting business education graduates bank employees to enhance their job performance Rivers State.

Operational Conceptual Framework



Research Hypotheses

The following hypotheses which were tested at 0.05 level of significance were formulated to guide the study

1. There is no significance relationship between online banking electronic transaction skills and accounting business education graduates timeliness in banking jobs in Rivers State

2. There is no significance relationship between online banking and accounting business education graduates creativity and innovation in banking jobs in Rivers State
3. To what extent do online banking electronic transaction skills enhance accounting business education graduates consistency in banking jobs in Rivers State

Relationship between Electronic Transaction Skills and Business Education Graduates Job Performance

Electronic transaction has been defined in various ways by various authors depending on the perspective from which they view it. Ohaegbulem (2013) defined electronic transaction as the processes involved in effective exchange of goods and services between an organization and its numerous clients without distance serving as a hindrance. Ohaegbulem (2013) further maintained that transaction which is exchange of goods and services is as old as the existence of man on earth as human beings and nations usually depend on each other for the goods and services they need for livelihood. This is because nature has made it that no single human being or nation can be fully self-sufficient as nature's endowments are varied. Electronic transaction, according to Ohaegbulem (2013), has introduced better and effective ways of exchanging goods and services for the comfort and benefit of mankind.

Okorie (2013) described electronic transaction skill development as the ability to perform an activity that is related to some meaningful exercise. Okorie (2013) therefore posited that electronic transaction skill development was misconceived for dull brains, disabled and handicapped people. But he emphasized that most skill trainings present great challenges to the learner on the integration of the practical and theoretical fields, common sense, a good power of observation and courage in carrying out assignments.

Contributing further, Balogun (2012) described electronic transaction skill as a set of identified behaviour, knowledge, competency and ability, which, directly and positively impact on the success of business education graduates in their organizations. Electronic transaction skills, when consistently

Barret (2007) posited that word processing skills/data analysis skills are important to business education graduates in the following ways: Storing and retrieving of documents; Merging two or more documents into one new document; Adjusting margins and cutting text; Creating document from previously stored paragraphs and phrases; Creating personalized letters by using a mail

demonstrated, make business education graduates effective on the job which leads to greater success.

Etonyeaku (2008) equally defined transaction skill as the capacity of a person to accomplish a task with desired precision and certainty. It involves practical knowledge in combination with cleverness, expertise, dexterity and ability to perform a function which could be acquired or learnt in school. According to Ohaegbulem (2013) transaction skills and knowledge are inseparable entities. He maintained that all skills are forms of knowledge but not every type of knowledge is a form of skill. However, transaction skills depend on some form of knowledge. It is knowledge translated into practical activity for economic development.

Ohaegbulem (2006) equally observed that today's business education graduates constitute an inevitable resource who took additional dimensions in ensuring that bank organizations achieve their set goals. The knowledge of Typewriting, shorthand and the use of duplicating machines alone do not qualify someone as a business education graduate but there must be knowledge of electronic transaction skills required for modern banking. Ohaegbulem (2006) further noted that it is imperative for business education graduates of today to possess the following skills: Skill in assuming responsibilities in modern offices; Mastery of word processing skill; Ability to enhance increased productivity; Knowledge to ensure accuracy, efficiency and eliminate drudgery; Ability to enhance quality of work produced; Increased speed capacity of work performed; and

Ability and skill to reduce length of time required to complete a task.

list and Replacing words/names automatically throughout an entire document.

Valluri, (2016) identified skills in the use of electronic transactions to include the use of POS machines to transact businesses for customers; using ATM to decongest the banking hall; teaching customers to use their phones for transactions without necessarily going to the banks; teaching

customers to use their laptops (internet) for some transactions without visiting the banks; and teaching customers the use of 'Token' for transactions without always visiting the banks. It is worthy of note to recall that many customers feel reluctant to adopt the use of Alternate Channels for bank transactions because of the fear of internet frauds/scams. It takes the managements of banks to device security systems to protect customers from fraudsters. More so, the banks owe it as a duty to convince their customers of the security of their funds with the use of electronic transactions.

Performance management plays a very crucial role in the effectiveness of organizations. With the regular changes in technology, globalization and international "competition, the performance of organizations as bedrock

Empirical Review

Several scholars have investigated empirically into various areas of electronic transaction and business education bank job performance.

