

**DIGITAL PAYMENT SYSTEM AND SMALL BUSINESS GROWTH IN BENIN CITY,  
NIGERIA**



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**DIGITAL PAYMENT SYSTEM AND SMALL BUSINESS GROWTH IN BENIN CITY,  
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**A PROJECT WORK SUBMITTED TO THE DEPARTMENT OF BUSINESS  
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**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE OF  
BACHELOR OF SCIENCE (B.Sc) IN BUSINESS ADMINISTRATION IN  
UNIVERSITY OF BENIN, BENIN CITY**

**NOVEMBER, 2025**

## **DECLARATION**

I, **AGBONZE IYOBOSA MARY**, do hereby declare that this project has been written by me and that it is entirely my own work and composition. The work has not been submitted in candidature for any degree and is not concurrently being submitted for any other degree, to the best of my knowledge. All sources of information collected and materials used have been duly acknowledged by means of reference.

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**AGBONZE IYOBOSA MARY**  
**Researcher**

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**Date**

## CERTIFICATION

This is to certify that the research was carried out by **AGBONZE IYOBOSA MARY** matriculation number **MGS2104781** the Department of Business Administration and that the work is adequate in scope and qualify for the requirements for the award of B.Sc. Honours in Business Administration

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## **DEDICATION**

I

dedicate this project

to

God Almighty,

my creator and helper.

## **ACKNOWLEDGEMENTS**

Firstly, I am grateful to God almighty for sustaining me, giving me strength throughout this journey, I am forever grateful for his unconditional and endless love, mercy and grace.

My heartfelt gratitude goes to my family, my parents Mr. and Mrs. B. O. Agbonze and to my dearest siblings Osasumwen, Osadebamwen, Ikponmwosa and Osarumwense, thank you for your advice and love.

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May God bless you all and Continue To Strengthen you. Amen.

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## ABSTRACT

*This study examined the impact of digital payment systems on the growth of small businesses in Benin City, Nigeria. The research specifically focused on three major components of digital payment systems: Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions. The study was motivated by the increasing global shift toward cashless transactions and the limited empirical research on how such technologies influence small business development in emerging economies like Nigeria. A survey research design was adopted, and data were collected from 100 small business owners and managers in Benin City using structured questionnaires. Descriptive and inferential statistical tools, including multiple regression analysis, were employed to analyze the data with the aid of the Statistical Package for Social Sciences (SPSS). The findings revealed that ATMs, POS terminals, and online banking transactions have a significant positive impact on small business growth in Benin City. Specifically, ATMs facilitate quick access to cash, POS terminals enhance customer patronage and reduce cash-handling risks, while online banking improves financial management and business efficiency. However, challenges such as network instability, high transaction charges, ATM cash shortages, and cybersecurity concerns were identified as barriers to optimal utilization. The study concluded that digital payment systems play a crucial role in promoting the growth and sustainability of small businesses by improving operational efficiency, customer satisfaction, and profitability. It recommends that banks and telecommunication firms enhance network reliability, reduce transaction costs, and strengthen security frameworks. Additionally, financial institutions and government agencies should intensify awareness and provide training to small business owners to ensure wider adoption and effective utilization of digital payment systems.*

**Keywords:** Digital Payment Systems, Automated Teller Machines (ATMs), Point of Sale (POS) Terminals, Online Banking, Small Business Growth, Benin City, Nigeria.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background to the Study**

The digital payment system has emerged as a contemporary financial transaction model, playing a crucial role in today's global economy due to globalization and rapid technological advancements (Oginni, 2013). Specifically, modern technology has transformed traditional payment methods into more efficient and effective systems, eliminating the reliance on the conventional 'cash and carry' approach. The convenience of conducting financial transactions, coupled with enhanced security and faster access to funds, has positioned digital payment systems as a superior alternative to cash-based transactions (Ayo, 2010; Oginni, Mohammed, El-Maude & Arikpo, 2013). A forecast by Statista (2021) predicts that the global fintech market will reach a valuation of \$460 billion by 2025, driven primarily by the widespread adoption of digital payment solutions, which offer a secure, functional, and efficient means of carrying out financial transactions.

Digital payments can be facilitated through multiple platforms, including the internet and advanced technologies such as credit and debit cards, electronic funds transfer (EFT), point-of-sale (POS) machines, automated teller machines (ATMs), and mobile phones. Currently, both large and small enterprises across various regions including the United States, the United Kingdom, Japan, Western Europe, and emerging economies like Brazil, Mexico, Malaysia, China, India, and South Africa are increasingly leveraging digital payment systems to enhance

their participation in global trade and business activities (Akintola, Akinyede & Agbonifo, 2011). According to Tan and Teo (2019), digital payment systems have significantly reduced the dominance of traditional banks in payment processing by introducing alternative payment channels and promoting financial inclusion. Adewole, Olufunbi & Tan (2021) further argue that the adoption of digital payments in Nigeria enhances financial inclusion, increases transparency, lowers transaction costs, and facilitates efficient resource allocation, ultimately stimulating the national economy and fostering sustainable growth.

Similarly, Abiola and Ogunleye (2020) emphasize the role of digital payment systems in minimizing cash transactions, which are often associated with inefficiencies, corruption, and financial exclusion. Furthermore, Nigeria has integrated various digital payment channels, including ATMs, mobile banking and payments, internet banking, POS terminals, and electronic funds transfer (EFT) (CBN, 2011). This became particularly prominent in 2012 when the government implemented the cashless monetary policy. Despite overall steady progress in adopting digital payment systems (CBN, 2017), the rate of adoption remains relatively slow among small and medium-sized enterprises (SMEs) (Ifinedo, 2011; Ayo, Adewole & Oni, 2010). The classification of digital payment methods reflects the different transaction channels and environments in which they operate.

According to Ayo and Ukpere (2010), the commonly used digital payment channels include automated teller machines (ATM), automated clearing house (ACH), payment cards (debit or credit), point-of-sale (POS) terminals, online web portals, mobile phones, direct debit/deposit,

and real-time gross settlement (RTGS) systems. The choice of platform often depends on the nature and value of the transaction. These transactions typically occur between business and business (B2B), business and consumer (B2C), consumer and consumer (C2C) or person and person (P2P), business and government (B2G), government and consumer (G2C), and business and employee (B2E) (Ayo, 2006). The increasing reliance on these payment systems has made financial transactions more convenient (Itah, 2014).

Consequently, it is unsurprising that the volume and value of digital transactions have significantly increased over the years. For instance, the total value of ATM transactions in Nigeria rose from N548.6 billion in 2009 to N6,512.61 billion (trillion) in 2019 (CBN, 2019). Similarly, POS transactions, which were valued at N11.03 billion in 2009, surged to N3,204.75 billion (trillion) in 2019. Web-based transactions, initially valued at N84.15 billion in 2009, experienced fluctuations over time but ultimately reached N478.14 billion in 2019. Additionally, mobile phone transactions grew from N1.27 billion in 2009 to N5,080.96 billion (trillion) in 2019 (CBN, 2019). The performance of small businesses is often assessed through quantitative metrics and reflects various customer perceptions and responses to products or services after usage. Small business operations are crucial in fostering customer retention and repeat purchases. Over time, numerous scholars have explored this area of study.

The extent to which consumer expectations align with their actual experiences in the consumption process determines small business performance, as it signifies the degree of satisfaction derived from a product or service. Personal evaluation plays a critical role in

shaping small business performance, as it is largely influenced by individual expectations (Orel & Kara, 2014). This correlation is evident in the observation that satisfaction or dissatisfaction with a service or product depends on whether consumer expectations were met. Small business operations are closely linked to emotions such as acceptance, happiness, relief, excitement, and joy (Islam & Himel, 2015).

## **1.2 Statement of Research Problems**

In recent times, the digital payment system has emerged as a crucial medium for facilitating monetary transactions, particularly in developing economies like Nigeria, where cash transactions remain prevalent. In Nigeria, the digital payment system serves as a fundamental pillar of the modern market economy, with a well-functioning e-payment system playing a significant role in financial stability, monetary policy, and overall economic activity (CBN, 2011). Nwankwo (2013) investigated the challenges and prospects of electronic payment in Nigeria's cashless economy and found that while the electronic payment system has substantial implications for a cashless economy, it may lead to a notable decline in deposit mobilization and credit extension by Nigerian deposit money banks. Similarly, Adewale (2013) analyzed the implementation of the cashless Nigeria project, highlighting the setbacks encountered during execution. He argued that the success of a cashless economy would remain uncertain unless critical infrastructure such as stable power supply, adequate security, skilled human capital, and essential technical and equipment infrastructure is sufficiently developed to support its full implementation.

However, small businesses are essential drivers of economic growth and development, particularly in emerging economies like Nigeria. In Benin City, the adoption of digital payment systems, including Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions, has become increasingly prevalent in recent years. These digital payment systems have the potential to revolutionize business operations, improving transactional efficiency, expanding customer reach, and facilitating financial inclusion. Despite the rapid expansion of these technologies, there remains limited empirical research on how their adoption specifically impacts the growth of small businesses in Benin City. Small businesses in the region face numerous challenges, including limited access to capital, inefficient payment systems, and the risks associated with handling cash transactions. The introduction of digital payment solutions, such as ATMs, POS terminals, and online banking platforms, presents an opportunity to address some of these challenges by providing safer, faster, and more efficient alternatives for conducting business transactions. Yet, there is a lack of comprehensive understanding regarding the practical benefits and challenges associated with the integration of these digital tools into small businesses' daily operations.

