

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF INTELLIGENCE AND SECURITY STUDIES



**AN ASSESSMENT OF THE CONTRIBUTION OF MOBILE AND INTERNET
BANKING ON THE FINANCIAL ACCESS IN THE INFORMAL SECTOR IN
BINDURA, ZIMBABWE DURING COVID 19 PANDEMIC.**

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DEDICATION

This research is dedicated to my parents Mrs Daga (Margret Ranganai) and my late father Mr Daga as well as to all my family members. Special dedication goes to my husband Dr Manyangadze for his support during hard times encountered when carrying out the research.

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ABSTRACT

This study aimed to assess the contributions of mobile and internet banking on the financial access in the informal sector during covid-19 pandemic in Bindura. The objectives of the study were to: assess how mobile and internet banking ease barriers to financial access to informal sector during covid-19 pandemic, determine the level of adoption of mobile and internet banking by the informal business sectors during covid19 pandemic, determine the strategies that can be used to optimise the adoption of mobile and internet banking in informal business sector during covid-19 pandemic and to identify and assess the opportunities and challenges associated with mobile and internet banking by the informal business sectors during covid19 pandemic. Sample size of 40 respondents was used for the study. Questionnaires and interviews were used as data collection instruments. Results were analysed using Microsoft Excel. Research findings were that mobile and internet banking positively contributed to the financial access to the informal business sector group of people in Bindura since electronic payments made an easy flow of their businesses during covid-19 pandemic. It also brought opportunities of business growth since it came as cash remedy. The study concluded that mobile and internet banking helped in minimising the spread of corona virus. Also, mobile and internet banking was viewed as a safe mode of saving money in the informal business sector in Bindura. Furthermore, transaction service charges were the major challenges of the low uptake and adoption of mobile and internet banking in the informal sector. Recommendations of the study were that service providers such as Econet, Netone and Telecel should reduce their transaction service charges when their customers are transacting. Also, mobile money agents should as well stop adding extra percentages on top of the ones charged by service providers when customers wish to collect their cash.

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LIST OF ACRONYMS

MM-mobile money

MB-mobile banking

TAM-technology acceptance model

TRA-theory of reasoned action

WHO-World Health Organisation

ICT-Information, Communication and Technology

CHAPTER I

INTRODUCTION

1.0 Introduction

The research provided an assessment of the contribution of mobile and internet banking on financial access in the informal business sector in Bindura during covid-19 pandemic. This chapter focused on the background of the study, problem statement, objectives of the study research questions, significance of the study, assumptions, delimitations, and limitations of the study, definition of key terms and chapter summary.

1.1 Background

The pandemic altered the global economy and had a negative impact on the majority of enterprises. People's lifestyles, interactions, and purchasing decisions have all changed as a result of it. The pandemic has forced a new approach to financial activity in order to give its consumers easier access to banking services. It has accelerated the banking system's digitalization. Respondents' use of mobile and online banking services has grown throughout the pandemic compared to the period prior to the pandemic. (Biacu, Daniel, Claudia, Gardan & Epran, 2020). Most Zimbabwean banks have given over-the-counter services, sometimes known as traditional banking, from their beginning, in which bank customers had to physically visit banking facilities for every transaction they needed to conduct, as well as cash withdrawals (Makanyeza & Chikazhe, 2017). This form of service delivery was time-consuming and characterized by huge lines in the counter halls. Queuing was inconvenient for the client and expensive for both the customer and the bank. Changes in almost every part of life, from business to social everyday conversation, have resulted from the growing necessity and usage of information technology and communication (Dube, Chitura & Runyowa, 2009). According to Gono (2012), almost every banking institution in Zimbabwe has offered mobile products in collaboration with mobile operators, and the number of banking institutions going into mobile banking is on the rise. The volume of mobile payment transactions, as well as the volume of internet transactions, has

significantly increased. Econet, Netone, and Telecel are telecommunications firms that have adopted mobile banking to increase customer service and information growth in order to reduce costs and the spread of the covid-19 pandemic (Rahi & Abd-Ghani, 2019).

On the other hand, the World Health Organization's announcement in March 2020 of a pandemic of covid-19 (corona virus) has pushed the adoption of mobile and internet banking, particularly in the informal business sector, which formerly relied solely on hard currency transactions. This means that technology and covid-19 have radically transformed the way people do business. Even the informal business sector, which previously refused mobile transactions, is now accepting, and it is helping to improve service quality and flexibility, provide reliable services, and, most crucially, cut costs, among other benefits for banks and clients. This serves as the study's background.

1.2 Problem statement

Corona virus (COVID-19) has caused a global crisis that has never been seen before. Even before the Corona virus arrived in Zimbabwe, the country was experiencing economic instability marked by fluctuating exchange rates, high costs, and cash shortages. In Zimbabwe, limited access to financial services, particularly in the informal business sector, was and continues to be a problem because this group of individuals preferred hard cash transactions. Throughout the pandemic, a series of lockdowns have been established across Zimbabwe, depending on the number of covid-19 cases at any one moment.

To prevent the spread of the covid-19 pandemic, all government and non-governmental institutions have been shuttered, with the exception of emergency services. Despite the lockdown, banks continued operating as a financial emergency service. During this time, banks were just open for a restricted number of hours and provided a limited range of services through a small number of branches. Customers were having difficulties in getting financial access to carry out their day-to-day activities because fewer branches were open.

To combat the spread of the corona virus, banks have been creative in reducing cash transactions and encouraging consumers to use mobile banking, internet banking, or other banking tools. This has limited cash availability across the country, and as a result, the informal business sector, which formerly relied only on cash transactions,

has been severely harmed, as they are now required to use mobile and internet banking to transact. There was no information about how these tactics helped informal businesses overcome financial barriers. As a result, this study focused on how mobile and internet banking reduced obstacles to financial access for Bindura's informal business sectors.

1.3 Objectives

Aim/main objective

To assess how mobile and internet banking ease barriers to financial access to informal business sector during covid-19 pandemic.

Specific objectives

1. To determine the level of adoption of mobile and internet banking by the informal business sectors during covid-19 pandemic.
2. To identify and assess the opportunities and challenges associated with mobile and internet banking to informal business sectors during covid-19 pandemic.
3. To determine the strategies that can be used to optimise the adoption of mobile and internet banking in informal business sectors during covid-19 pandemic.