Tewodros and Debela (2019) investigated factors affecting customers' satisfaction towards the use of Automated Teller Machines (ATMs) in commercial bank of Ethiopia. The study adopted the use of descriptive survey. A total of 176 were returned which is equivalent to 88% of the total response rate. Data were collected using semi-structured questionnaires and they were organized, coded and analyzed using Minitab18 software. The collected data were analyzed using descriptive Statistics, correlation and multiple regression models. Descriptive analysis showed half of the respondents (50%) agreed that time saving is the main reason to use ATM services. Majority of customers use ATM Banking for Cash withdrawal services and majority of the CBE customers were satisfied by the ATM services provided to them. However, customers were facing different problems associated with ATM service.

Krisnanto (2018) conducted a study on digital banking made transaction more trusted and secured. The study was conducted to find out customer's response in digital banking era using TAM and UTAUT model. Questionnaires

to their effectiveness has continued to gain intellectual and public attention (Luo, 2005, Aplay, 2009). The knowledge of the existence of my organization must capture the attention of policy makers of any organization if such organizations must remain effective and efficient in the environment (Armstrong & Murlis, 2008). In discussing the roles performance management plays in the effectiveness of organizations' issues such as productivity, profitability, motivation, rewards, etc are all centered towards the achievement of organizational goals. For any organization to achieve its goals, the management team of such organization must ensure that performance management improvement and sustainability are given priorities (Rummier and Brache, 2005).

filled bank account owner who have often used digital banking. Results based previous research most customers have been able to adjust to the digital banking. There is short comings facilities in digital banking i.e. small banks still use digital banking as window dressing to attract customers, the front-page display is too confusing, often broken, security is not guaranteed. Recommendations have been given to the bank's management, as input for improvement in the future.

Lukman, Sulaimon and Babatunde (2020) conducted a study on the determinants of electronic payment adoption and the role of electronic payment on consumers' purchase decisions as well as its effects on consumers' spending growth in Nigeria. To achieve this, both primary and secondary data were deployed. The primary data were collected through a cross-sectional survey of banks' customers who have experienced the e-payment modes in Lagos state, Nigeria. The data were generated through the use of a questionnaire. In like manner, the instrument of data collection was administered on 420 respondents using the multistage sampling technique to sample respondents across five divisions (locations) of Lagos. The data retrieved were analyzed using descriptive

(frequency and percentage) and inferential statistics (Pearson correlation, hierarchical regression analysis and analysis of variance). The results revealed that there is a positive significant relationship between electronic payment systems determinants (convenience, security and safety, trust, social influence) and e-payment adoption in Nigeria. These variables accounted for more than half (3/5) of what influences consumers' adoption of e-payment mode of transaction in Nigeria. Mcmillan and Teka (2020) carried out a study on factors affecting bank customer's usage of electronic banking in Ethiopia. The study adopted the use of explanatory research. A research model was developed by integrating the constructs of Technology Acceptance Model (TAM) and Theory of Planned Behavior

METHOD

The study adopted survey research design. This research design, according to Kozalczyk (2016) is a means of collecting information from various groups or persons through questionnaire and interviews. Specifically, his study was the cross-sectional survey research design. The cross-sectional survey involves selecting respondents across levels to constitute a sample (Igwebuiké, 2000). The population of this study consisted of three hundred and three (303) commercial bank managers' and employees drawn from eleven (11) selected commercial banks in Port Harcourt and its environs, Rivers State. The sample of the study consisted of 303 accounting business education graduates, drawn from eleven commercial banks in Port Harcourt and its environs, Rivers State. The sample size was determined using census studies. This was due to the manageable size

Result

Hypothesis One:

There is no significance relationship between online banking electronic transaction skills and

(TPB). A total of 420 actual users of e-banking services were used as a sample. A well-structured questionnaire was used to collect the relevant information. The data analyzed using Structural Equation Modeling revealed that perceived usefulness, perceived ease of use, attitude towards e-banking, perceived behavioral control, subjective norms, behavioral intention, awareness as well as the availability of internet/network connection have a significant positive impact on users e-banking usage practice. However, perceived risk has a significant negative impact. These findings suggest that banks in Ethiopia should create awareness to their customers with regard to the usage and benefits of e-banking service delivery channels.