This research seeks to investigate the impact of Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions on small business growth in Benin City, Nigeria. Specifically, it aims to explore whether these digital payment systems enhance business performance in terms of operational efficiency, customer satisfaction, financial accessibility, and market reach. The study will also examine the perceived ease of use and

usefulness of these technologies among small business owners in Benin City, as these factors play a critical role in their adoption and use. While existing literature addresses the general benefits of digital payment systems for businesses globally, there is limited focus on their specific impact on small businesses in the context of Benin City, Nigeria. This gap in knowledge necessitates an empirical investigation to better understand the role of digital payment systems in supporting small business growth in this particular setting.

### **1.3 Research Questions**

Based on the statement of research problem the following research questions are enumerated below;

1. How do Automated Teller Machines (ATMs) influence the growth of small businesses in Benin City?
2. In what ways do Point of Sale (POS) terminals impact the growth of small businesses in Benin City?
3. How do online banking transactions affect the growth of small businesses in Benin City?

### **1.4 Research Objectives**

The study's main goal is to examine the effect of digital payment system on small business growth in Benin City, Nigeria. The specific objective of the study is to:

1. To assess how Automated Teller Machines (ATMs) influence the growth of small businesses in Benin City.
2. To examine the impact of Point of Sale (POS) terminals on the growth of small businesses in Benin City.
3. To investigate the effect of online banking transactions on the growth of small businesses in Benin City.

### **1.5 Research Hypotheses**

The research hypotheses are listed below in null form:

H0: The use of Automated Teller Machines (ATMs) has no significant impact on the growth of small businesses in Benin City.

H0: The use of Point of Sale (POS) terminals does not significantly affect the growth of small businesses in Benin City.

H0: Online banking transactions have no significant effect on the growth of small businesses in Benin City.

## **1.6 Scope of the Study**

The scope of this study will focus on assessing the relationship between digital payment systems and the growth of small businesses in Benin City, Nigeria. The study will specifically examine the impact of three key digital payment systems: Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions. The study will be conducted in Benin City, the capital of Edo State, Nigeria. It will focus on small businesses operating in various sectors, including retail, services, and manufacturing. The study will cover the period from 2017 to 2024, allowing for an examination of the recent developments and trends in the adoption and usage of digital payment systems by small businesses. The study will focus on small business owners and operators in Benin City who use or have adopted ATMs, POS terminals, and online banking transactions in their business operations. It will also include employees and customers of these small businesses as secondary respondents.

## **1.7 Significance of the Study**

The significance of this study lies in its potential to contribute valuable insights into the role of digital payment systems in fostering small business growth in Benin City, Nigeria. The findings of the study will be beneficial to various stakeholders, including policymakers, small business owners, financial institutions, and academics. The study will provide empirical evidence on how digital payment systems like ATMs, POS terminals, and online banking transactions contribute to the growth of small businesses. This will help policymakers and regulators design more effective financial inclusion strategies and policies that encourage the

adoption of digital payments by small businesses. The findings may also inform government decisions regarding infrastructure development, such as improving internet connectivity and expanding access to financial services in underserved areas.

Small businesses are a key driver of economic growth and employment in Benin City and Nigeria as a whole. By examining the impact of digital payment systems on small business growth, the study will provide small business owners with insights into the potential benefits of adopting these technologies. This could lead to better business management practices, increased revenue, improved customer satisfaction, and enhanced competitiveness in the marketplace.

Financial institutions, including banks and payment service providers, will benefit from the study by gaining a deeper understanding of the challenges and opportunities faced by small businesses in adopting digital payment systems. The findings could help these institutions design targeted products and services that meet the specific needs of small business owners, thus enhancing customer satisfaction and increasing market penetration.

The study will add to the body of knowledge on the relationship between digital payment systems and small business growth, particularly in the context of a developing economy like Nigeria. It will provide a theoretical and empirical foundation for future research on the role of technology in the development of small businesses in Africa and other emerging economies.

By highlighting the ways in which digital payment systems influence business growth, the study will encourage small business owners to leverage technological advancements in their

operations. This may result in better management of business transactions, improved financial record-keeping, reduced operational costs, and better access to financial resources, which can ultimately lead to sustained business growth.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

This study seeks to explore the impact of digital payment systems on small business growth. The first section of this study presents a Conceptual Review, where key terms and concepts are defined and explained. This section introduces digital payment systems, such as ATMs, POS terminals, and online banking, detailing their features and functions. Additionally, the concept of small business is defined, with a focus on how it is measured and understood in the context of Benin City. The Conceptual Review establishes the foundational knowledge needed to understand the potential impact of these digital tools on small businesses. Then the empirical review section examines existing research on the impact of digital payment systems on small business growth, with a focus on studies conducted in Nigeria or similar contexts. This review highlights the results of previous studies, providing evidence of how ATMs, POS terminals, and online banking transactions have affected small businesses in terms of revenue generation, operational efficiency, and customer acquisition.

In the theoretical review, two key theories are explored to frame the study. The Technology Acceptance Model (TAM) explains how the perceived ease of use and perceived usefulness of technology influence its adoption, which in turn affects business outcomes. The Theory of Financial Innovations (TFI) examines how the introduction of financial innovations like digital payment systems can drive business growth by increasing financial efficiency and

expanding access to resources. These theories provide a robust theoretical foundation for understanding how digital payment systems can contribute to small business growth. Finally, the Theoretical Framework integrates the insights from the theoretical review and constructs a comprehensive model that explains the potential pathways through which digital payment systems can lead to small business growth. By combining elements of the Technology Acceptance Model and the Theory of Financial Innovations, the framework outlines the mechanisms through which ATMs, POS terminals, and online banking transactions can positively impact small business performance in Benin City.

## **2.1 Conceptual Review**

### **2.1.1 Small Business**

A small business is characterized by its contributions to the local community, including the production of goods and services, job creation, tax payments, and, in some cases, employment opportunities for family members. It is independently owned and operated, not dominant in its industry, and must meet specific size criteria based on employee count or annual revenue (Scarborough & Zimmerer, 2016). Additionally, a small business is defined as an independent enterprise with fewer than 500 employees, lacking significant dominance in its field and typically exhibiting limited innovative practices (Katz & Gartner, 2008). Such businesses are privately owned, profit-driven, and relatively free from dominant market influence. Industry-specific size standards are typically determined by either the average number of employees or annual revenue. Small businesses are further distinguished by their market orientation, the

unique characteristics of their ownership and management, and their independence from substantial competitive pressure (Stokes & Wilson, 2010).

Mekwunye (2018) described small and medium-sized enterprises (SMEs) as non-subsidary, independent businesses that employ a relatively small number of workers. Citing the Central Bank of Nigeria (CBN), Mekwunye (2018) noted that, according to CBN Economic Policies Circular No. 22 of 1988, SMEs are organizations with an annual turnover not exceeding five hundred thousand naira (N500,000). Furthermore, a CBN report (2003) classified small-scale firms as businesses employing between 11 and 100 people, with a total value not exceeding 50 million naira, including working capital but excluding land costs. Medium-scale firms, on the other hand, were defined as businesses with a workforce of 101–300 employees and a total cost of between 50 million and 200 million naira, also inclusive of working capital but excluding land costs.

### **2.1.2 Digital Payment System**

The concept of digital payments is synonymous with terms such as cashless payments, electronic payments, and online payments. It refers to economic transactions where goods and services are exchanged without the use of physical cash (Paul & Friday, 2012). The Digital Payment System, also known as electronic fund transfer, allows customers to access banking services and financial information online (Ojeka & Ikpefan, 2011). Abaenewe, Ogbulu, and Ndugbu (2013) define electronic banking as the integration of information technology into banking operations to achieve both short-term and long-term objectives, facilitating banking

transactions over the internet. Digital Payment Systems automate traditional banking products and services, enabling individuals, businesses, and financial institutions to conduct transactions and access product or service information online (Rifat, 2013). Shehu, Aliyu, and Musa (2013) describe digital payment systems as platforms for processing both retail and large-value banking transactions electronically. This definition aligns with the services banks provide to their customers.

Adewolo (2015) further describes digital payment systems as an avenue for fostering economic opportunities through technological infrastructure, facilitating a transition toward a cashless economy. Snellman, Vesala, and Humphrey (2001) define digital payments as payment services that leverage information and communication technologies, including Integrated Circuit (IC) cards, cryptography, and telecommunications. A range of financial services is available through digital payment platforms, including account opening, balance inquiries, bill payments, and fund transfers these being fundamental banking services. Over time, digital payment services have expanded to include brokerage services, loan applications, credit services, and other banking features tailored to individual customer needs. Each financial institution offers unique digital banking products.

Ombati et al. (2011) define electronic banking, also known as the Digital Payment System, as a method of conducting banking transactions via the internet, eliminating the need for in-person visits to a physical bank. This includes electronic fund transfers, ATMs, POS terminals, internet banking, mobile banking, and online banking. Digital payment involves processing

financial transactions electronically, reducing manual intervention to the initial data entry stage. It enables seamless payments to suppliers, vendors, and employees through computerized systems, allowing businesses and individuals to execute financial transactions at the click of a button (Agba, 2010).

### **2.1.3 Automated Teller Machines (ATM)**

Ogbuji et al. (2012) define Automated Teller Machines (ATMs) as self-service, computerized banking terminals that allow customers to access their accounts, withdraw cash, deposit funds, transfer money, and conduct various banking transactions without direct interaction with a bank employee. This definition highlights the automated and self-sufficient nature of ATMs, which provide users with round-the-clock banking services. ATMs have become an essential part of modern banking, offering customers the convenience of conducting financial transactions at any time. Bapat (2017) similarly describes ATMs as self-service banking terminals that enable users to perform financial activities such as cash withdrawals, deposits, balance inquiries, and bill payments without engaging with bank staff. This definition underscores ATMs' role in promoting independent banking by allowing customers to manage their finances without requiring assistance from a teller. As a result, ATMs contribute significantly to enhancing banking efficiency and accessibility.

