

TITLE PAGE

**ASSESSMENT OF THE IMPACT OF ICT ON EMPLOYEES IN THE
NIGERIAN BANKING SECTOR: A STUDY OF FIRST BANK OF
NIGERIA PLC, ENUGU METROPOLIS**

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ABSTRACT

This research study assesses the impact of ICT on employee in the banking sector with specific reference to First-Bank of Nigeria Plc Enugu metropolis. The researcher tries to ascertain if information, communication and technology (ICT) affects employee job performance, and to formulate recommendations regarding ICT adoption. In order to achieve the above objective, the following research questions were asked: Does ICT have any impact on employee job performance in the banking industry? Has the adoption of ICT enhanced banks productivity? What is the degree of ICT adoption by Nigerian bank? Four hypotheses were advanced; (i) The adoption of ICT have no impact on employee's job performance in the Nigerian banking sector, (ii) The adoption of ICT have no impact on bank's operation (iii) there is a low degree of ICT adoption by the Nigerian banks, and finally the adoption of ICT has not enhanced productivity in Nigerian banks. The study uses survey research method. The case study bank was selected using simple random sampling technique together with the staff of First Bank of Nigeria plc. The findings of this study are that the adoption of ICT has impact on employees in the Nigerian banking sector and the bank's operation, that there is a high degree of ICT adoption by Nigerian banks and, that the adoption of ICT has enhanced banks productivity in Nigeria. These findings made the researcher to accept her four (4) alternative hypotheses and reject the null hypotheses because in both cases the calculated values of chi-square are greater than the tabulated values.