of the population. Please find the presentation below. (First bank plc=3, Zenith bank=3, Guarantee trust bank=3, Eco bank=3, Fidelity bank=3, Access bank=3, United Bank for Africa=3, Unity bank=3. Polaris bank=3, Key Stone bank=3 and Jaiz bank=3 Total=303). The instrument for data generation was a structured questionnaire tagged: 'Electronic Transaction Skills and Job Performance Questionnaire' (ETSJPQ). In order to ascertain the reliability of the instrument (ETSJPQ), the instrument was subjected to test retest using Cronbach alpha. The instrument yielded an overall reliability coefficient of 0.98. On this ground the instrument was considered reliable for the study. Mean and standard deviation was used to answer research questions while Pearson Product Moment Correlation Coefficient (PPMC) was used to test the hypotheses

accounting business education graduates timeliness in banking jobs in Rivers State.

Table 1: Summary of simple linear regression of the relationship between online banking electronic transaction skills and accounting business education graduates timeliness in banking jobs in Rivers State

Variables	Coefficients	Std. Error	t	Sig.
(Constant)	6.894	0.602	11.445	0.00
Online Banking	0.615	0.040	15.376	0.00*
R	0.668 ^a			
R-squared	0.447			
Adjusted R-squared	0.445			
F-statistic	236.433			
P-value	0.000 ^b			
Df	293			

- a. Dependent Variable: Timelessness
 b. Independent Variable: Online Banking
 c. *Items show significant relationship with the dependent variable at the 0.05 level of significance

Source: SPSS Computation, 2021.

The result of table 1 shows that r-value of 0.668 indicates a moderate relationship between online banking electronic transaction skills and accounting business education graduates timeliness in banking jobs in Rivers State. The r^2 -value of 0.447 indicated roughly the variation of 45% to the relationship between online banking electronic transaction skills and accounting business education graduates timeliness in banking jobs in Rivers

State. Furthermore, since, F-statistic = 236.433, $t = 15.376$, at $df = 293$, and $p = 0.000 < 0.050$, hence, null hypothesis one is rejected at the 0.05 level of significance. Therefore, there is significant relationship between online banking electronic transaction skills and accounting business education graduates timeliness in banking jobs in Rivers State.

Hypothesis Two:

There is no significance relationship between electronic transaction skills and accounting

business education graduates creativity and innovation in banking jobs in Rivers State.

Table 2: Summary of simple linear regression of the relationship between electronic transaction skills and accounting business education graduates creativity and innovation in banking jobs in Rivers State

Variables	Coefficients	Std. Error	t	Sig.
(Constant)	4.764	0.624	7.637	0.000
Online Banking	0.738	0.041	17.819	0.000*
R	0.721 ^a			
R-squared	0.520			
Adjusted R-squared	0.518			
F-statistic	317.517			
P-value	0.000 ^b			
Df	293			

- a. Dependent Variable: Creativity and Innovation
 b. Independent Variable: Online Banking
 c. *Items show significant relationship with the dependent variable at the 0.05 level of significance

Source: SPSS Computation, 2021.

The result of table 2 shows that r-value of 0.721 indicates a strong relationship between electronic transaction skills and accounting

business education graduates creativity and innovation in banking

jobs in Rivers State. The r^2 -value of 0.520 indicated roughly the variation of 52% to the relationship between electronic transaction skills and accounting business education graduates creativity and innovation in banking jobs in Rivers State. Furthermore, since, F-statistic = 317.517, $t = 17.819$, at $df = 293$, and $p = 0.000 < 0.050$, hence, null hypothesis two is rejected at the 0.050 level of significance. Therefore, there is significant

relationship between electronic transaction skills and accounting business education graduates creativity and innovation in banking jobs in Rivers State.

Hypothesis Three: There is no significance relationship between electronic transaction skills and accounting business education graduates consistency in banking jobs in Rivers State.