According to Praveena and Poornima (2018), ATMs are electronic banking devices designed to provide secure and convenient access to financial services, including deposits, withdrawals, and account inquiries, without the presence of a human teller. This definition emphasizes the

security and convenience that ATMs offer, ensuring customers can perform fundamental banking functions safely and efficiently. ATMs have thus become an indispensable element of the banking infrastructure, offering uninterrupted service 24/7. Mori et al. (2020) describe ATMs as networked electronic banking terminals that facilitate basic financial transactions, including cash withdrawals, fund transfers, and balance checks, without requiring a physical bank teller. This definition highlights the interconnected nature of ATMs, which allows customers to access their accounts across various locations. The widespread presence of ATMs has made banking more accessible and streamlined.

Oyetade and Ofoelue (2013) explain that ATMs function by verifying a customer's identity through a personal identification number (PIN) before dispensing cash. They note that compared to traditional banking methods, ATMs reduce the physical movement of currency and minimize the need for in-person visits to bank branches. One of the most significant advantages of ATMs is their ability to operate 24/7, provided they are powered and stocked with cash. These machines are conveniently placed in stores, shopping malls, petrol stations, and other locations, eliminating the need for customers to endure long queues at bank counters. ATMs are the most widely used electronic payment method. Their popularity stems from their ease of use, allowing customers to withdraw cash or check account balances quickly and efficiently (Ajayi, 2014). The convenience and accessibility of ATMs continue to revolutionize banking, making financial services more readily available to individuals and businesses alike.

#### **2.1.4 Point of Sale (POS) Terminals**

Pham et al. (2019) define Point of Sale (POS) services as integrated solutions that enable merchants to accept multiple payment methods, including credit and debit cards, mobile payments, and digital wallets, while also managing sales, inventory, and customer data. This definition highlights the multifunctional nature of POS services, which provide businesses with a seamless way to handle transactions and operational tasks. Over time, POS services have adapted to the evolving needs of businesses and consumers in the digital era. Similarly, Shen et al. (2018) describe POS services as technological systems that facilitate the processing of customer transactions, payment collection, sales recording, and inventory management at the physical location of a sale. This definition emphasizes the fundamental role of POS services in modern retail and service industries, where they serve as essential tools for streamlining sales and enhancing customer interactions. By integrating payment processing and inventory tracking, POS systems contribute significantly to business efficiency.

According to Vohra and Bhardwaj (2019), POS services encompass technological solutions that allow merchants to accept payments, monitor sales and inventory, and manage customer data within a single unified platform at the point of transaction. This definition underscores the comprehensive and centralized nature of POS systems, which enhance business operations by consolidating various financial and operational functions. As a critical component of the modern retail ecosystem, POS services improve transaction efficiency and customer experience. Chatterjee and Kar (2020) further elaborate on POS services as a combination of

hardware and software that enables merchants to process payments, record sales transactions, and oversee inventory at the physical location where a sale takes place. This definition highlights the tangible components of POS systems, such as card readers and cash registers, alongside the software that supports payment processing and data management. POS services have become indispensable for businesses, ensuring seamless transaction processing and operational control.

POS terminals also serve as an electronic payment mechanism that allows customers to check account balances, make purchases, and conduct financial transactions without using cash. When a customer inserts their card into a POS terminal, they enter their details, and the system debits their account, transferring the funds directly to the service provider (Teslim & Moses, 2022). This process simplifies transactions and reduces reliance on cash based payments. Woleola (2017) describes a POS terminal as an electronic device programmed to function like a digital sales register. It provides a user-friendly interface for sales personnel to manage transactions and generate printed receipts. This technology enhances the efficiency of retail operations by automating sales processes and offering customers a seamless payment experience.

### **2.1.5 Online Banking Transactions**

Digital banking leverages smart technology devices such as personal computers, eliminating the need to visit a physical bank branch for financial transactions. Online banking facilitates seamless business operations on the internet and is widely used for transactions. Similar to

mobile banking, web banking utilizes electronic card functions to process payments and execute transactions between businesses and customers through the internet (Woleola, 2017). In Nigeria, some of the most common web banking transactions include settling corporate invoices and purchasing airline tickets via merchant websites. This system allows customers with a computer or mobile device to access their accounts, print statements, and transfer funds from the convenience of their home or office (Gandy, 2017). Mobile banking, a subset of digital banking, enables customers to conduct financial transactions via mobile telecommunication devices. It facilitates fund transfers between users, allowing recipients to access funds instantly. Internet-enabled banking, also referred to as web or virtual banking, is an electronic payment system that enables customers of financial institutions to conduct a range of transactions through the bank's website.

Traditionally, banking services required customers to visit a physical branch, but with web-based platforms, banks have integrated their financial infrastructure with the internet. To access online banking, customers must first register, create a unique username, set a password, and provide additional verification credentials. These security measures often differ from those used for mobile or phone banking. Many financial institutions assign customers unique identification numbers at the start of their banking relationship, even if they have not explicitly requested online banking services. Notably, customer numbers are distinct from account numbers, as one customer number may be linked to multiple accounts. Technically, a single customer number can be associated with various accounts, including savings, current, loan, and credit card accounts, although financial institutions may impose restrictions. Due to

the high penetration of mobile phones in Nigeria, card infrastructure is commonly used for processing payment instructions.

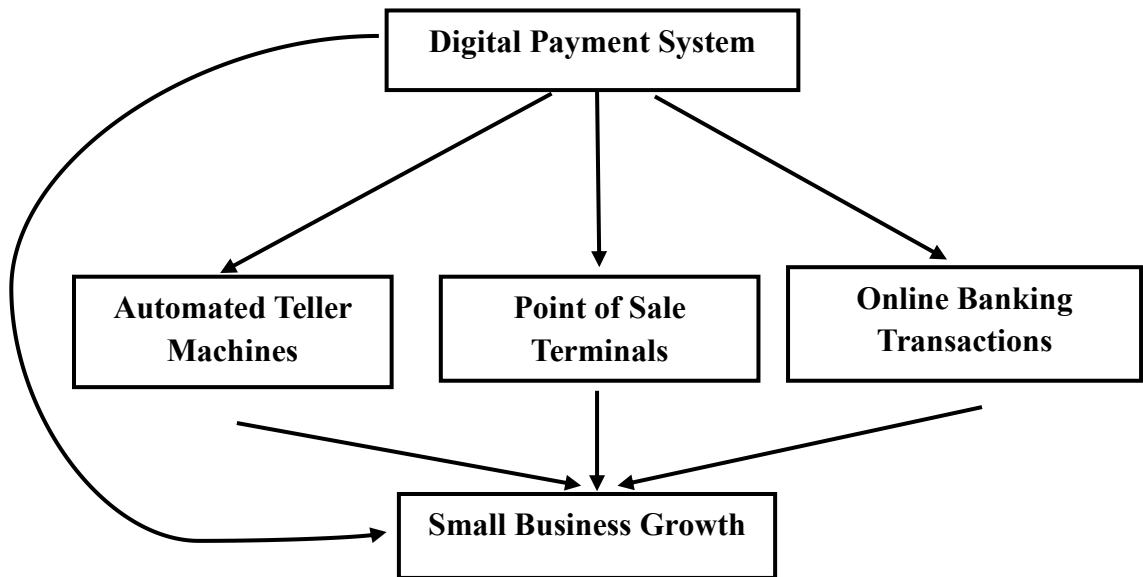
Additionally, secure SMS messaging has gained popularity, allowing beneficiaries to receive transaction confirmations. This innovation has enhanced customer engagement and transaction security. Digital banking services provide a range of features, including account inquiries, fund transfers, mobile top-ups, password changes, and bill payments. Despite the convenience offered by these services, many customers in Nigeria remain hesitant to fully embrace them. To address this, the Central Bank and commercial banks have been urged to increase awareness and promote digital banking among the country's banking population (Siyabola, 2013). The scope of digital banking services extends beyond basic financial transactions, encompassing banking operations, stock market transactions, account management, and personalized financial insights (Kennedy & Jacky, 2013). Mobile banking, in particular, allows users to access banking services from their homes, workplaces, or other locations through a dedicated telephone connection. Services such as balance transfers, PIN changes, interbank fund transfers, transaction alerts, and account inquiries are widely available (Adewoye, 2013).

Additionally, lifestyle services, including movie ticket purchases, consumer behavior tracking, and geolocation-based services, are becoming increasingly integrated into mobile banking platforms. Telebanking, another mode of digital banking, enables customers to conduct transactions via phone calls, either as a replacement for or supplement to traditional branch

banking (Agwu, Atuma, Ikpefan, & Aigbiremolen, 2014). Phone banking connects customers to the bank’s financial infrastructure, allowing them to check account balances, initiate fund transfers, and update PINs. However, adoption remains low due to limited customer awareness and education on utilizing mobile devices for banking transactions (Siyanbola, 2013).

## 2.2 Conceptual Framework

**Figure 1:** Conceptual Framework of digital payment system and small business growth



**Source:** Authors' Conceptualization, 2025

The framework above highlights the connections between digital payment system and small business growth. digital payment system encompasses various elements such as automated teller machines (atm), point of sale terminals (pos) and online banking transactions. These components collectively influence and shape small business growth.