1.4 Questions

Main question

How effective is mobile and internet banking in easing barriers to financial access to informal business sectors in Zimbabwe during covid-19 pandemic?

Specific questions

1. What is the level of adoption of mobile and internet banking in informal business sector during covid-19 pandemic?
2. What are the opportunities and challenges brought by mobile and internet banking during covid-19 pandemic in the informal business sector?
3. What are the strategies used to optimise the adoption of mobile and internet banking during covid-19 pandemic in the informal business sector?

1.5 Significance of the study

The researcher

The researcher gained knowledge as the research formed a training ground on how to conduct a research as well as equipped the researcher with research skills

To Bindura University

The study will benefit other researchers who may want to carry out the same study as a referencing point

To policy makers

It is expected that the findings will help policy-makers as well as financial and banking industry to design an effective and fruitful platform for internet and mobile banking services during and after the pandemic situation, which will further influence in making a digital Zimbabwe.

1.6 Assumptions

- The researcher assumed that mobile and internet banking contributed in easing financial access to the informal business sector.
- The researcher assumed that the participants voluntarily provided information that was necessary to the research and could be generalised to the whole population.
- The researcher assumed that research was carried out within the stipulated time as well as within the researcher's budget.

1.7 Delimitations of the study

The research focused on the assessment of the contribution of mobile and internet banking on the financial access in the informal business sector during covid-19 pandemic. The study was conducted in Bindura and it covered a period of one year. The respondents were in the informal businesses such as home tuck shop owners, street vendors and independent producers.

1.8 Limitations of the study

Financial limitations

Shortage of finance for transport, access to online materials and printing related costs were some of the limiting factors. However, the researcher managed to secure some funds from relatives and some funds from own pocket so as to ensure that the research study was a success.

Cooperation

The researcher faced some resistance from the respondents since this group operates informally. The researcher encountered this by seeking permission first and clarified the intention of the study to the respondents.

Confidentiality

There was information that other respondents considered to be sensitive and such respondents hesitated to disclose information which was of vital for progress of this research. However, the researcher did not request for names of the respondents and also the information was recorded in a confidential manner so as to protect the respondents.

1.9 Definition of key terms

Mobile banking

According to the dictionary of computer and information technology mobile banking (m-banking) means banking facilities through mobile communication such as hand phone.

Internet banking

According to Furst, Lang & Nolle (1998), internet banking is the use of the internet as a remote delivery channel for banking services, including traditional services like creating a deposit account or transferring cash between various accounts, as well as novel banking services like electronic bill presentment and payment, which allow consumers to receive and pay bills through the bank's website.

ICT- Information, communication and technology.

1.10 Chapter summary

This chapter concentrated on giving background of the study, problem statement, research objectives, research questions, significance of the study delimitations and limitations of the study were discussed. Key terms have been defined in this chapter. The next chapter focused on literature review.

CHAPTER II

LITERATURE REVIEW

2.0 Introduction

The current chapter is a review of the literature that focuses on the study's theoretical, conceptual, and empirical contributions. It looked at mobile and internet banking briefly, as well as variables that contributed to the uptake of mobile and banking services in easing financial access in the informal sector, previous theoretical frameworks and their dimensions, empirical evidence, and research gap.

2.1 Conceptual framework

2.1.1 An overview of Electronic banking

In most developing nations, electronic banking is the most recent service delivery channel, and it is largely agreed that this new channel will have a substantial impact on bank operations and market. According to De- Young (2001), electronic banking refers to a variety of banking services in which users access their accounts and finances via electronic devices such as mobile phones, computers, and the internet. The electronic distribution of high-value retail products, low-value banking products and services, and wholesale items is referred to as electronic banking (RBZ Banking Supervision Annual Reports, 2012). According to Gerard (2012), electronic banking can be divided into five major categories: internet banking, telephone banking, mobile banking, and personal computer (PC) banking. Thanks to technological improvements, commercial banks in Zimbabwe are now delivering their financial services through a variety of channels, including online banking, mobile banking, automated teller machines, and the internet.

2.2 Various forms of Electronic Banking

According to De-Young (2001), there are three levels of electronic banking: basic information electronic banking sites that simply disseminate information on products and services offered to bank customers and the general public, simple transactional

electronic banking sites that allow bank customers to submit applications for different services, make account balance inquiries, and submit instructions to the bank, but do not allow any account information to be shared, and an advanced transactional electronic banking site that allows bank customers to submit applications for different services, make account balance inquiries, and submit instructions to the bank. According to Ovia (2001), electronic banking is a product of e-commerce in the banking and financial services sector. Commercial banks are now assisting their customers by providing payment solutions on their behalf for those who frequently shop at supermarkets that take Zim Switch or Mastercards, such as OK and TM shops. Here are some examples of electronic banking:

2.2.1 Automated Teller Machine (ATM)

An ATM, according to Barron (2000), is a telecommunication device that allows financial institution clients to complete financial transactions such as cash withdrawals, deposits, fund transfers, and account inquiries without the assistance of branch representatives at any time. According to Khan (2010), an ATM is an electronic machine that allows customers to access their personal or business accounts for cash dispensing and other financial transactions without going to the bank. According to Lovelock (2000), ATMs personalize service offers and cut down on client wait times. He goes on to say that the quality of service provided by automated teller machines is determined by its secure, adequate, and convenient placement. Curry (2010), on the other hand, identified various variables that contribute to customer satisfaction with ATM service quality, including lower expenses associated with utilizing automated teller machines, and an ATM's efficient and reliable operation. According to Zambara (1999), commercial banks were required to deploy automated teller machines in order to decrease mistakes and errors, shorten the time it took a client to conduct a transaction, and improve security for both the bank and the clients. ATMs, according to Whitely (2002), are an extremely efficient instrument that provide a number of services such as cash withdrawals, deposits, cheque deposits, requests for new cheque books, and a variety of other bank services. Although these academics agreed that ATMs are efficient tools that provide a wide range of services, this is not the case in most developing countries, where ATMs do not provide a wide range of services that meet customers' expectations; this could be because their research was conducted in developed countries.

