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**Mark Quaye Affum**Borsah Library Complex, Cape  
Coast Technical University,  
Cape Coast, Ghana

## Effect of ICT on the financial achievements of Atwima Kwanwoma rural bank, Ashanti region

**Mark Quaye Affum**DOI: <https://doi.org/10.33545/27076636.2022.v3.i2a.58>**Abstract**

Information and communication technology has for the last four decades become very popular with major commercial banks in Ghana. Presently, rural banks in Ghana have also computerized and networked their operations. Atwima Kwanwoma rural bank, with the support of Bank of Ghana, has helped embark on nationwide computerization of all the banks in Ghana. This research study aims to examine the impact of information technology on the financial performance of Atwima Kwanwoma rural bank in the Ashanti Region. Perceptions of the management staff of the bank, branch managers, staff members and customers were collected using a survey method.

In all 40 people were sampled from Atwima Kwanwoma Bank. Questionnaires were used to collect data randomly from the customers and staff of the Bank. Two types of questionnaires were prepared and distributed among staff and customers. Both semi-structured and 6-point Likert scale questionnaire were developed. Data findings established that information technology has a positive linear relationship with the financial performance of banks. The study concludes that we can say information technology has a positive impact on the image, goodwill and growth of Atwima Kwanwoma rural bank.

The study recommends that customers should be prioritized by Atwima Kwanwoma rural bank before information technology. It is vital to set the needs and wants of customers first before you introduce any technological program or device.

**Keywords:** ICT, financial, achievements, Atwima Kwanwoma, rural, bank, Ashanti, region

**1. Introduction****1.1 Background of the study**

Rural banks like any banking institution in Ghana are formal sector financial institutions established as public limited liability Companies and operate under the Banking Law 1989, PNDC Decree 225. The mandate of rural banks among other things is to mobilize savings from residents in the rural communities, assist customers in respect of their activities with a view to consolidate, accept cash and cheque for credit and develop their undertakings and participate in any economic activity that will promote and support the social and economic development of the community within which they operate (Anin, 2001) [7].

Information technology has globally turned out to be a key component in economic growth of many developed and developing countries in the world. Many improvements and innovations have taken place in the world in recent years and the most striking and one of the most prominent is the growth of information communication technology. Organizations today are challenged with rapidly changing market situation showed by increase rate of merging and tough competitors. Owing to this, traditional management methods that emphasize on financial figures and on integrated, analytical planning approaches are well-thought-out to be inadequate for the effective and efficient steering of the organization in a changing environment.

Irechukwu (2000) [34], listed services offered by banks that have been improved through the usage of IT as, account opening procedure, transaction processing, directive on customers account, and recording and storing of customer information. Information Technology can be explained as technologies that supports the information cycle, including collecting, processing. Distributing and storage of information which includes a wide range of technologies such as web browser, database, servers, internet connectivity, computer, word processing application, servers, full text document, main frame computers and etc.

In the Ghanaian banking industry, Information technology has now been recognized as the life wire of banks in the financial sector as it facilitates and supports the financial performance of banks in the country.

**Corresponding Author:****Mark Quaye Affum**Borsah Library Complex, Cape  
Coast Technical University,  
Cape Coast, Ghana

This makes it necessary to embrace information technology. Information communication technology has been involved in most aspect of human life, creating a major advancement of social progress and the dynamic development in IT has greatly improved its role in every face of human life (Adeoti, 2005) <sup>[3]</sup>.

Information Communication Technology has also enhanced the overall procedures of banks performance in Ghana, through the use of modernization and creativity concerning information technology which has been adopted by commercial and rural banks, this has led to well organized, fast and suitable banking procedures with adequate and sufficient quality of service to customers, which has paved way for efficiency and effectiveness to rural banking in Ghana. Currently, rural banking operation in Ghana is becoming information technology based since the introduction of the Ghana Rural and Community Banks Interconnectivity Project (GRCBIP) (Akinuli, 1999) <sup>[4]</sup>.