### **2.3 Empirical Review**

Olanipekun et al. (2013) investigated the influence of e-banking on human resources performance and customer satisfaction. The study employed primary data, collected through a structured questionnaire distributed to 50 randomly chosen respondents. Chi-square analysis was used to process the data. The findings indicated that the introduction of electronic banking positively impacted both the bank's human resource performance and customer satisfaction. As a result, they recommended the provision of critical infrastructure to support the use of e-banking products.

Joan (2018) conducted a study to explore the relationship between the use of M-banking services and SME performance. A descriptive survey design was used to examine the effects of mobile banking adoption on SMEs in Nairobi County. The research targeted 176 SMEs and employed primary data. The results showed that factors like cost-effectiveness, convenience, service security, accessibility, and service diversity encouraged SMEs to adopt mobile banking. Additionally, mobile banking improved customer base growth, facilitated more business transactions, allowed for easier access to funds, and enhanced business efficiency. The study concluded that mobile banking adoption positively influences SME performance in Nairobi.

Harelimana (2018) examined the role of electronic payment systems in the financial performance of financial institutions in Rwanda, focusing on Equity Bank Ltd from 2012 to 2016. The research used questionnaires to gather data, which were then analyzed through

descriptive statistics and linear multiple regression. The study revealed that factors such as simple application procedures for loans, low collateral requirements, and low-cost access to finance were key determinants of the use of electronic payments. It was also found that electronic payment systems helped meet expenditures, accounting for 21.9% of responses. The study concluded that these four independent variables moderately predicted the performance of Equity Bank Ltd, explaining 68.6% of the variance in the bank's performance.

Gyamfi-Yeboah, Mei, Li, Sikander and Daria (2019) explored the impact of the digital payment system on SME performance. Their study applied a technology-organization-environment framework to assess the effects of digital payment systems. The data was collected through closed-ended, self-administered questionnaires from September to November 2019. The respondents were executives and owners of SMEs. Data analysis was conducted using partial least squares structural equation modeling (PLS-SEM). The results showed significant effects of technology, organizational factors, environmental factors, and the use of digital payment systems on SME performance.

Regionally, Riley (2019) explored the use of mobile money for transfers and payments in Uganda and Tanzania. The study found that over 30% of the Ugandan population actively used mobile money platforms, which led to the creation of more than 200,000 jobs in the mobile money sector. Furthermore, the study revealed that many SMEs in Uganda received loans through mobile money platforms, boosting their businesses through easier access to capital.

Ahmad, Iman, Vida, and Ieva (2021) investigated the operations of small businesses in mobile banking, focusing on perceived risks, relative advantages, and usability. They conducted a descriptive survey involving 411 customers of Shahr Bank from various regions of Tehran. The data was analyzed using Structural Equation Modeling (SEM) and LISREL 8.8 software. The study found that relative advantages, satisfaction, and trust significantly influenced small business operations, while the impact of usability on customer service was not confirmed. Furthermore, the study identified that perceived risk negatively impacted customer loyalty.

Aisena and Grimm (2022) explored how service quality and loyalty affect the adoption and usage of mobile banking services, with a focus on the Central Asian context. The study collected data from 209 young Mongolians who had both a bank account and a smartphone. The data was gathered using convenience sampling and analyzed with SmartPLS software using PLS-SEM. The findings indicated that system quality, interface design, and security assurance had a significant and positive impact on service quality. Furthermore, service quality was found to positively influence loyalty, which in turn influenced the intention to use mobile banking services.

Manisha, Subhojit, and Justin (2022) studied the role of social media in mobile banking adoption among consumers in India. They employed a two-stage analytical approach that incorporated Structural Equation Modeling (SEM) and Neural Network (NN) analysis. The study, which analyzed responses from 482 young consumers aged 18 to 30, revealed that social media had a substantial influence on mobile banking adoption, particularly during the

Action and Interest stages of the AIDA model. The research presented an original integrated model outlining the diffusion of information from social media on various cognitive stages of mobile banking consumers.

Lyvia, Raudhina, and Suzanna (2022) examined the effects of customer experience, trust, and satisfaction on small business operations through a study of BCA mobile banking users. A total of 100 respondents were surveyed using a questionnaire, and data analysis included various tests such as the Validity Test, Reliability Test, and Multiple Linear Regression Test, among others. The study found that customer experience, trust, and satisfaction both individually and collectively influenced small business operations. However, customer experience had both a positive and negative impact, with customers being the most influential factor.

According to Adegbite and Ayo (2022), the use of POS terminals by SMEs in Nigeria led to higher profit margins, reduced operational costs, and increased sales. Similarly, Kyei and Opoku (2023) found that the use of POS terminals among SMEs in Ghana enhanced customer satisfaction, inventory control, and profitability. Uchenna et al. (2023) reported similar findings in South Africa, where POS terminals reduced transaction errors, sped up checkout times, and increased customer satisfaction, all contributing to greater profitability.

Waris, Nazir, Khan, Ali and Gorski (2024) investigated whether electronic banking improves financial service accessibility in Ghana and enables banks to cut costs while offering quicker and more efficient services. Descriptive statistics, including percentages and means, were used

to analyze the data. The study revealed that the introduction of mobile money services had significantly impacted the performance of many SMEs. There was a marked increase in the number of businesses adopting this payment method, contributing to enhanced financial performance.

Ogbari, Nsikan, Tunmise, Amaihian and Arasomwan (2024) studied the impact of digital payment systems on SMEs' productivity. Using a descriptive survey methodology and quantitative research approach, the study involved distributing questionnaires to 200 randomly selected respondents, with 171 responses returned. Three hypotheses were tested and accepted. The findings demonstrated that digital payment systems significantly affect SME productivity, with statistical evidence supporting these results.

Mohammed and Elwan (2024) analyzed the impact of E-banking components on small business operations in Mubi metropolis, Adamawa State, Nigeria. A cross-sectional survey was conducted with 400 small business owners, and data was analyzed using percentage analysis and regression analysis. The results indicated a significant positive influence of Automated Teller Machines (ATMs) and mobile banking on business operations in Mubi metropolis.

## **2.4 Theoretical Review**

### **2.4.1 Technology Acceptance Model (TAM)**

Davis (1986) introduced the Technology Acceptance Model (TAM) as a way to capture individuals' willingness to adopt technological innovations (Monyoncho, 2015). The model

focuses on perceptions rather than actual usage, asserting that when a new technology is introduced to users, two factors influence their decision to adopt it: Perceived Ease of Use (PEOU) and Perceived Usefulness (PU) (Lule, Omwansa & Waema, 2012). PEOU refers to the level of trust that users place in a new system, with users more likely to adopt it if they believe it will bring long-term and short-term benefits. Additionally, a user's perception of the system can enhance performance both immediately and in the future. According to TAM, a user's behavioral intention to use the system reflects its true usage, with their views encouraging adoption. TAM further asserts that the way users perceive new technology is closely linked to its ease of use and usefulness (Lim & Ting, 2012). The model proposes that user objectives significantly influence the adoption of technology, shaping their overall perception of the system (Mojtahed, Nunes & Peng, 2011). TAM also suggests that perceptions or doubts about the technology impact users' mental states, ultimately affecting their behavior toward using the system (Lim & Ting, 2012). The model also addresses how users interact with particular systems (Lule, et al., 2012), helping to explain the reasons why individuals or organizations may accept or reject new innovations or data systems. TAM is a crucial tool for predicting the likelihood of adoption of certain innovations, making it valuable for forecasting both individual and organizational acceptance (Mojtahed, Nunes & Peng, 2011). Furthermore, the model can be applied to digital financial services, offering insights into consumer behavior and identifying gaps in the adoption of interconnected digital financial services (Lim & Ting, 2012).

#### **2.4.2 Theory of Financial Innovations (TFI)**

Siber (1983) introduced the Theory of Financial Innovations (TFI), emphasizing that expanding the benefits of financial institutions is a key objective of financial inclusion (Li & Zeng, 2010). According to the TFI, challenges in the financial sector such as information asymmetry, high transaction costs, and office expenses are the driving forces behind new innovations (Blach, 2011). The TFI suggests that financial innovations can either be groundbreaking new solutions or simply refined processes that introduce new elements of development. These innovations improve organizational liquidity and attract a larger pool of qualified applicants by responding to specific conditions (Lonescu, 2012). Financial innovation, as outlined by the TFI, is a crucial driver in the financial system, promoting economic efficiency and boosting economic gains through continuous adjustments (Sekhar, 2013). The TFI further defines financial development as the creation of new production processes and technological advancements that yield higher returns, thereby strengthening the overall economy. According to this framework, innovation enhances a firm's competitive edge, generating greater returns for investors (Bach, 2011). Innovation serves as a mechanism to address, manage, and communicate additional challenges. By improving resource allocation, efficiency, and reducing financial and administrative costs, innovation fosters the growth of financial entities (Sekhar, 2013). The TFI also asserts that financial innovations enhance market liquidity, enable resource allocation to underserved areas, and expand access to emerging opportunities (Bach, 2011), thereby advancing financial inclusion. The framework acknowledges that certain constraints, such as external challenges, push companies to focus on revenue generation (Li & Zeng, 2010). Consequently, commercial banks are exploring

innovative approaches to reach a broader customer base and increase profits. New models of financial inclusion, particularly those utilizing mobile and digital financial services in several African economies, are helping to bridge the financial instrument gap (Lule, Omwansa & Waema, 2012).