2.2.2 Internet Banking

According to Fredrickson (2003), internet banking is a system that uses the internet to allow bank customers to access their accounts and general information about the bank's products and services via a bank's website, without the intervention or inconvenience of sending letters, faxes, original signatures, and telephone confirmation, allowing them to conduct banking activities such as transferring funds, paying bills, viewing and checking savings account balances. He also asserted that internet banking allows non-customers to access virtual banks via a public network, whereas existing clients are limited to PC banking, which runs on a private network. Internet banking allows financial institutions, consumers, individuals, and businesses to access accounts, conduct transactions, and obtain information via a public or private network, allowing customers, whether individual or corporate, to access accounts and conduct transactions (Prakash & Malik, 2008). The recent rollout of broadband internet by Econet, Africon, and Powertel, among others, has accelerated the expansion of internet banking in Zimbabwe, according to MPS (2012). Consumers' contentment has grown as a result of advances in service delivery, since customers may now access their bank accounts at any time and from any location where they have an internet connection.

2.2.3 Mobile banking

Mobile banking is a service provided by a bank or other financial institution that allows its customers to conduct financial transactions remotely using a mobile device such as a smart phone or tablet, as opposed to internet banking, which uses software called an app that is specifically designed for that purpose (Bolyai, 2003). He goes on to argue that mobile banking is a quick, safe, and efficient way for clients to get real-time information on their bank accounts. Users can access financial services via mobile banking even if they are miles away from a branch or their home computer (Haris, 2010). According to MPS (2012), mobile phone penetration in Africa has surpassed that of the United States, and Zimbabwe is no exception, with an estimated user base of over 5 million. According to Gerard (2012), mobile banking provides account information, mini statements, account balance checking, payments, deposits, term deposit monitoring, and adjustment processing. Mobile money services in Zimbabwe began in 2011 when the country's three telecommunications operators, Econet, NetOne, and Telecel, established their own mobile money systems. Because

there are fewer requirements for registering a mobile money account than for registering a bank account, the three mobile money platforms have attracted the poor and low-income earners, formal and informal business people, and unbanked people or businesses in both rural and urban areas of Zimbabwe.

According to Prior & Santina (2010), the rapid growth in mobile phone usage and continuing extension of wireless coverage feed expectations that mobile phone access to financial services would alter how financial services are delivered to customers, resulting in higher customer satisfaction. According to Daniela & Simona (2007), there are two basic types of technology available for usage in mobile banking: Wireless Application Protocol (WAP) and Wireless Internet Gateway (WIG). WAP is a set of protocols and an application environment for wireless devices that offers access to the internet and advanced telephony services regardless of manufacturer, vendor, or platform.

WIG is an SMS-based service that downloads a menu of banking options from the bank to the phone (Daniela & Simona, 2007). Cell phone banking is the newest electronic banking service offered by commercial banks in collaboration with mobile network operators in Zimbabwe. Mobile banking's rapid growth and penetration are changing cell phones into mini-banks and allowing commercial banks to reach out to people in remote regions with their financial services (Ondiege, 2010). Commercial banks now have the ability to provide services anytime, anyplace, thanks to the growing use of wireless technologies in most developing economies. Mobile banking, on the other hand, can only be used to reach people in rural locations if there is network coverage. In most developing economies, poor network coverage limits the efficiency of cell phone banking in delivering financial services.

2.2.4 Telephone Banking

Customers who use the telephone banking facility can get general account information by dialling phone numbers provided by the service provider, such as Ecocash (Shittu, 2010). He goes on to say that the phones' computers would need special codes issued to clients as a way of identifying genuine users before they could access any information they sought, such as Ecocash's *151#

2.2.5 Smart card

A smart card, according to Shuabi (2010), is a security token with an embedded integrated circuit that can be a secure micro controller or comparable intelligence with internal memory or a chip alone. A smart card, according to Amedu (2005), is a plastic device with an implanted integrated circuit that is used to settle financial commitments. A smart card, which can be a debit card or a credit card, usually has an inbuilt 8-bit microprocessor, which is a type of computer chip. The smart card's microprocessor serves as a security feature. The microprocessor is "spoken" to by the computer and card reader. The microprocessor controls who has access to the information on the card.

2.2.6 Debit card

A debit card, according to Shuaibi (2010), is a plastic payment card that allows cardholders to electronically access their bank accounts at any financial institution. He went on to say that while debit cards, also known as check cards, may have a stored value that can be used to make a payment, most debit cards send a message to the cardholder's bank ordering them to withdraw funds from a payer-designated bank account. When someone uses a debit card, the money in their savings account is immediately deducted.

2.3 Factors Influencing Mobile Banking Adoption

Various factors that influence the adoption of mobile banking have been cited.

2.3.1 Adoption

Adoption is defined by Mattila (2003) as the acceptance and continuing usage of a product, a service, or an idea. According to Rogers (2003), consumers normally go through a process of research to learn more about a product, as well as inducement and affirmation from others, before deciding to accept a product or service. As a result, when a consumer becomes aware of a product or service, he or she decides whether or not to adopt it.

2.3.2 Demographic Factors

Housebreaking experts have utilized variables such as demographics to explain mobile service adoption patterns. The demographics fundamentals, which can be classified as age, gender, education, and incomes, are worthy of investigation (Burke, 2002). Mobile banking customers' personal qualities are major factors of their adoption decisions. According to Mattila (2003), an educated community is more likely to accept new mobile banking technologies, but younger adults are less likely to do so. The use of internet banking was found to be significantly influenced by household income and education level (Pento, 2003). Other authors who concur were Nysveen (2005) & Venkatesh (2003), who claimed that education levels, gender, and age have a major favorable influence on the adoption of technology and related services due to their moderating effects on other concepts.

2.3.3 Age

Another factor to consider, according to Wood (2002), is the impact of age on the desire to use technology. As a result of the fact that, when compared to older consumers, younger consumers, especially those under the age of 25, are more interested in using new technologies such as the internet or mobile banking apps, as seen by (Stacy, 2002). This age group is dominant when it comes to having the potential to become mobile banking users due to its familiarity with the latest mobile technologies. According to a Jordanian survey, the age group of 18 to 25 has the best chance of expanding mobile banking adoption (Mattila, 2003).