Laudon and Laudon, (1991) <sup>[36]</sup>, said that managers of banks cannot overlook information technology due to the fact that it plays a vital role in modern-day organization. The application of information technology theory, strategies, methods and operational strategies to banking service delivery and operations has consequently become a focus of fundamental significance as it concerns all banks and is essential for local and global competitiveness.

### 1.2 Problem Statement

There has been a broad opening in information technology in the world for most banks and they are presently taking advantage of these developments to deliver better enhanced customer and more efficient and effective services that will increase productivity (Akinuli, 1999) <sup>[4]</sup>.

Yet, the rural banking sector, which is a key strategic sector in the Ghanaian banking industry aimed at accelerating rural and agricultural development, appears to have a blurred picture in the adoption of IT in its operations in the country. The study that focused on rural and community banks accessed the impact of IT only on their service delivery, with lacking conclusions of its impact on profitability, loan recovery, deposit mobilization and failing to also address the knowledge and skill of rural banks staff in information technology. Therefore, this constitutes a research gap and this thesis proposes to fill this gap. This study therefore sought to examine the impact of information technology on the financial performance of rural banks in Ghana using Atwima Kwanwoma rural bank in the Ashanti Region as a case study.

### 1.3 Objectives of the study

The general objective of this study is to examine the impact of information technology on the financial performance of Atwima Kwanwoma rural bank in the Ashanti Region of Ghana.

#### The main objectives of the study are to

Determine the extent to which information technology has contributed to customer satisfaction through service delivery.

Determine the extent to which information technology has contributed to rural banks performance in terms of profitability.

Determine the increase in the level of efficiency and effectiveness of operations recovery of loans, preparation of

financial returns and internal control) since the introduction of information technologies.

Determine the skills and knowledge of the rural banks staff in the use of information technology

### 1.4 Research questions

The research questions to be considered are shown below:

To what extent has information technology impacted on the financial performance of Atwima Kwanwoma rural bank?

To what extent has information technology devices helped staff of Atwima Kwanwoma rural bank in their operational activities?

To what extent has information technology devices helped staff of Atwima Kwanwoma rural bank in their operational activities?

### 1.5 Research hypothesis

The research hypothesis is shown below:

- The use of information technology does not have a significant impact on the financial performance of Atwima Kwanwoma rural bank.
- The use of information technology has a significant impact on the financial performance of Atwima Kwanwoma rural bank.

### 1.6 Scope of the study

This study seeks to examine the impact of information technology on the financial performance of Atwima Kwanwoma rural bank in the Ashanti Region of Ghana. The bank is qualified for the study due to its different branch locations and their wide spread branch network with high tolerance in information technology practices. The bank's performance is analyzed before and after the introduction of IT into the rural banking industry.

The study is concerned with how the staff and customers of the bank are responding to the new innovations. The study will consider if investment made in IT was worth the end result which was realized. The study will also attempt to elaborate on the new facilities leading to the adjustment and adaptation of IT in the rural banking industry in Ghana.

### 1.7 Justification of the study

Information communication technology has a key motivating and dynamic force to the growth in technology which has positively impacted in almost every sector of Ghana's economy.

Currently, the rural banking industry use computers and other technological devices in their operational activities in order to offer excellent services to their customers thus providing customer satisfaction. Information technology (IT) has improved staff knowledge and customers can also access their bank account information without necessarily going to the banking hall and they can as well make other banking transactions anywhere in the country.

Information technology has also improved government work through skilled human resources, reliable infrastructure, open government and further vital issues of capacity building.

This study will make available proposed recommendations which can be re-adjust to the opportunities, threats, technological competition and contingencies of technological banking in the rural banking systems in Ghana. Milgrom and Roberts (1990) <sup>[38]</sup> contended that for firms to be successful they should adopt information technology as part

of a "system or \*cluster" of mutually strengthening organizational approaches and methodologies.

