



## **AN EXAMINATION OF INTERNET BANKING USAGE AT CENTENARY BANK**

### **ABSTRACT**

This study focused on examining internet banking usage at Centenary bank. The purpose of this study was to increase internet banking usage at Centenary bank specifically at Wakiso branch. The unit of analysis comprised of clients of Centenary bank, Wakiso Branch while the unit of inquiry was those clients who had registered for internet banking but they were no longer active in using it. The sample size was 396 customers selected basing on the sampling table by Krejcie and Morgan (1970). Purposive sampling was used to collect data. Data collected was edited for incompleteness and inconsistency to ensure correctness of the information given by the respondents, through pretesting and adjustments by the two research supervisors. Variables were coded and statistical package for social scientists (SPSS) version 24 was used for data entry and analysis. Results of the analysis revealed that majority of the respondent agreed with the issues raised concerning the contribution of internet banking, challenges faced with internet banking at Centenary bank and also agreed with the strategies that should be put in place to increase internet banking. It was recommended that the bank should minimize the traditional way of methods to maximize the internet banking services, Change consumer attitudes towards internet banking should be put into consideration and Bank managers should place more emphasis on the awareness of Internet banking usage and adoption while educating individual customers on its existence and benefits. User awareness of Internet banking services can be increased through putting in place community based workshops and through various social network.