2.3.4 Income

According to Monsuwé (2013), many people with higher household incomes have a greater potential or intention to adopt new technology than those with lower incomes. This logically explains why income is such an important factor in the adoption of mobile banking applications. In Kenya, however, the situation is different; the vast majority of frequent M-PESA users are poor and middle-income earners who use it because it is the only option they have. These groups also have the highest percentages of persons who do not have typical bank accounts (Kenya Economic Survey, 2010).

2.3.5 Education

Because mobile banking is one of the most technologically advanced applications in terms of innovation, it is critical to in-still a solid knowledge of how these advances will benefit clients. Based on prior research by Mattila, Karjaluoto, and Pento (2003), they concluded that educated people adapt to new mobile banking technologies better than illiterate people. In Kenya, however, this is not always the case; evidently, population groups with lesser levels of education account for the majority of users. The Kenyan study was unable to determine whether the claim made by the authors that academic exposure has little influence on the adoption of technology-based items was true (Njenga, 2009). Two economics faculty studies, however, support education as a factor, claiming that mobile banking users in South Africa are wealthier and more educated than the ordinary South African with a bank account, much alone the average unbanked South African (Ivatury & Pickens, 2006; Porteous, 2007).

2.3.6 Covid-19

The COVID-19 pandemic wreaked havoc on the world economy and people's daily lives. Since March 2020, the Zimbabwean government has been compelled to enforce severe lockdowns and strict travel restrictions, leaving only critical services partially operational. To prevent the spread of the corona virus, everyone was required to do their work and transact while at home. This has resulted in limited access to cash across the country, leaving the informal business sector, which formerly relied only on cash transactions, with no choice except to adopt mobile and internet banking.

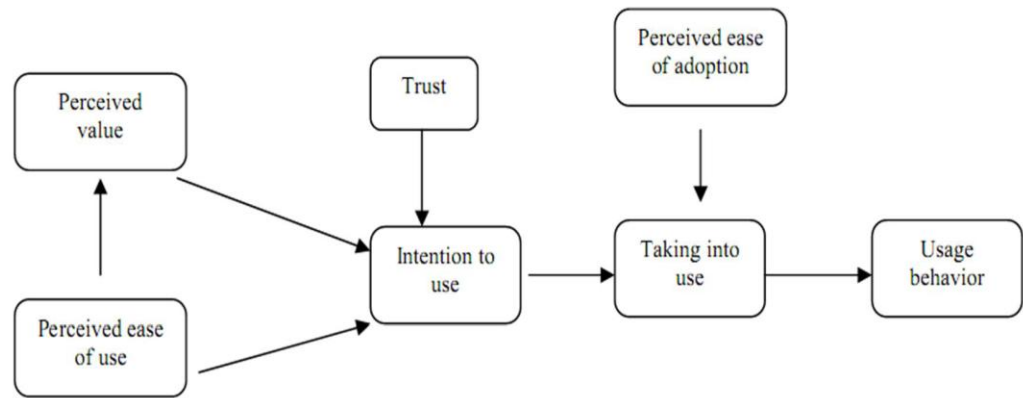
2.4 Theoretical framework

2.4.1 Technology acceptance model

Models for explaining and predicting the use and acceptance of any system in an economy have been suggested in recent years. Because of the situation in which the researcher conducted the study, the Technology Acceptance Model (TAM) was deemed the most appropriate. Because of its capacity to catch the attention of most information systems cultures, the Technology Acceptance Model was the most appropriate model (Venkatesh & Davis, 2014). The Technology Acceptance Model (TAM) is a theory of information systems that attempts to explain how consumers

accept and use technology. It was deemed essential for anyone interested in researching user technology adoption.

Figure 1: The Technology Acceptance Model



Source; Njenga (2013)

To put it another way, when consumers are presented with new technology or systems, they are likely to consider a variety of factors that will influence their decision on how to use the technology (Worthington, 2008). As a result, the technology acceptance model was used to estimate consumer behavior in adopting mobile banking as a technology to access financial services in the informal business sector, in this case, cell phone subscribers. Subscribers' intentions to utilize the perceived technology are greatly influenced by factors such as the technology's considered value and the perceived ease of use of mobile banking.

2.4.2 Perceived ease of use (PEOU)

Perceived ease of use can be described as the degree to which a technology is thought to require little effort to use. Customers do not choose difficult-to-use technology, according to the technology acceptance theory, and they frequently disregard new technology because they do not want to put up the effort to learn new things. According to Bagozzi & Warshaw (1992), people acquire attitudes and intentions toward learning to use new technology before actually doing so. As a result, the study findings in this study were based on the assumptions established in the TAM model, which includes behavioural factors such as the purpose to use or act, as well as the freedom to act without restriction.

2.4.3 Theory of Reasoned Action (TRA)

The Theory of Reasoned Action is another theory that explains the acceptance of mobile banking (TRA). The TRA explains the determinants of consciously intended behaviours, according to (Fishbein & Ajzen, 1975; Ajzen & Fishbein, 1980). It is described as a model that explains how one's behavioural intention to perform a given behaviour determines the behaviour's performance (Davis, 1989). Ultimately, technology transmission is a function or a result of what humans do, Lee (2008) remarked, that is, what they do is primarily dependent on their thoughts, feelings, and interests. For example, using mobile banking or rejecting it is the outcome of a desire to engage in that specific behaviour, and this intention is influenced by individual attitudes, beliefs, and subjective norms in regard to the aimed behaviour. Human beings are rational, according to the principle of reason action or behaviour, and before acting, they evaluate what they stand to lose and gain by manifesting their views. Before people emit at work, things like ideas, personal goals, values, beliefs, and attitudes impact their behaviour (Fishbein, 1998). The idea of reasoned action has already gotten a lot of attention and has proven to be effective in predicting and explaining human behaviour in a range of situations (Davis, Bagozzi & Warshaw, 1989). Because the informal sector had a low uptake of mobile and internet banking, but because of the Covid-19 pandemic, the informal sector group of people who relied on cash transactions only had to decide whether to adopt mobile and internet banking or continue with their customary mode of business. As a result, as the theory states, they needed to make a reasonable option or choice to adopt the use of mobile and online banking.