### 1.8 Limitation of study

This work is limited to the extent that the researcher was unable to cover all the rural Community banks in the country as a result of time and cost of transportation, printing and editing.

### 1.9 Organization of the study

For the work to be orderly and to enhance effective flow of reading and to afford readers of this thesis better understanding of the subject matter, the entire work is to be structured and organized into five (5) main chapters dealing with a particular aspect of the subject matter.

The chapter one contains the proposal and general information about the study. It will include the general introduction, background information of the study, problem statement and objectives of the study, research question /hypothesis, scope of the study, relevance of the study, limitations and the organization of the study.

The second chapter presents a review of literature related to the study with the view to positioning the study within other similar studies and explores available knowledge in the study area. The chapter also presents a brief profile of the Atwima Kwanwoma rural bank. Chapter three shall detail out the procedure and methods that will be used to carry out the study. It will explain the entire research design and methodology to be used, the data collection method and statistical procedures used to analyze the data.

Chapter four shall contain analysis done on the data collected and presents them in forms that shall be easily and readily understood by readers. This will include tables, figures, charts and narrations. Chapter five will feature a summary of findings, conclusions and recommendations that shall be made appropriate for corrective action.

## 2. Literature review

Many banks are now using modern computers that will support and assist them to achieve communication and multimedia connection on the internet, intranet and extranet. As Gates (1995) <sup>[29]</sup>, said, the computer has had a massive effect on business activities, but its greatest influence won't be recognized until Personal Computers inside and outside a company are well accessed.

Existing studies have concluded two positive effects regarding the relationship between Information Technology and banks" performance; First, IT can reduce banks" operational costs (the cost advantage). Second, IT can facilitate transactions among clienteles within a similar network (the network effect) (Farrell and Saloner, 1985 <sup>[26]</sup>; Katz and Shapiro, 1985 Economides and Salop. 1992. Kozak (2005) <sup>[35]</sup> examines the impact of the progress in IT on the income and cost ineptitudes and efficiencies of the US banking sector during the period of 1992-2003. The research shows a positive correlation between the levels of implemented IT and both profitability and cost savings. A research carried out by Maldeni and Sanath Jayasena (2009) <sup>[37]</sup> also confirms a positive linear relationship between ICT usage and bank's financial performance (deposit mobilization, loan recovery and profit).

### 2.1 Definition/meaning of information technology

Information technology is defined as collecting, storing, operating and transmitting information. It is the computerization of process which controls information

production by means of computers, software, telecommunication, and secondary devices such as E-zwich, Debit cards and Automated Teller Machine. It usually covers the linking of automated technology for the data needs of a business to produce information. Laudon D. and Laudon J. (2001), state that Information Technology encompasses the physical devices and software that link computer hardware components and transfer data from one physical location to another.

Harold and Jeff (1995) <sup>[32]</sup>, oppose that service providers at the financial industry should transform their traditional operating practices and procedures to remain consistent and viable in the 1990s and the years to come. They said that most important inadequacies in the banking industry is a wide spread disappointment on the part of management of both commercial and rural banks to grasp the development of technology and incorporate it into their strategic and business plans.

### 2.2 Overview of information communication technology (ICT)

Improvement in information technology has led to a remarkable progress in the banking industry across the globe. This is because information technology has brought about intense and active modifications in the banking industry, Igwe, (2005) <sup>[33]</sup>, said that the introduction of the electronic mail and computers on every desk at work places and the internet and its use in banking have brought about amazing and remarkable outcomes in banking operations.

The presence of information technology and computer in the financial institutions has enhanced dramatically. Some estimates specify that, in the 1980"s, almost 50 percent of all new capital investment in most organizations has been in information technology (Westland and Clark 2000). Information technology to the growth of business today is extensively recognized. Larger companies and businesses have been using computers for some time now due to improvement of their business via information technology.

