

EFFECTIVE UTILIZATION OF COMPUTERS IN
COMMERCIAL BANKS FOR CUSTOMERS SERVICES

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ABSTRACT

The research work was concerned with effective utilization of computers in commercial banks for customer services and three commercial banks - United bank for Africa PLC, Orient Bank of Nigeria PLC and Union Bank of Nigeria PLC were used as case studies.

This work was reported in five chapters as outlined below:

Chapter one introduced the topic, identified the problems associated with it and formulated the hypotheses that were tested.

Chapter two covered a review of related literature on similar topics and the evolution of commercial banking in Nigeria.

The methodology followed in this research including the collection of data and the statistical method applied in data analysis were explained in chapter three.

Chapter four contained the presentation and analysis of data and the result of testing the various hypotheses.

Finally the last chapter presented the findings, recommendations and conclusions reached from the research.