Table 3: Summary of simple linear regression of the relationship between electronic transaction skills and accounting business education graduates consistency in banking jobs in Rivers State

Variables	Coefficients	Std. Error	T	Sig.
(Constant)	3.342	0.469	7.129	0.000
Online Banking	0.799	0.031	25.679	0.000*
R	0.832 ^a			
R-squared	0.692			
Adjusted R-squared	0.691			
F-statistic	659.416			
P-value	0.000 ^b			
Df	293			

a. Dependent Variable: Consistency

b. Independent Variable: Timelessness

c. *Items show significant relationship with the dependent variable at the 0.05 level of significance

Source: SPSS Computation, 2021.

The result of table 3 shows that r-value of 0.832 indicates a very strong relationship between electronic transaction skills and accounting business education graduates consistency in banking jobs in Rivers State. The r^2 -value of 0.692 indicated roughly the variation of 69% to the relationship between electronic transaction skills and accounting business education graduates consistency in

banking jobs in Rivers State. Furthermore, since, F-statistic = 25.679, $t = 25.679$, at $df = 293$, and $p = 0.000 < 0.050$, hence, null hypothesis three is rejected at the 0.05 level of significance. Therefore, there is significant relationship between electronic transaction skills and accounting business education graduates consistency in banking jobs in Rivers State.

Discussion of Findings

The study investigated the relationship between electronic transaction skills needed by accounting business education graduates bank and job performance in the banking sector in Rivers State. However, the result in table 4.2 shows the relationship that exist between online banking electronic transaction skills and accounting business education graduates timeliness in banking job performance in Rivers State is strong. Furthermore, the result of table 1 indicated that there is significant relationship between online banking electronic transaction skills and

accounting business education graduates timeliness in banking jobs in Rivers State.

The above findings is in support of Nwokike, Ezeabii and Jim (2018) who carried out a study to determine how business education could be an indispensable tool for achieving sustainable development in the South East States of Nigeria. The result study showed that business education programme is an indispensable tool for achieving sustainable development in Nigeria because it provides the needed manpower required in industries.

The result in table 4.3 shows that the relationship that exist between online banking electronic transaction skills and accounting business education graduates creativity and innovation in banking job performance in Rivers State is strong. While, the result of table 2 indicated that there is significant relationship between electronic transaction skills and accounting business education graduates creativity and innovation in banking jobs in Rivers State.

The above finding is in collaboration with Homayoun and Henriksen (2018) who investigated creativity in business education: A review of creative self-belief theories and arts-based methods. The study concluded that it is incumbent upon business education, professional development, and training to incorporate methodologies that enhance creative capacity by initially eliminating or minimizing self-perceived limitations in people, such as fear, negative personal judgments, and chattering of the mind and theories of creative self-belief provide a

CONCLUSION

The study investigated the relationship between online banking skills needed by accounting business education graduates and job performance in the banking sector in Rivers State. The analysis of the data gave results that provided findings for the study.

RECOMMENDATIONS

Considering the findings and conclusion of this study the following recommendations were made:

1. Managements of tertiary institutions should establish strategies to help accounting students develop their creativity and innovativeness into a venture that would be of benefit to their future career.
2. Curriculum planners should incorporate electronic transaction method as part of the scheme of work for accounting graduates.

foundation that can undergird arts-based methods toward this goal.

The result in table 4.4 shows that the result indicated that the relationships that exist between online banking electronic transaction skills and accounting business education graduates consistency in banking job performance in Rivers State is very strong. While the result of table 3 indicated that there is significant relationship between electronic transaction skills and accounting business education graduates consistency in banking jobs in Rivers State.

The above study is in line with Chen, Ifenthaler and Yin-Kim Yau (2021) who studied online and blended entrepreneurship education: a systematic review of applied educational technologies. The findings showed that technology has advantages when apply to entrepreneurship education. Their study also, concluded that instructors and learners need to successfully compare and choose the most appropriate combination of technologies to achieve entrepreneurial course aims.

Based on the findings of the study, it was concluded that Business education graduates are expected to acquire the online bank for effective job performances. The skills are no doubt valuable to Business Education graduates.

3. The management of tertiary institutions in Rivers State need to play an active role to in promoting and supporting electronic transactions initiatives.
4. There is no doubt that the use of electronic transactions has come to stay in the world, as such the need for accounting students to apply it in all their daily life is imperative to their job performance.

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