### 2.3 The evolution of information technology

During the late 1950s and all over the 1960s, business information and data was managed and processed using punched card devices, massive mainframe computers and electronic accounting machines with lower capabilities than recent microcomputers. The data processing function was the duty of the (EDP) electronic data processing department. In the 1970s the arrival of basic multi-user networks as terminals got interconnected to the massive mainframes.

It was also the start of database management systems that came as a reply to the encounters brought about by large volume and size of business data. This was the basis of Management Information Systems (MIS), information system (IS), and Decision Support Systems (DSS).

All procedures were handled using applications software that were developed with third generation programming languages. The next decades saw the fusion of telecommunication and networking technologies for business organizations. This ushered in distributing office information systems (OIS), data processing and personal computers (PCs). Most important among the goals of business initiatives at this time was improvement in the product and service quality, therefore investments in total quality management (TQM) described and characterized the strategy of the leading organizations of the 1980s.

The total discovery in information technology occurred in the mid-1990s. This period was the time of information super highway in which organizations used to expand business boundaries by using the new technologies to achieve new opportunities. Business today undergoes rapid changes as a result of technological innovation due to its vibrant and dynamic environment, better and improved awareness and demands from customers. The banking industry of the 21st century works in a multifaceted and Viable environment branded by these varying situations and highly erratic economic climate. Information technology is at the center of this global transformation curve.

#### 2.4 Significance of ICT in the banking industry

ICT revolution has distorted the conventional banking business model by making it possible for banks to break their comfort zones and value creation chain so as to allow customer service delivery to be separated into different businesses. Thus, for example, primarily Internet banks distribute insurance and securities as well as banking products, but not all the products they distribute are produced by their group (Delgado and Nieto, 2004) [21].

However, the main economic argument for diffusion of adopting the Internet as a delivery channel is based on the expected reduction in overhead expenses made possible by reducing

#### 3. Methodology

Research method is a systematic process of gathering, presenting, analysing and interpreting data to arrive at a dependable solution to human problems. Methodology is therefore concerned with the study of the research methods. In this study it is necessary to explain the research design area of the study, population of the study, sample size and sample size determination instrument for data collection. Moreover, it buttresses on the type of questions that can be addressed and the nature of the evidence that is generated (Saunders, 2007).

The chapter ends with a brief profile of the study area; Atwima Kwanwoma Rural Bank. This chapter is relevant to the study because it shows how the research would be conducted to obtain empirical evidence on the fields.

#### 3.1 Research design

A research design is the overall plan for relating the conceptual research problem to relevant and practicable empirical research. In other Words, the research design provides a plan or framework for data collection and its analysis

There are three research designs being descriptive, exploratory and explanatory. This is an exploratory research which aims at finding out the impact of information technology on the financial performance of Rural Banks using Atwima Kwanwoma Rural Bank as a case study. Thus the study examines ICT impact on operational activities, loan recovery, internal control and service delivery of the bank. It also examines knowledge and skill of Atwima Kwanwoma rural bank's staff in the use of ICT.

#### 3.2 Population of the study

Population refers to the total number of cases in the focus of interest. The population of the study is made up of ten (10) management staff, thirty-five (35) members of the bank and six thousand five hundred and twenty-two (6,522)

customers as at 2015. The customers of the bank are made up of those who held various accounts with the bank before and after the deployment of ICT into its operations. The bank has two broad categories of customers: those in the formal sector, made up of salaried workers and those in the informal made up of petty traders, farmers, crafts men etc.

#### 3.3 Sample size and sampling technique

3 Samples of forty-one (41) participants were selected for the study To ensure randomness, thirty-one (31) customers and ten (10) staff from all the three (3) branches of the bank were chosen to administer the questionnaire to the customers using random sampling technique. The respondents were selected throughout the three (3) working days of which ten (10) questionnaires were administered each day to the customers. The questionnaires were only administered to customers who agreed to participate in the study.

For the staff, ten (10) questionnaires were administered to them through the Human Resource Manager (HRM) using the purposive sampling technique.