2.5 Empirical evidence.

Exploring mobile money adoption among the informal sector in Anambra State, Nigeria by Okeke & Eze (2018).

The goal of this research was to look into mobile money uptake among the informal sector in Nigeria's Anambra State. The proliferation of mobile phones in Nigeria has had little impact on mobile money adoption, particularly among Nigeria's informal sector, which accounts for more than half of the country's rebased gross domestic product (GDP). The research was based on a poll of 250 informal operators from around the state, with 224 responding. In one model, four socio-demographic

variables were merged with four impulsive variables: PU, PEOU, Customer awareness, and perceived trust, and the data was analysed using SmartPLS 3.2.7. The goal of combining these studies was to see how demographics influence the impulsive elements that influence mobile money uptake. The study's findings revealed that demographic variables, particularly education and occupation, had an impact on the variables that influence adoption. As a result, continual and ongoing awareness and education are critical to the adoption of mobile money by the sector that is reported to be more financially excluded than the formal sector. This is vital in the sense that the informal sector can benefit from mobile money with the correct kind of education and awareness. This study is essentially identical to the researcher's in that it focused on the informal sector's adoption of mobile and internet banking. However, the current study seeks to assess how mobile and internet banking ease barriers to financial access to informal business sector during covid-19 pandemic using informal businesses in Bindura as a case study.

Evaluating adoption of electronic banking (e-banking), during the Covid-19 era: A discourse of barriers facing banking clients, in the Zimbabwean context by Madziro & Ncube (2021).

The goal of the study was to analyse the challenges that banking customers face when it comes to adopting electronic banking in the Covid-19 era. A mixed methods approach was used in the research. The study discovered that age, cost, access, risk, and other economic behaviours are all impediments to banking customers adopting e-banking services. The study found that e-banking is not cost effective in the hands of banking consumers, that economic barriers impede banking customers from embracing e-banking, and that Hwange banking users do not follow the government's lockdown laws. As a result, the goal of this study was to determine the level of mobile and internet banking use in the informal business sector during the Covid-19 pandemic.

An investigation on the factors affecting the adoption of mobile banking in Kenya. A case study of Kenya's commercial bank LIMURU by Mutua (2014).

The study's major goal was to look at the elements that influence mobile banking uptake in Kenya's commercial bank (KCB) LIMURU. The study included a sample size of 267 clients, and the information was gathered through questionnaires.

According to the findings, KCB LIMURU's mobile banking adoption rate was lower than the targeted bank's client demographic. Fear of losing personal or account information if their identity personal codes are hacked via a mobile phone, fear of system failure as well as transaction failure when customers transfer funds both from and to the bank account, and finally, customers indicated that they fear losing personal or account information if their identity personal codes are hacked via a mobile phone were discovered to be the main reasons for low mobile banking adoption. It was proposed that the bank assure clients that their service systems are stable and reliable before allowing them to use them. However, Mutua (2014) focused primarily on the constraints of mobile banking, whereas the current study focused on both the challenges and opportunities of mobile banking in Bindura's informal sector.

Extending the Technology Acceptance Model to mobile banking adoption in rural areas of Zimbabwe by Chitungo & Munongo (2013).

The purpose of the research was to look into the factors that drove mobile banking adoption in Zimbabwe's rural areas (Zaka, Chiredzi, Gutu, and Chivi) by extending the technological acceptance model. The research was conducted in a quantitative manner. The study's findings revealed that perceived risk, relative advantage, wealth, and social norms all influenced people's willingness to accept and use mobile banking. However, perceived risk and relative advantage, as well as social norms, were determined to be the most important determinants driving mobile banking uptake. As a result, the Extended Technology Model's variables were deemed significant. This study found that low adoption of mobile banking was linked to people's fear of risk, income, and social norms. As a result, the current study aims to determine if the Extended Technology Model is a significant factor influencing internet and mobile banking in the informal sector in Bindura during the Covid-19 era.

2.6 Gap analysis

Previous research has focused on the factors that influence customers' adoption of mobile banking in both developed and developing countries, some of which are linked to technological issues, income, education, and gender, and has tended to overlook how Covid-19 has influenced financial access in Zimbabwe's informal business sector. In addition, there have been few studies in the past that looked at strategies for

optimizing the use of mobile and internet banking in the informal business sector during the Covid-19 pandemic. Furthermore, several of the researches were conducted before the pandemic of Covid-19. As a result, the researcher noticed a gap in the research, which was entitled "An assessment of the contribution of mobile and internet banking on financial access in Zimbabwe's informal business sector during the covid-19 pandemic in Bindura."

2.7 Chapter Summary

This chapter outlines the conceptual framework, theoretical framework, and empirical evidence around mobile banking, factors that contributed to mobile banking adoption, as well as the technology acceptance model (TAM) and other models. The chapter also included empirical literature from previous similar research conducted by other authors around the world, in which they investigated factors that influence the adoption of mobile banking services. The next chapter focused on research methodology.

CHAPTER III

RESEARCH METHODOLOGY

3.0 Introduction

This chapter seeks to describe the methodology that was used during the survey, the research design and brief explanation of the survey approach that was used. The researcher also provided a justification for selecting Bindura as the centre for the survey. The study used both quantitative and qualitative data techniques on research approach. The researcher also used primary and secondary data. The study population, the population sample and sampling techniques, the presentation of data and the procedure of analysis will be discussed in this chapter.

3.1 Research design

A research design is an inquiry plan, structure, and technique created to find solutions to research questions or challenges. The plan is the entire scheme, program, or research program. According to Nachamias (1985), a research plan is a program that directs the researcher through the process of collecting, analysing, and interpreting data. According to Kothari (2004), research design is important because it helps the various research activities go smoothly, resulting in research that is as efficient as feasible, giving maximum information with the least amount of effort, time, and money. This refers to the planning ahead of time of the methods to be utilized for gathering relevant data and the methodologies to be employed in the analysis, taking into account the research purpose as well as the availability of staff, time, and money.