## **2.5 Theoretical Framework**

The Theoretical Framework for the study on “Digital Payment System and Small Business Growth in Benin City, Nigeria” will draw from the Technology Acceptance Model (TAM) and its application to digital payment systems such as Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and Online Banking Transactions. The key objective of this framework is to understand how the acceptance and use of digital payment technologies influence small business growth in Benin City, Nigeria. It will link the variables identified in the study, such as the use of ATMs, POS terminals, and online banking transactions, to the overall growth of small businesses in the city. The Technology Acceptance Model (TAM), developed by Davis (1986), is designed to understand and predict user acceptance of new technologies. It posits that Perceived Ease of Use (PEOU) and Perceived Usefulness (PU) are the primary determinants of a technology's acceptance and usage. In the context of digital payment systems, TAM provides a suitable lens to analyze how small businesses in Benin City perceive the benefits and usability of automated teller machines (ATMs), POS terminals, and online banking transactions.

TAM posits that the combination of PEOU and PU leads to Behavioral Intention to Use (BIU), which in turn determines actual system usage. For small businesses, the decision to use ATMs, POS terminals, or engage in online banking will be influenced by these two factors. In this study, small business growth is defined as the expansion of a small business in terms of revenue, customer base, market presence, and financial stability. As digital payment systems increase in adoption, small businesses are expected to experience enhanced operational efficiency, reduced operational costs, and greater customer satisfaction, ultimately leading to growth. The study hypothesizes that the extent to which small business owners in Benin City perceive ATMs, POS terminals, and online banking transactions as useful and easy to use will significantly influence the extent to which these technologies are adopted and utilized. The more the technology is accepted (in terms of ease and usefulness), the more likely it is to enhance business operations, financial accessibility, and customer engagement all key drivers of business growth.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.0 Introduction**

This chapter was organized along the sub headings which include the research design, population of the study, sample size and sampling technique, model specification, operationalization measurement of variables, sources and methods of data collection, research

instrument, validity and reliabilities of research instrument, administration of research instrument and methods of data analysis.

### **3.1 Research Design**

Survey research design will be employed in this study. A survey design is used when a study is quantitative in nature and the researcher needs to collect data from a define large population so as to explain features of the population. The justification for adopting a survey research design is that it involves examining the impact of digital payment system on small business growth in Benin City, Nigeria.

### **3.2 Population of the Study**

The population of this study comprises all small business owners and managers operating in Benin City, Nigeria, who actively utilize digital payment systems specifically Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions in their day-to-day business operations. This group includes individuals from various sectors such as retail, hospitality, services, and manufacturing, representing diverse demographic backgrounds in terms of age, gender, and educational level. According to SMEDAN (2017) there are two thousand, six hundred and seventy-seven (2,677) SMEs in Edo State. For the purpose of this study, the target population is limited to SMEs in Benin City. Which accounted for almost 60% of the figure. Therefore, we used a total population of one thousand five hundred and eighty (1,580) SMEs in Benin City.

### **3.3 Sample Size and Sample Technique**

The sample size of this research will be calculated using Taro Yamane (Yamane, 1973) formula with 90% confidence level. According to the total population of one thousand five hundred and eighty (1,580) SMEs in Benin City. The calculation formula of Taro Yamane to get the size that will be used is presented as follows.

$$n = \frac{N}{1+N(e)^2}$$

Where :

$n$  = sample size required

$N$  = number of people in the population

$e$  = allowable error (%)

When this formula is applied to the above sample.

$$n = \frac{1,580}{1 + 1,580 (0.1)^2}$$

$$n = \frac{1,580}{1+1,580 (0.01)}$$

$$n = \frac{1,580}{1+1,580x 0.01}$$

$$n = \frac{1,580}{1+15.8}$$

$$n = \frac{1,580}{16.8}$$

$$n = 94.0$$

Based on the sample size above, the number will be approximated to 100. A total number of 100 questionnaires will be administered because of the possibility of no return of questionnaires and possible invalids by respondents. A convenience sampling technique will

be adopted to select SMEs across Benin City to help the researcher gather data quickly with minimal resources and the questionnaires which will be distributed accordingly.

### **3.4 Model Specification**

This model aims to investigate the relationship between digital payment system and small business growth in Benin City. The research questions focus on identifying automated teller machines, point of sale terminals and online banking transactions that contribute to enhanced small business growth.

Econometric model for the study is therefore stated as:

$$\text{Small Business Growth} = \beta_0 + \beta_1 (\text{Automated Teller Machines}) + \beta_2 (\text{Point of Sale Terminals}) + \beta_3 (\text{Online Banking Transactions}) + \varepsilon$$

Econometrical form of the model is expressed as:

$$\text{SBG} = \beta_0 + \beta_1 \text{ATM} + \beta_2 \text{POS} + \beta_3 \text{OBT} + \varepsilon$$

Where:

SBG = Small Business Growth;

$\beta_0$  = the intercept on the dependent variable;

$\beta_1$  to  $\beta_3$  = Coefficient of independent variables;

ATM = Automated Teller Machines;

POS = Point of Sale Terminals;

OBT = Online Banking Transactions; and

$\varepsilon$  = Error term.

The expected a priori signs are:  $\beta_1 > 0$ ,  $\beta_2 > 0$ ,  $\beta_3 > 0$ .

Based on the empirical review, the a priori expectations reveal that each of the dimensions of digital payment system might have positive relationship with small business growth.

### 3.5 Operationalization/Measurement of Variables

The operationalisation of variables is presented in the Table 3.1 below. The variables were measured using the 5-point Likert scale ranging from strongly agree to strongly disagree.

**Table 3.1:** Operationalisation of Variables

S/N	Variable	Operationalisation	Measuring Scale	Question/ Statement
1	Automated Teller Machines	ATM usage will be operationalized through a multiple-choice question where respondents will select the frequency with which they use ATMs in their business operations from a predefined list of options (e.g., daily, several times a week, weekly, monthly, rarely)..	Five-point Likert scale	Q6 – Q10
2	Point of Sale Terminals	The utilization of POS terminals will be operationalized via a multiple-choice question in which respondents will indicate the extent of POS terminal usage in their business transactions by choosing from a predefined list of options (e.g., very frequently, frequently, occasionally, rarely, never).	Five-point Likert scale	Q11 - Q15
3	online banking transactions	Online banking transaction activity will be operationalized through a multiple-choice question where respondents will select the frequency at which they conduct online banking transactions (such as fund transfers, bill payments, or account management) from a predefined list of options (e.g., daily, several times a week, weekly, monthly, rarely).	Five-point Likert scale	Q15 – Q20
4	Small Business Growth	small business growth will be operationalized using a multiple-choice question where respondents will assess the impact of digital payment systems	Five-point Likert scale	Q21 - Q25

		on their business performance by selecting indicators of growth (e.g., significant growth, moderate growth, minimal growth, no growth) from a predefined list of options.).		
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**Source: Field Survey (2025)**

### **3.6 Sources and Methods of Data Collection**

Primary source of data will be employed in this study and it will be obtained through a well-structured questionnaire.

### **3.7 Research Instrument**

The research instrument to be used in the study will be a questionnaire consisting of two sections. Section A and Section B. section A will collect demographic data from the respondents, while Section B will focus on the main subject matter of the study. The questions in Section B are designed using a Likert-type scale with response options ranging from “strongly agree” to “strongly disagree”, including a neutral option.

### **3.8 Validity and Reliabilities of Research Instrument**

To ensure that the measure instrument what it intended to measure, a draft of the questionnaire was subjected to the research supervisor who scrutinized and made some valuable correction and modification. As a result of the scrutiny, modifications were made in the final draft of the instrument before it was administered. Reliability demonstrates that the study can be repeated with the same outcome. Joppe, (2000) defines reliability as the extent to which results are

consistent over time and an accurate representation of the total population under study. If the results of a study can be reproduced under a similar methodology, then the research instrument is considered to be reliable. The researcher used clear and well defined questionnaire as a method of data collection. Questions by the respondents were also clarified. This is easily applicable to another sample to; test the reliability of the results. However, subjectivity that may distort responses cannot be over ruled.

### **3.9 Administration of Research Instrument**

The process of administering the research instrument will be through a well-structured questionnaire aligned with the research objectives, selecting a suitable sample of participants, distributing the questionnaires using relevant communication channels, conveying the research's importance to participants, collecting and meticulously reviewing the responses for accuracy and completeness, organizing the collected data for analysis, conducting in-depth data analysis, summarizing the findings in a coherent manner, and adhering to ethical guidelines to protect participant confidentiality and ensure the research's credibility.

### **3.10 Methods of Data Analysis**

This study will analyse the data collected from the questionnaires using both descriptive and inferential statistics. Descriptive statistics will be primarily used to examine the information obtained from the respondents. Hypotheses will be tested using multiple regression analysis to determine the influence of corporate social responsibility on business reputation. The data

analysis will be conducted using the Statistical Package for Social Sciences (SPSS 25) econometric software to ensure accurate and comprehensive results.

## **CHAPTER FOUR**

### **ANALYSIS, PRESENTATION AND INTERPRETATION OF DATA**

#### **4.1 Introduction**

This chapter presents the analysis based on the data obtained from the responses to the questionnaire administered to small business owners and managers in Benin City, Edo State. The respondents were individuals who actively utilize digital payment systems such as Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions in their business operations. The analysis of the data was aimed at providing answers to the research questions and achieving the specific objectives of the study, which focus on assessing how ATMs, POS terminals, and online banking transactions influence the growth of small businesses in Benin City. The data collected were analysed using the Statistical Package for Social Sciences (SPSS) version 20 to ensure accuracy and reliability of the results. The analysis is presented and interpreted under major headings and subheadings such as response rate, data presentation, interpretation of results, and discussion of findings, all of which are directly related to the research objectives.