#### 3.4 Data gathering method

##### 3.4.1 Sources of data

For the purpose of this study both primary data and secondary data were used. The primary data was generated by means of a structured questionnaire instrument. The questionnaire was structured into two. One was used to collect data from staff and the other was designed to suit the customer's opinion and response. The two questionnaires all had two sections; the first section collects the personal data of the respondents while the second section focused on the subject matter of the study.

Secondary data was used to enable compare various profitability ratios since the introduction of Information Technology to help examine its impact on the financial performance of Atwima Kwanwoma rural bank as compared to its earlier operation before the introduction of information technology in rural banks.

##### 3.4.2 Data collection instruments

The primary data was obtained from the self-administered questionnaires. This instrument was drafted by the researcher.

The secondary data was obtained from the banks monthly and annual prudential returns before and after the introduction of ICT which was based specifically from the year 2008 to 2014 for the purpose of the study. Information from the Efficiency and Monitoring Unit (EMU) Report obtained from ARB Apex Bank was also used to analyze the performance of rural banks in Ghana.

#### 3.5 Actual field work

The questionnaires were administered by the researcher in person. A face-to-face approach was adopted for the study in disseminating the questionnaires. This approach was adopted in order to monitor the data collection and to ensure that data supplied or responses given are of high quality.

#### 3.6 Data analysis

The data collected from the staff and customers was edited, coded and analyzed by the researcher. With editing, the researcher went through the questionnaire from the field to

check for the consistency of the responses. After editing, the next stage was the tabulation. Here the main information was classified and tabulated. This was the process where the researcher summarized the quantitative data into statistical tables.

**Analysis and discussion of findings**

This study is primarily interested in examining the impact of information technology on the financial performance of Atwima Kwanwoma rural bank in Ghana. The chapter covers the presentation, analysis and interpretation of data collected from primary and secondary sources. The data here are the replies collated from questions laid out in the questionnaires distributed to the respondents and the secondary data collected from Atwima Kwanwoma rural bank. In other to present the data, all questions in the questionnaire were analyzed including the ones with close relationship with the research questions and objectives through the Software Package for Social Science (SPSS) using some descriptive statistics after which the results were interpreted.

**4. A. Staff respondents**

**4.1 Rate of response by respondents**

The Table 1 below shows that a total number of 41 questionnaires were distributed to both staff and customers and 30 of these questionnaires were responded by customers while 5 were responded and received from the staff of the bank.

**Table 1: Rate of Response by Respondents**

Questionnaire	Respondents	
	Staff	Customers
Returned	5	30
Not returned	5	1
Total	10	31

Source: Field Survey, February 2022

Out of 41 questionnaires, 35 were returned from the respondents. This was a good result as a result of follow up and the non-retrievable questionnaires were as a result of the negligence of some customers to help provide the appropriate information.

**4.2 Impact of I.T. on the team work of Atwima Kwanwoma Rural bank's staff**

Table 2 below shows the impact of I.T on the team work of Atwima Kwanwoma Rural bank staff

**Table 2: Bank Staff work as a team since the introduction of I.T.**

Number of years worked with bank	Gender of Respondents	Bank staff working as a team				Total
		Strongly agreed	Agreed	Neutral	Disagreed	
Less than a year	Male	0	0	0		0
	Female	0	0	0		0
	Total	0	0	0		0
1-3 years	Male	0	0	0	0	0
	Female	0	0	0	0	0
	Total	0	0	0	0	0
4-9 years	Male	0	0	0		0
	Female	2	0	0	0	2
	Total	2	0	0	0	2
10 years and above Male	Male	3	0	0	0	3
	Total	3	0	0	0	3

Source: Field Survey, February 2022

Out of the 5 staff respondents, 5 strongly agreed that IT has helped the staff of the bank to work as a team of which 3 were males and 2 were females, 0 agreed of which 0 were males and 0 were females, 0 were neutral, and lastly 0 disagreed to this question. The number of respondents was related to the number of years worked with the bank. The study revealed that, after the manual system was replaced by the IT system, job schedule of various departments were all assimilated into one system, hence data and information needed could be assessed by staff provided you have the relevant security authorization. Those who have worked with the bank between the period of 10 and above years expressed much concern as to how tedious their work was and also the lack of communication they had before the introduction of IT into the rural banking system.