3.1.1 Justification

The descriptive research design was chosen by the researcher because it uses both primary and secondary data. A descriptive survey, according to Leedy (2000), is more realistic in the sense that it accepts whatever is observed at any one time as usual and can be observed elsewhere under identical conditions.

3.2 Study population

A population, according to Taylor (2002), is any group of people who share one or more traits that the researcher is interested in. Clarification of the target population was required for this study in order to establish a foundation on which sample units and sample size may be calculated. The target group included street sellers, home tuck shop proprietors, tuck shop owners, and independent producers who had or did not have access to a cell phone or banking services with any bank or financial services provider in Bindura. Respondents were chosen based on their availability, flexibility, and convenience. A total of 40 people were asked to participate in the survey.

3.3 Sampling

3.3.1 Sampling technique

When it is impossible to inspect or survey the complete target population, sampling is used. Layton (2016) defined sampling as the process of selecting appropriate things for a study. Both non-probability and probability sampling approaches were used in this investigation.

3.3.2 Stratified Random sampling (probability)

Stratified sampling is a modified sampling approach in which the population is divided into two or more relevant and important strata depending on one or more characteristics (Saunders, Lewis & Thornhill, 2009). The researcher used stratified random sampling in this study, dividing the population into two strata: female and male mobile and internet banking users in Bindura's informal business sector. This technique was primarily used to verify that each female or male selected for inclusion in the total population had an equal chance (probability).

Justification of Stratified Sampling Technique

- With a small amount of elements, a representative character can be created.
- It is simple to replace a case that is accessible.
- There isn't a single prominent or relevant group left out.

Disadvantages of stratified sampling

- If the unit is given too much weight, the sample becomes unrepresentative.
- When the sizes of the different strata are unequal, it is difficult to get the correct proportion.
- Respondents must be well-versed in concepts and have relevant information.

3.4 Convenience sampling (non-probability)

A non-probability technique was utilized by the researcher to identify the responders from each strata. Non-probability sampling methods, according to Saunders, Lewis & Thornhill (2009), provide a variety of options for procedures that might be applied in a study. Convenience sampling was utilized in this study to pick respondents who were willing to provide information (volunteer sampling). This strategy aided the researcher in completing enormous tasks in a short amount of time while also being cost effective due to its low cost. Finally, the researcher was able to limit the possibility of human bias in the selection of respondents by using both sampling methods.

3.5 Sources of data

For the purpose of this research the researcher used of both primary and secondary sources of data.

3.5.1 Primary Data

According to Peterson (2000), primary sources are directed explanations or accounts of occurrences. Primary data is information obtained directly from respondents through questionnaires and personal interviews. During the covid-19 pandemic era, firsthand information on the difficulties faced by the informal sector in obtaining financial resources was gathered. Because the researcher mainly focused on relevant data specifically for the research problem, primary sources of data were employed because they were free of misinterpretations and data loss.

3.5.2 Secondary Data

Secondary data, according to Gunter (2001), are sources that digest, analyze, assess, and interpret information from primary sources. Secondary sources of information were also used by the researcher. This is information gathered for other research studies by someone other than the researcher. This will entail acquiring second-hand data from both internal and external secondary sources. The data was easily accessible. The researcher chose secondary data primarily because it is easily available data and because it saved time on the research by utilizing already researched data that was relevant to the research problem.

3.6 Data collection instruments

Wright (2001) defines data collection instruments as a device that can be used to gather information from respondents. Questionnaires and interviews are the main research instruments used in the research.

3.6.1 The Questionnaire

The most extensively used tool for gathering primary data, according to Morris and Wood (1991), is the questionnaire. This method entails asking the respondent a series of written questions in order to elicit their opinions. Street vendors, home tuck shop proprietors, independent manufacturers, and tuck shop owners were all given surveys. The surveys were distributed by hand and were collected by the researcher herself. This allowed for more in-depth follow-up and discussion on topics that warranted it, such as other respondents who underlined the need of secrecy, while others needed clarification on the study's goal.

Justification

- Respondents have the option of responding to questions at their leisure, which encourages honest responses.
- The questionnaires enlisted respondent anonymity and privacy, which promoted honest answers.
- Questionnaire data was straightforward to evaluate and interpret.
- The respondents had an ample opportunity to reflect on the problems raised in the questionnaire.
- The researcher was also able to use secondary data sources because of the usage of questionnaires.

Disadvantages

- There was no room for clarity on questionnaires.
- There was no room to probe further for responses

In order to mitigate these shortcomings the researcher implied interviews as a measure for clarity.

3.6.2 Interviews

Face to face interviews, according to Body (2003), are direct questions (in a face-to-face situation) to an interviewee about his or her attitudes or motives that rarely yield helpful responses.

This is a face-to-face engagement with respondents in which they are questioned about a certain topic. Interviews consist of a collection of questions that have been prepared in advance for diverse interviewees. Data was gathered through personal interviews. Interviews were set up and appointments were established. This strategy was selected because it allowed the researcher to delve further into the responses of the respondents, resulting in richer and more intricate responses. It also allowed the researcher to tweak or restate some of the questions in order to gain clarification, and it was a faster way to collect data. Structured and unstructured interviews are the two types of interviews. Structured interviews are conducted in such a way that all participants hear the same question in the same sequence and in the same way. Unstructured interviews allow the interviewer to choose the wording and organization of the question, as well as the topic. Because the disadvantages of the two procedures balance each other out, the researcher opts for a semi-structured interview approach. As fresh insights emerged, semi-structured interviews allowed the interviewer to create new ideas, tweak questions, and change direction. For example, following the established questions throughout the interview would obstruct elements that developed, thus additional probes were used.

Justification

- Clarity ensured that respondents fully understand.
- Interviews supported flexibility in terms of sampling and special observations.
- Interviews exposed areas that the respondent is unwilling to discuss and inconsistencies in responses.
- They provided the opportunity to persuade for answers

Disadvantages

- Interviews were time consuming
- The expensive nature of interviews affected the sample size, which made it smaller than the sample for questionnaires.

- Non-verbal behaviour sometimes was misinterpreted leading to inaccurate conclusions.

In order to mitigate these shortcomings the researcher assured the respondents that the information that they provided was going to be used for academic purposes only.