#### **4.2 Data Presentation and Analysis**

A total of one hundred (100) questionnaires were distributed among small business owners and managers in Benin City who actively utilize digital payment systems such as Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions in

their daily business operations. Out of the 100 questionnaires administered, all were properly filled and returned, representing a 100% response rate. The responses from the participants are presented in tables, showing the options selected and the corresponding decisions made in relation to the study objectives.

### **Section A: Analysis of Personal Data**

**Table 4.2.1: Respondents Personal Data**

<b>Items</b>	<b>Options</b>	<b>Frequency</b>	<b>% of Response</b>
<b>Gender</b>	Male	64	64%
	Female	36	36%
	<b>Total</b>	<b>100</b>	<b>100%</b>
<b>Age</b>	Under 25yrs	43	43%
	26 – 30yrs	37	27%
	31 - 35yrs	13	13%
	36 – 40yrs	7	7%
	41yrs and above	0	0%
	<b>Total</b>	<b>100</b>	<b>100%</b>
<b>Marital Status</b>	Single	61	61%
	Married	17	17%
	Others	22	22%
	<b>Total</b>	<b>100</b>	<b>100%</b>
<b>Educational Level</b>	SSCE/GCE	22	22%
	OND/NCE	32	32%
	HND/B.Sc	29	29%
	M.Sc/MBA/Ph.D	17	17%
	Others	0	0%
	<b>Total</b>	<b>100</b>	<b>100%</b>

**Source:** Field Survey 2025.

Table 4.2.1 presents the demographic characteristics of the respondents who participated in the study on *Digital Payment System and Small Business Growth in Benin City, Nigeria*.

**Gender Distribution:**

The table shows that 64% of the respondents were male, while 36% were female. This indicates that a larger proportion of small business owners and managers who participated in the study were men. The result suggests that male entrepreneurs are slightly more engaged in the use of digital payment systems such as ATMs, POS terminals, and online banking transactions in Benin City than their female counterparts.

**Age Distribution:**

The analysis reveals that 43% of the respondents were under 25 years old, 37% were between 26 and 30 years, 13% were between 31 and 35 years, and 7% were between 36 and 40 years. None of the respondents were above 41 years of age. This shows that the majority of small business operators who utilize digital payment systems in Benin City are young and within the productive age group. The findings imply that younger entrepreneurs are more inclined to adopt and integrate digital payment technologies into their business operations due to their familiarity and comfort with modern technology.

**Marital Status:**

The marital status distribution indicates that 61% of the respondents were single, 17% were married, and 22% fell under the “others” category (which may include divorced or widowed

individuals). This pattern suggests that most of the business owners using digital payment systems are single individuals, possibly because single entrepreneurs have greater flexibility in embracing technological innovations to enhance business growth.

### **Educational Level:**

The educational background of respondents shows that 22% possessed SSCE/GCE qualifications, 32% had OND/NCE, 29% held HND/B.Sc degrees, and 17% had M.Sc/MBA/Ph.D qualifications. This implies that the majority of respondents are educated, with at least a post-secondary qualification. The result suggests that education plays an important role in the adoption and utilization of digital payment systems, as higher educational attainment often correlates with greater awareness and understanding of financial technologies.

## **4.3 Analysis of Research Variables**

### **Section B**

**Table 4.3.1: Automated Teller Machines**

<b>S/N</b>	<b>Statements</b>	<b>SD %</b>	<b>D %</b>	<b>U %</b>	<b>SA %</b>	<b>A %</b>	<b>Total %</b>
1	ATMs provide quick access to cash, which helps my business operations run smoothly.	19 19%	5 5%	12 12%	27 27%	37 37%	<b>100 100%</b>
2	My customers prefer paying with cash obtained from ATMs, which boosts sales	15 15%	10 10%	5 5%	23 23%	47 47%	<b>100 100%</b>
3	ATMs help reduce the time wasted in visiting banks for cash withdrawals.	28 28%	22 22%	16 16%	17 17%	17 17%	<b>100 100%</b>

4	ATMs make it easier to make payments to suppliers and other business partners.	11	19	10	36	24	<b>100</b>
		11%	19%	10%	36%	24%	<b>100%</b>

**Source:** Field survey 2025.

Table 4.3.1 presents the responses of small business owners and managers in Benin City regarding how Automated Teller Machines (ATMs) influence the growth and performance of their businesses. The data highlight the extent to which respondents agree or disagree with various statements related to ATM usage.

*“ATMs provide quick access to cash, which helps my business operations run smoothly.”* The result shows that 27% of respondents strongly agreed and 37% agreed with the statement, giving a total of 64% who believe that ATMs enhance smooth business operations by providing quick access to cash. Meanwhile, 19% strongly disagreed, 5% disagreed, and 12% were undecided. This implies that the majority of respondents recognize the convenience and efficiency that ATMs bring to their business transactions, as timely cash access helps sustain daily operations.

*“My customers prefer paying with cash obtained from ATMs, which boosts sales.”* According to the table, 23% of respondents strongly agreed and 47% agreed, totaling 70% who supported the statement. Conversely, 15% strongly disagreed, 10% disagreed, and 5% were undecided. This indicates that most small business owners observe that ATMs indirectly increase their sales, as customers frequently withdraw cash from ATMs to make purchases. Therefore, the

availability of ATMs within business areas contributes positively to customer spending and business growth.

*“ATMs help reduce the time wasted in visiting banks for cash withdrawals.”* Here, 17% of respondents strongly agreed and another 17% agreed, making up 34% who felt that ATMs save them time. On the other hand, 28% strongly disagreed, 22% disagreed, and 16% were undecided. This suggests that while some business owners appreciate the time-saving benefit of ATMs, a considerable proportion may have experienced challenges such as network failures, cash shortages, or machine breakdowns, which could limit the expected convenience.

*“ATMs make it easier to make payments to suppliers and other business partners.”* The table shows that 36% strongly agreed and 24% agreed, representing a total of 60% of respondents who believe that ATMs facilitate easier payments to suppliers and partners. However, 11% strongly disagreed, 19% disagreed, and 10% were undecided. This result indicates that ATMs play an important role in improving payment efficiency, reducing delays, and enhancing cash flow within small businesses.

**Table 4.3.2: Point of Sale Terminals**

S/N	Statements	SD %	D %	U %	SA %	A %	Total %
1	The availability of POS payment options attracts more customers to my business.	9 9%	14 14%	3 3%	41 41%	33 33%	<b>100</b> <b>100%</b>
2	POS terminals reduce the risk of handling large amounts of cash in my business.	8 8%	17 17%	13 13%	23 23%	39 39%	<b>100</b> <b>100%</b>

3	The availability of POS services has improved cash flow in my business.	28 28%	22 22%	16 16%	17 17%	17 17%	<b>100</b> <b>100%</b>
4	The ease of POS transactions has given my business a competitive advantage over others.	1 1%	19 19%	10 10%	46 46%	24 24%	<b>100</b> <b>100%</b>

**Source:** Field survey 2025.

Table 4.3.2 presents respondents' opinions on how Point of Sale (POS) terminals influence the growth and development of small businesses in Benin City. The analysis reflects the level of agreement or disagreement with statements related to the role of POS terminals in enhancing business operations and customer relations.

*"The availability of POS payment options attracts more customers to my business."* The result reveals that 41% of respondents strongly agreed and 33% agreed, making a total of 74% who believed that POS payment options attract more customers. Meanwhile, 9% strongly disagreed, 14% disagreed, and 3% were undecided. This indicates that the majority of small business owners recognize that POS terminals enhance customer convenience, thereby increasing patronage. It implies that businesses offering POS payment options tend to attract more customers, especially those who prefer cashless transactions.

*"POS terminals reduce the risk of handling large amounts of cash in my business."* The findings show that 23% strongly agreed and 39% agreed, accounting for 62% of respondents who believe POS usage minimizes the risks associated with carrying or storing physical cash. Conversely, 8% strongly disagreed, 17% disagreed, and 13% were undecided. This suggests

that most small business owners acknowledge the security benefits of POS systems, as they help limit theft, loss, or human error linked to cash handling.

*“The availability of POS services has improved cash flow in my business.”* In this case, 17% of respondents strongly agreed and another 17% agreed, totaling 34% who supported the statement. On the other hand, 28% strongly disagreed, 22% disagreed, and 16% were undecided. This finding shows that while some business owners experience improved cash flow due to POS transactions, a significant portion remains unconvinced. The divided response may be linked to operational issues such as network failures, delayed settlements, or transaction reversals that sometimes affect POS reliability.

*“The ease of POS transactions has given my business a competitive advantage over others.”* According to the table, 46% of respondents strongly agreed and 24% agreed, bringing the total to 70% who believe that POS transactions give their business a competitive edge. Only 1% strongly disagreed, 19% disagreed, and 10% were undecided. This clearly indicates that POS adoption enhances business competitiveness by offering customers flexible and efficient payment alternatives, which improve service delivery and satisfaction levels.

**Table 4.3.3: Online Banking Transactions**

S/N	Statements	SD %	D %	U %	SA %	A %	Total %
1	The use of mobile banking apps has made my financial management more effective.	10 10%	13 13%	0 0%	44 44%	33 33%	<b>100</b> <b>100%</b>

2	I experience challenges such as network errors or transaction delays when using online banking	3 3%	22 22%	21 21%	23 23%	31 31%	<b>100</b> <b>100%</b>
3	The convenience of online banking encourages me to perform more business transactions.	6 6%	16 16%	24 24%	23 23%	31 31%	<b>100</b> <b>100%</b>
4	Online banking reduces my dependence on physical bank branches for transactions.	14 14%	24 24%	15 15%	33 33%	14 14%	<b>100</b> <b>100%</b>

**Source:** Field survey 2025

Table 4.3.3 presents the views of respondents on the role of online banking transactions in enhancing small business operations. The responses reveal how mobile and internet banking services have influenced business management, transaction convenience, and reliance on traditional banking systems.