**4.3 Impact of I.T. on the operational activities of the bank**

The number of years that the respondents have worked with the bank had a significant impact on the responses given regarding the impact of IT on the bank's operational activities. Respondents who have worked with the bank for 4-9 years expressed how positive IT has impacted on their various operational activities since it was introduced compared to the manual banking system by strongly agreeing to a number of response and agreeing to 1 making a total of 2. The three responses from category 10 years and above all strongly agreed. Figure 4.4 shows the results in details.

**4.4 Knowledge and skill of Atwima Kwanwoma rural bank's staff in I.T.**

Table 3 shows the knowledge and skill of Atwima Kwanwoma Rural Bank staff

**Table 3:** Age Group, Number of Years Worked and the IT Knowledge and Skill of Staff

Number of years worked with bank	Age group of Respondents	I have the necessary IT skills		Total
		Yes	No	
Less than a year	21-30	0	0	0
	51-60	0	0	0
	Total	0	0	0
1-3years	21-30	0	0	0
	31-40	0	0	0
	Total	0	0	0
4-9 years	21-30	0	0	0
	31-40	1	0	1
	41-50	1	0	1
	Total	2	0	2
10 years and above	41-50	3	0	3
	Total	3	0	3

Source: Field survey, February 2022

Table 3, indicates clearly that staff that have been with the bank for 10 years and above with age group ranging from 41-50 had the highest response of 3 having the relevant ICT knowledge, staff that have been with the bank for 4-9 years with age group ranging from 31-40 people had 1 and age group ranging from 41-50 had the relevant IT skills.

Comparing the number of years that staff had worked with the bank, 4-9 years and 10 years and above recorded all answered YES, that, they have the necessary IT knowledge and skill in rural banking which was revealed according to the study that; rural bank staff are engaged in so many IT training programs and other refresher training programs by the Atwima Kwanwoma Rural Bank from time to time of which all the staff had their various training sessions according to the department in which they belong, as scheduled by the Atwima Kwanwoma Rural Bank.

#### 4.5 Adequate reliability of internet service

With regard to the reliability of internet service in Atwima Kwanwoma rural bank, 0 respondents strongly agreed that internet service is adequately reliable while 4 agreed, 0 was neutral and 1 of the respondents disagreed. The study showed that, the reason for 1 respondent of the total interviewed staff to select disagreed was because he had faced much down-time internet connectivity and will therefore not rate the services of the bank's internet/intranet as adequately reliable. 4 respondents also agreed that internet services were reliable because the internet service was working fast and therefore makes things easier and faster

#### 4.6 Information technology has strengthened internal control

Out of the 5 respondents 2 strongly agreed while the remaining 3 also agreed that IT has strengthened the internal control system of rural banks.

IT have made it impossible for a single person to endorse any document with regard to monetary transactions to ensure checks and balances, also the system has strengthened the security level of the bank such that all transactions are captured into a software before authorized and at times a second approval is needed before the transaction could go through which makes it very difficult for money laundering and other fraudulent practices as opposed to the manual system.

### B. Customer respondents

#### 4.7 The bank now provide better and wider range of service

Out of the 30 responses received from customers, 27 have worked with the bank since the introduction of information technology of which, 9 were customers who have worked with the bank from 4-9 years and 3 have worked with the bank from 10 years and above. 12 respondents agreed that there has being a better service since IT and 10 strongly agreed; only 1 respondents disagreed 6 remained neutral. This shows clearly that information technology has enhanced and widens the service delivery of these previously existing.

### 5. Summary of findings, conclusion and recommendations

This study examined the impact of information technology on the financial performance of Atwima Kwanwoma Rural Bank" in the Ashanti Region of Ghana. In the previous chapters of this study, different assumptions, statements and generalizations have been made to examine this impact.