3.7 Validity of data

Layton (2016), defined validity as the correctness of a measurement method or an idea of truth. That is how accurate the findings were portraying the subject under investigation. By collecting data from both male and female respondents, the researcher maintained data validity. Before the major survey, a pilot study was conducted to assess the efficiency of the questionnaire and to investigate the relevant and irrelevant elements in it, as well as to check if the replies would be reliable. Furthermore, in order to strengthen the impartiality of the study, the researcher created a questionnaire with questions based on the criteria that measured the influence of mobile and internet banking on financial access in the informal sector during the Covid-19 pandemic in Bindura.

3.8 Reliability of data

Punch (2013), defined reliability as the ability of an instrument to produce consistent results over time in a series of repeated applications. That is, the extent to which a measuring device will yield the same results when used in the same circumstance under identical conditions multiple times over time. The Test-Retest approach was employed by the researcher to improve the questionnaire's reliability by increasing the consistency of a measure over time. Test-retest reliability is a measure of consistency derived by presenting the same questionnaire to a group of respondents twice over a period of time (Punch, 2013).

3.9 Data Presentation and Analysis Procedures

After the data was collected, it was transformed into easily understandable information that made sense to the intended users of the information. In this study, both qualitative and quantitative methods were applied. The influence of mobile and internet banking on financial access in the informal sector in Bindura were assessed

using a quantitative approach in this study. Furthermore, the researcher used qualitative data to gain a better understanding of respondents' attitudes and perceptions that cannot be directly observed and measured, as well as to gain a better understanding of general feelings, thoughts, intentions, and behaviours that cannot be directly observed and measured. The researcher was aided in analysing the data gathered during quantitative research by using a qualitative method.

In a statistical technique, the researcher employed this approach to measure the impact of mobile and internet banking to financial access in the informal business sector in Bindura during Covid-19, and the results were numerically used as a reflection of the target population. This method was chosen because it was simple for the researcher to collect, quantify, and analyse data. The data was presented using a variety of approaches, including frequency tables, graphs, and cross tabulations. Microsoft Excel was used to analyse each respondent's response.

3.10 Chapter summary

This chapter described the various methods that the researcher used to collect data needed in carrying out a research on the assessment of the contribution of mobile and internet banking on the financial access in the informal business sector in Bindura during covid-19 pandemic. The next chapter focused on data presentation, analysis and discussions.

CHAPTER 1V

DATA PRESENTATION, ANALYSIS AND DISCUSSIONS

4.0 Introduction

This chapter presented, interpreted and discussed the findings of the study from the data obtained using questionnaires and interviews. The findings showed the contribution of mobile and internet banking on financial access in the informal business sector in Bindura. The data was presented using bar graphs, pie charts and tables.

4.1 Questionnaire response rate

Questionnaire response rate indicated the frequency in percentages at which the questionnaires given to respondents were completed and returned. Table 1 below shows the response rate from questionnaires.

Table 1` response rate for questionnaire

Respondents	No. of questionnaire distributed	No. of questionnaire responded to	Response rate in %
Street vendors	10	10	100%
Tuck shop owners	10	9	90%
Home tuck shop owners	10	7	70%
Independent producers	10	10	100%
Totals	40	36	90%

Source: Primary Data, 2022

From the table above, 40 questionnaires were distributed, 39 of them were returned. Only 4 were considered non responses because one of the questionnaire was spoiled, two provided irrelevant information and one did not return the questionnaire. So 36 questionnaires were usable for the analysis and resulted to a 90% response rate.

4.1.1 Interview response rate

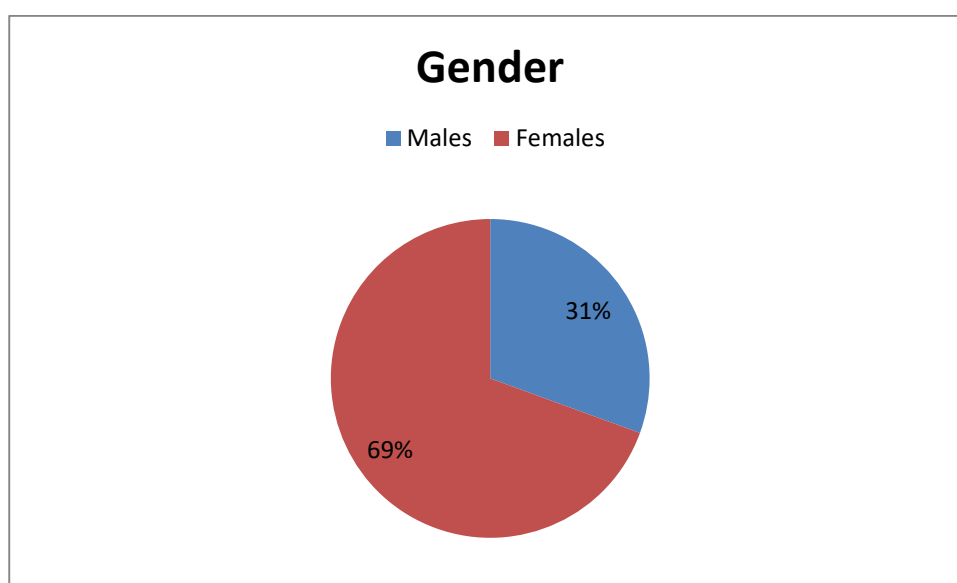
Table 1 response rate for interviews

Interviews	issued	Success	Failure
Respondents	15	13	2
Percentage	100%	87%	13%

Source: Primary Data 2022

From the table above, the indented number of interviews was supposed to be 15, however only 13 interviews were conducted. Therefore 87% was successfully recorded for scheduled interviews. 13% of the interviews failed due to one of the respondents who was not available and the other one had travelled out of the country. Information gathered from the interviews was combined together with the information gathered from questionnaires so as to assist in data recommendation and conclusions.

4.2.1 Respondents Gender



Source: Primary Data, 2022

Figure 1 Respondents Gender

Figure 1 above showed that from total number of 36 respondents, only 25 of them were females and 11 were males. This showed that the majority of them were females who accounted to 69% whilst males were 31%.