*“The use of mobile banking apps has made my financial management more effective.”* The results show that 44% of respondents strongly agreed and 33% agreed, representing a combined 77% who believed that mobile banking applications have enhanced the effectiveness of their financial management. In contrast, 10% strongly disagreed and 13% disagreed, while none were undecided. This indicates that most small business owners find mobile banking apps useful for managing cash flow, tracking payments, and conducting real-time financial operations. It suggests that mobile banking contributes significantly to improving efficiency and reducing delays in business transactions.

*“I experience challenges such as network errors or transaction delays when using online banking.”* Here, 23% strongly agreed and 31% agreed, totaling 54% who admitted to

experiencing challenges with online banking. Meanwhile, 3% strongly disagreed, 22% disagreed, and 21% were undecided. This shows that while online banking is beneficial, many users still face issues such as poor internet connectivity, delayed transaction alerts, and temporary system downtimes. These challenges can affect business operations by causing payment disruptions or delays in confirming transactions.

*“The convenience of online banking encourages me to perform more business transactions.”*

The analysis shows that 23% strongly agreed and 31% agreed, totaling 54% of respondents who felt that the convenience of online banking has encouraged them to engage in more transactions. However, 6% strongly disagreed, 16% disagreed, and 24% were undecided. This implies that while many business owners appreciate the flexibility of online banking, a portion remains cautious—possibly due to security concerns or inconsistent service reliability. Nonetheless, the majority agree that the convenience of conducting transactions anytime and anywhere has positively influenced their business operations.

*“Online banking reduces my dependence on physical bank branches for transactions.”*

According to the table, 33% strongly agreed and 14% agreed, amounting to 47% who agreed that online banking reduces their reliance on physical bank visits. Conversely, 14% strongly disagreed, 24% disagreed, and 15% were undecided. This indicates that while nearly half of respondents benefit from reduced dependence on traditional banking, some still prefer in-person services possibly due to trust issues, transaction disputes, or technological limitations.

**Table 4.3.4: Small Business Growth**

S/N	Statements	SD %	D %	U %	SA %	A %	Total %
1	Frequent ATM cash shortages negatively affect my business operations.	21 21%	12 12%	13 %	33 33%	21 21%	<b>100</b> <b>100%</b>
2	High transaction charges on POS payments affect my business profit.	17 17%	11 11%	5 5%	28 28%	39 39%	<b>100</b> <b>100%</b>
3	Online banking has helped increase the overall profitability of my business.	12 12%	17 17%	2 2%	42 42%	29 29%	<b>100</b> <b>100%</b>
4	Security concerns and cyber fraud risks discourage me from using online banking frequently	18 18%	21 21%	14 14%	23 23%	24 24%	<b>100</b> <b>100%</b>

**Source:** Field survey 2025.

Table 4.3.4 presents respondents' opinions on how digital payment systems such as ATMs, POS terminals, and online banking affect the growth and profitability of small businesses in Benin City. The statements assess both the positive contributions and the challenges these systems pose to small-scale entrepreneurs.

*“Frequent ATM cash shortages negatively affect my business operations.”* According to the table, 33% of respondents strongly agreed and 21% agreed, totaling 54% who believed that ATM cash shortages disrupt their business operations. Meanwhile, 21% strongly disagreed, 12% disagreed, and 13% were undecided. This shows that more than half of the respondents experience operational setbacks—such as difficulties accessing cash for transactions or emergencies—due to frequent ATM cash shortages. Such interruptions can delay payments to suppliers or customers, affecting the smooth running of daily business activities.

*“High transaction charges on POS payments affect my business profit.”* The table shows that 28% strongly agreed and 39% agreed, summing up to 67% who felt that POS transaction charges reduce their profit margins. In contrast, 17% strongly disagreed, 11% disagreed, and 5% were undecided. This indicates that the cost of processing payments through POS terminals is a major concern for small business owners, as transaction fees often accumulate and cut into their earnings. Despite the convenience of POS payments, many respondents perceive these charges as a financial burden that affects profitability and sustainability.

*“Online banking has helped increase the overall profitability of my business.”* Here, 42% strongly agreed and 29% agreed, giving a total of 71% of respondents who believe that online banking has positively influenced their business profitability. On the other hand, 12% strongly disagreed, 17% disagreed, and only 2% were undecided. This strong positive response suggests that the adoption of online banking has improved financial management, facilitated quick transactions, and reduced time spent on bank visits all of which contribute to higher business efficiency and profitability.

*“Security concerns and cyber fraud risks discourage me from using online banking frequently.”* The findings reveal that 23% strongly agreed and 24% agreed, totalling 47% who expressed concern about online security issues. However, 18% strongly disagreed, 21% disagreed, and 14% were undecided. This indicates that while many small business owners recognize the benefits of online banking, nearly half are still hesitant to use it regularly due to

fears of cyber fraud, phishing, and data breaches. These security concerns may limit the full utilization of digital financial platforms among small enterprises.

#### 4.4 Relationship between Digital Payment System and Small Business Growth in Benin City.

The research project employed standard multiple regression analysis to evaluate the predictive capabilities of the various predictor variables (Automated Teller Machines, Point of Sale terminals, and Online Banking transactions) in relation to the criterion variable (small business growth and profitability).

**Table 4.4.1: Model Summary**

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.731 <sup>a</sup>	.534	.512	.41486	2.047

*a. Predictors: (Constant), Automated Teller Machines, Point of Sale terminals, Online Banking transactions*

*b. Dependent Variable: Small Business Growth*

Table 4.12 above shows an R<sup>2</sup> value of 0.534. This indicates that approximately 53.4% of the variance in small business growth and profitability can be explained by the predictor variables (Automated Teller Machines, Point of Sale terminals, and Online Banking transactions). The adjusted R-squared value of 0.512 implies that about 51.2% of the variance in small business growth and profitability is explained by these predictor variables while

taking into account the model’s complexity and the number of predictors. This suggests that the model provides a good fit for the data. The Durbin-Watson statistic value of 2.047 indicates the absence of autocorrelation, confirming that the residuals are independent and that the regression results are reliable.

**Table 4.4.2: ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	20.913	5	4.183	24.302	.000 <sup>b</sup>
	Residual	18.243	106	.172		
	Total	39.156	111			

*a. Dependent Variable: Small Business Growth*

*b. Predictors: (Constant), Television Advertising, Online Advertising, Outdoor Advertising, Mobile Advertising*

The ANOVA table above reveals an F-statistic of 24.302 and a p-value of 0.000, both of which strongly suggest that a statistically significant relationship exists between the dependent variable (small business growth and profitability) and the predictor variables (Automated Teller Machines, Point of Sale terminals, and Online Banking transactions). This indicates that the combined effect of these digital payment systems significantly influences the growth and performance of small businesses in Benin City.

#### 4.5 Testing of Hypotheses

The hypotheses were tested with a p-value in the regression result. Where the p-values are greater than or equal to 0.05, the null hypotheses ( $H_0$ ) are not rejected. And where the p-values are less than 0.05, the null hypotheses ( $H_0$ ) are rejected. The results of the interpretations are presented below.

**Table 4.5.1 Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.922	.382		2.412	.018
Automated Teller Machines	.356	.102	.055	5.47	.003
Point of Sale Terminals	.204	.090	.203	2.275	.025
online banking transactions	.354	.069	.454	5.125	.000

*a. Dependent Variable: Small Business Growth*

#### **Hypothesis One:**

**The use of Automated Teller Machines (ATMs) has no significant impact on the growth of small businesses in Benin City.**

The table above shows that there is a positive relationship between the use of Automated Teller Machines (ATMs) and the growth of small businesses in Benin City. This is demonstrated by the t-statistic of 5.47 and a p-value of 0.003, which is less than the 5% level

of significance. Based on the result, we reject the null hypothesis which states that the use of Automated Teller Machines (ATMs) has no significant impact on the growth of small businesses in Benin City. Therefore, the use of Automated Teller Machines (ATMs) has a significant impact on the growth of small businesses in Benin City

**Hypothesis Two:**

**The use of Point of Sale (POS) terminals does not significantly affect the growth of small businesses in Benin City.**

The table above shows that the t-statistic of 2.275 with a p-value of 0.025, which is less than the 5% level of significance, indicates a positive and significant relationship between the use of Point of Sale (POS) terminals and the growth of small businesses in Benin City. Thus, the null hypothesis is rejected. Therefore, the use of Point of Sale (POS) terminals has a significant impact on the growth of small businesses in Benin City.

**Hypothesis Three:**

**Online banking transactions have no significant effect on the growth of small businesses in Benin City.**

The table above shows that the t-statistic of 5.125 with a p-value of 0.000, which is less than the 5% level of significance, indicates a significant positive relationship between online banking transactions and the growth of small businesses in Benin City. Thus, the null hypothesis is rejected. Therefore, online banking transactions have a significant impact on the growth of small businesses in Benin City.

## **4.6 Discussion of Findings**

The findings of this study reveal how different digital payment systems Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions—affect the operations and growth of small businesses in Benin City. The results show that while these systems have improved efficiency, customer satisfaction, and business profitability, several operational and security challenges still limit their full potential.

### **Influence of Automated Teller Machines (ATMs) on Small Business Growth**

Responses from small business owners and managers indicate that ATMs play a vital role in enhancing business operations. Most respondents agreed that ATMs provide quick access to cash, which allows them to run their daily business activities smoothly. Many also noted that their customers often withdraw cash from ATMs to make purchases, suggesting that the availability of ATMs within business areas helps to boost sales and customer spending.