#### 5.1 Summary of findings

The majority of the bank customers enjoy efficient and prompt service delivery by Atwima Kwanwoma rural bank, because they can perform many transactions without having to visit the bank physically, and this is done through the introduction of information technology (IT) into rural banking operations. This also indicates clearly those customers of Atwima Kwanwoma rural bank enjoy better and wider range of services since they are not delayed at the bank.

Information Technology has impacted positively on the operational activities of rural banks, these operational activities include the preparation of weekly, monthly and annual prudential returns, deposit mobilization, data capture and other technical operational activities performed by rural banks staff.

Information technology has helped rural bank staff work as a team. The tediousness in processing a data by many people has been reduced by providing a common platform (software) which helps all staff to collaborate during their working hours.

Most of the rural bank staff had the requisite IT knowledge in executing and performing their daily routines. The study revealed that Atwima Kwanwoma Rural Bank have regularly been organizing training programmers for the rural banks to keep them abreast with the needed IT skills.

Though the internet service may not be good at some branch of some rural banks, majority of the respondents gave a positive response as to how adequate the internet access of the banks.

Information Technology has strengthened the internal control system of rural banks. Information security policies have enhanced rural banks activities which have prevented fraudulent practices in the rural banks. The systems and software used by rural banks makes sure that transactions should be approved and authorized through the appropriate channel since the introduction of information technology by rural banks in Ghana; rural banks have reduced their transaction cost and the time spent by customers at the banking hall during transaction has also reduced.

## 5.2 Conclusion

The study concludes that we can say information technology has a positive impact on the image, goodwill and growth of Atwima Kwanwoma rural bank. Customer satisfaction is of a paramount importance to the achievement of organizational goals. It has really increased the rate of patronage as a result of the supply of redefined products and services to meet the needs and demand of the public.

Information technology has also helped to reduce the rate of fraudulent practices in the bank. Present day rural banking activities are computerized and not manual, making it difficult to make any alterations; such actions can easily be traced and corrective measure taken.

Information technology has also provided better and well-grounded infrastructure to speed up transaction, increase consistency and enhance rural banks operations.

Atwima Kwanwoma rural bank have been able to derive benefits from information technology through offering the customer with efficient and prompt service delivery and the fact that they have been able to improve the competence and effectiveness of their operational activities, thus more transactions can be processed faster and in a convenient manner, which have undoubtedly impact significantly and positively on the overall financial performance of the bank. The customer on the other hand, stands to enjoy customer satisfaction, reduced frequency of going to the rural bank physically and reduced cash handling, which will give rise to higher volume of turnover.

## 5.3 Recommendations

The impact of IT on the financial performance of Atwima Kwanwoma rural bank has been generally deliberated in the previous chapters. However, it is only suitable if certain recommendations that may be of benefit to the development of this study are made. Unconditional support and funding should be provided by stakeholders of Atwima Kwanwoma rural bank to fund Information Technology Projects. Atwima Kwanwoma rural bank find it difficult in the implementation of newly introduced IT projects due to monetary restraints, appropriate enlightenment, educative programs and proper channels should be made available to in the various communities of the banks catchment area to improve communication concerning the bank and its customers. This will help keep customers of the bank in the various communities abreast and well updated with current information.

Information Technology Steering Committee should be established to take charge of affairs regarding the IT implementation of the bank. The IT plans of the bank should

be reviewed sporadically to suit the organizations objectives. Customers should be prioritized by Atwima Kwanwoma rural bank before information technology.

It is vital to set the needs and wants of customers first before you introduce any technological program or device. The method you choose should be of great importance to the corporate objective of the organization to prevent unproductivity or losses.

Generators in the bank should be run on stand-by to elude interference in the flow of power which can slow down the rate of operations. This is for the fact that most IT devices and innovations need electrical energy before they can operate.

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