However, some respondents pointed out challenges such as network failures, cash shortages, and frequent machine breakdowns, which make ATMs less reliable at times. Despite these issues, many still believe that ATMs make it easier to pay suppliers and business partners, thereby improving cash flow and reducing payment delays. Overall, the findings show that ATMs support small business growth by providing convenience, accessibility, and flexibility

in financial transactions, even though operational challenges occasionally limit their effectiveness.

### **Impact of Point of Sale (POS) Terminals on Small Business Growth**

The study found that POS terminals have a strong positive influence on small business performance in Benin City. Most respondents agreed that offering POS payment options attracts more customers, as many people now prefer cashless transactions. This shows that businesses that adopt POS systems tend to experience higher customer patronage and satisfaction.

Respondents also recognized that POS terminals help to reduce the risks associated with handling physical cash, such as theft or loss. However, some business owners expressed dissatisfaction with how POS systems affect cash flow, often due to issues like network failures, delayed settlements, and transaction reversals.

Furthermore, many business owners agreed that the ease and speed of POS transactions give their businesses a competitive advantage over others. This demonstrates that the adoption of POS terminals not only enhances sales but also strengthens the reputation and efficiency of small businesses. Overall, POS technology has improved financial safety and customer service, though network reliability and transaction charges remain challenges.

### **Effect of Online Banking Transactions on Small Business Growth**

The responses show that online banking has significantly improved financial management among small business owners. Many reported that mobile banking applications help them monitor cash flow, make quick payments, and manage accounts more effectively. Online banking enables business owners to perform financial transactions conveniently from their offices or homes, saving time and improving productivity.

Nevertheless, several respondents noted that they sometimes face network errors, delayed transaction alerts, or temporary service interruptions when using online banking platforms. These issues can slow down business transactions and create uncertainty during financial operations.

Despite these challenges, many business owners agreed that the convenience of online banking encourages them to conduct more transactions and reduces their dependence on physical bank branches. However, a number of respondents still prefer in-person banking due to concerns about security, fraud, and trust. Overall, the findings suggest that online banking contributes significantly to business growth by improving efficiency and reducing time constraints, but reliability and safety remain key concerns.

## **CHAPTER FIVE**

### **SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter is split into the following subheadings: summary of results, conclusion, recommendations, and suggestions for further studies.

#### **5.2 Summary of Findings**

This study investigated the impact of digital payment systems on the growth of small businesses in Benin City, Nigeria. The analysis focused on three key components of digital payment systems Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking transactions. Data were collected from 100 small business owners and analysed using descriptive and inferential statistics, particularly multiple regression analysis, to test the formulated hypotheses. However, the following make up the major findings of this study that;

1. ATMs facilitate quick access to cash and smooth business operations but are sometimes hindered by network and cash availability issues.
2. POS terminals attract more customers and enhance security by reducing cash handling risks but are affected by transaction fees and connectivity problems.
3. Online banking improves financial management and business efficiency, although users still face challenges related to poor network service and fraud concerns.

4. Overall, digital payment systems significantly promote small business growth in Benin City by increasing operational efficiency and profitability, but infrastructural and cost-related challenges remain.

### **5.3 Conclusion**

This study examined the relationship between digital payment systems and the growth of small businesses in Benin City. The analysis revealed that digital payment technologies—particularly Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and online banking—have significantly influenced how small businesses operate and grow in today’s competitive market.

Findings showed that ATMs and POS systems have improved the speed, safety, and convenience of financial transactions, enabling small business owners to better serve their customers and manage daily operations efficiently. Online banking, in particular, has made it easier for business owners to conduct transactions, monitor accounts, and make timely payments, thereby enhancing profitability and productivity.

However, the study also identified persistent challenges such as frequent ATM cash shortages, high POS transaction charges, unstable network connectivity, and cyber security risks. These issues have limited the full benefits of digital payment systems and sometimes disrupted business operations.

In conclusion, digital payment systems play a vital role in promoting the growth of small businesses in Benin City by increasing efficiency, expanding customer reach, and improving financial management. To maximize these benefits, there is a need for improved banking infrastructure, reduced transaction costs, and stronger security measures to ensure a reliable and secure cashless business environment.

#### **5.4 Recommendations**

Based on the findings of this study, the following recommendations are made to enhance the effectiveness of digital payment systems and promote small business growth in Benin City:

1. Banks and telecommunication companies should invest in more reliable network systems to minimize transaction delays and errors during online banking and POS operations. Stable connectivity will increase user confidence and transaction efficiency.
2. Financial institutions should review and lower POS and online transfer charges to encourage more small business owners to adopt digital payment systems without fear of reduced profit margins.
3. Banks should ensure that ATMs are regularly serviced and refilled to avoid cash shortages that negatively affect business operations and customer satisfaction.
4. Stronger cybersecurity systems and user education should be provided to protect business owners and customers from online fraud, phishing, and other digital threats associated with e-payment platforms.

5. Small business owners should be trained on how to effectively use digital payment platforms for business transactions, financial management, and record-keeping to improve operational efficiency.
6. Government agencies, in collaboration with banks, should create public awareness campaigns to promote the benefits of digital payments, especially among small and micro-enterprises.
7. The government should formulate policies that support the digitalization of small businesses through tax incentives, access to digital tools, and partnerships with fintech companies.
8. Financial institutions should work closely with small business owners to design digital solutions that address specific business challenges such as credit access, customer payment options, and financial planning.

### **5.5 Suggestion for Further Studies**

This study has provided valuable insights into the influence of digital payment systems on the growth of small businesses in Benin City, Nigeria. However, future research can build upon this work in several important ways:

1. Future studies should extend beyond Benin City to include other cities or states in Nigeria.
2. Researchers can focus on specific business sectors such as retail, hospitality, or manufacturing to examine how digital payment systems uniquely affect growth within each industry.

3. A longitudinal study could be conducted to measure the long-term effects of digital payment usage on business performance, profitability, and customer retention over time.
4. Future studies may explore other emerging digital payment technologies such as mobile money wallets, QR code payments, and blockchain-based systems to assess their impact on small business operations.
5. This research focused on small business owners and managers. Future studies could investigate customer attitudes and trust toward digital payment systems and how this affects patronage and business growth.

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## APPENDIX

**DEPARTMENT OF BUSINESS ADMINISTRATION  
FACULTY OF MANAGEMENT SCIENCES  
UNIVERSITY OF BENIN  
BENIN CITY**

Dear Respondent,

### APPEAL FOR THE COMPLETION OF QUESTIONNAIRE

I am a final year undergraduate of the above-named department and university, currently undergoing a B.Sc. programme. As part of the requirements of the programme, I am conducting a research study on **Digital Payment System and Small Business Growth in Benin City, Nigeria.** and I am requesting your assistance in completing a questionnaire.

I would like to request your help in completing this study by taking a few minutes to answer the attached questions. You are not obligated to reveal your identity, and please be assured that your responses will be kept completely confidential and used for academic purposes.

Your assistance in this matter will be greatly appreciated.

Thank you.

Yours Faithfully,

**AGBONZE IYOBOSA MARY**  
**Researcher**

### SECTION A: PERSONAL DATA

Tick  $\surd$  in the appropriate box and give answers where necessary.

1. Gender: Male [  ] Female [  ]
2. Age: Under 25yrs [  ] 26 – 30yrs [  ] 31-35years [  ] 36-40years [  ] 41years and above [  ]
3. Marital Status: Single [  ] Married [  ] Other [  ]
4. Educational Level: SSCE/GCE [  ] OND/NCE [  ] HND/BSC [  ] MSc/ MBA/Ph.D [  ] Others [  ]

## SECTION B: GENERAL

Please tick in the appropriate box after each question as an indication of your choice using Likert scale: Strongly Agree=SA; A= Agree; Undecided=U; Disagree= D; Strongly Disagree= SD.

S/N	RESEARCH STATEMENT					
	<b>Automated Teller Machines</b>	<b>SD</b>	<b>D</b>	<b>U</b>	<b>A</b>	<b>SA</b>
5	ATMs provide quick access to cash, which helps my business operations run smoothly.					
6	My customers prefer paying with cash obtained from ATMs, which boosts sales					
7	ATMs help reduce the time wasted in visiting banks for cash withdrawals.					
8	ATMs make it easier to make payments to suppliers and other business partners.					
	<b>Point of Sale Terminals</b>	<b>SD</b>	<b>D</b>	<b>U</b>	<b>A</b>	<b>SA</b>
9	The availability of POS payment options attracts more customers to my business.					
10	POS terminals reduce the risk of handling large amounts of cash in my business.					
11	The availability of POS services has improved cash flow in my business.					
12	The ease of POS transactions has given my business a competitive advantage over others.					
	<b>Online Banking Transactions</b>	<b>SD</b>	<b>D</b>	<b>U</b>	<b>A</b>	<b>SA</b>
13	The use of mobile banking apps has made my financial management more effective.					
14	I experience challenges such as network errors or transaction delays when using online banking					
15	The convenience of online banking encourages me to perform more business transactions.					
16	Online banking reduces my dependence on physical bank branches for transactions.					
	<b>Small Business Growth</b>	<b>SD</b>	<b>D</b>	<b>U</b>	<b>A</b>	<b>SA</b>
17	Frequent ATM cash shortages negatively affect my business operations.					
18	High transaction charges on POS payments affect my business profit.					
19	Online banking has helped increase the overall profitability of my business.					
20	Security concerns and cyber fraud risks discourage me from using online banking frequently					