4.2.1 Age Distribution of Respondents

Table 2 Age distribution table

Age group	No. of respondents	Total Percentage %
20-30 years	12	33.3%
31-40 years	15	41.7%
41-50 years	6	16.7%
Above 50 years	3	8.3%
Total	36	100%

Source: primary data, 2022

From the above table, age group ranging from 31-40 years had the largest number of respondents which means that the age group is the most active group in the informal sector which resulted to 41.7%, while 20-30 years with 33.3%, followed by 41-50 years with 16.7% and above 50 years with 8.3%. The study also revealed that the age group of 31-40 years consisted of the largest number of respondents and they were also the ones who were able to understand new emerging technologies better as compared to other age groups and it also means that this age group has high unemployment levels. The results were in line with those results obtained by Sohail & Sahin (2012).

4.2.2 Level of Education

Table 3 Education level for Respondents

Level of Education	No. of respondents	Percentage %
Degree	4	11.1%
Diploma	5	13.9%
Certificate	11	30.6%
Other	16	44.4%
Totals	36	100%

Source: primary data, 2022

Table 4 above shows the level of education for the respondents. The results indicated that 44.4% of respondents are characterised with low level of education, in which they are the most active in the informal sector, while the certificate holder had 30.6%, followed by the diploma holders with 13.9% and lastly degree holders with 11.1%. The results also showed that the group consisting of low level educated people ended up engaging into informal sector because they lacked professional qualifications to depend on. These results were almost similar to those of Titus Chukwuemezie Okeke 1 and Gregory Amaechi Eze (2018) on their study, exploring mobile money adoption among the informal sector in Anambra State Nigeria. They found out that low level of education affect mobile money adoption in the informal sector.

4.2.3 Respondents' time frame in the informal sector

Table 4 Respondents time frame

Time frame	No. of respondents	Total percentage %
Less than 1 year	4	11.1%
1-5 years	10	27.8%0
6-10 years	15	41.7%
More than 10 years	7	19.4%
Totals	36	100%

Source: primary data, 2022

Table 5 above shows that largest number of respondents has 6- 10 years in the informal sector which resulted to 41.7% followed by those with 1-5 years with 27.8%, followed by those with more than years with 19.4% and finally those with less than one year in the informal sector has the lowest percentage of 11.1%.

4.3 Registration Distribution of respondents to mobile banking

4.3.1 Registration to mobile telecommunication service provider

Table 5 Registration to mobile money

	No. of respondents	Percentage %
Yes	36	100%
No	0	0

Source: Primary data, 2022

The results in table 6 above indicated that all respondents were registered on the mobile telecommunication service providers like Ecocash, Onemoney and Telecash. This showed that there was a 100% response rate of the respondents on issues to do with the registration of mobile money in the informal sector in Bindura. Also, this helped businesses in the informal sector to grow despite cash shortages during covid 19 pandemic.

4.3.2 Respondents Registration to local banks

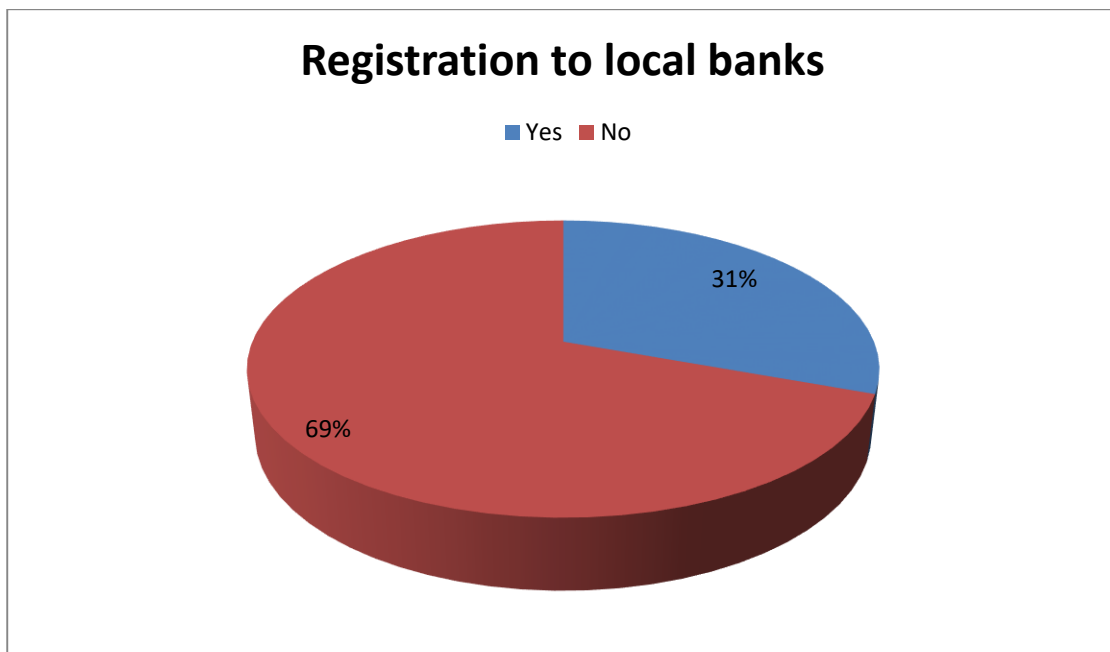


Figure 2 Registration to local banks

Source: primary data, 2022

The study revealed that the largest numbers of people did not have bank accounts as shown on figure 2 above as 25 respondents constituting to 69% were not registered and only 11 respondents constituting to 31% were the only ones registered. This showed that most of the respondents in the informal sector are not using bank accounts but only relying onto other alternatives such as Ecocash.

4.3.3 Acceptance to electronic payments.

Table 6 Acceptance to electronic payments

	No. of respondents	Percentage %
Yes	32	88.9%
No	4	11.1%
Total	36	100%

Source: Primary data, 2022

Results indicated on table 7 above revealed that most of the respondents were accepting electronic payments constituting to 88.9% and only a few of them

constituting to 11.1% were not accepting electronic payments. Respondents who were still refusing electronic payments revealed that there were several reasons why they did not accepted electronic payments. These reasons included transaction or service charges, network problems and forgetting pin numbers or passwords.

4.3.4 Effectiveness of mobile and internet banking in easing barriers to financial access during covid-19 pandemic.

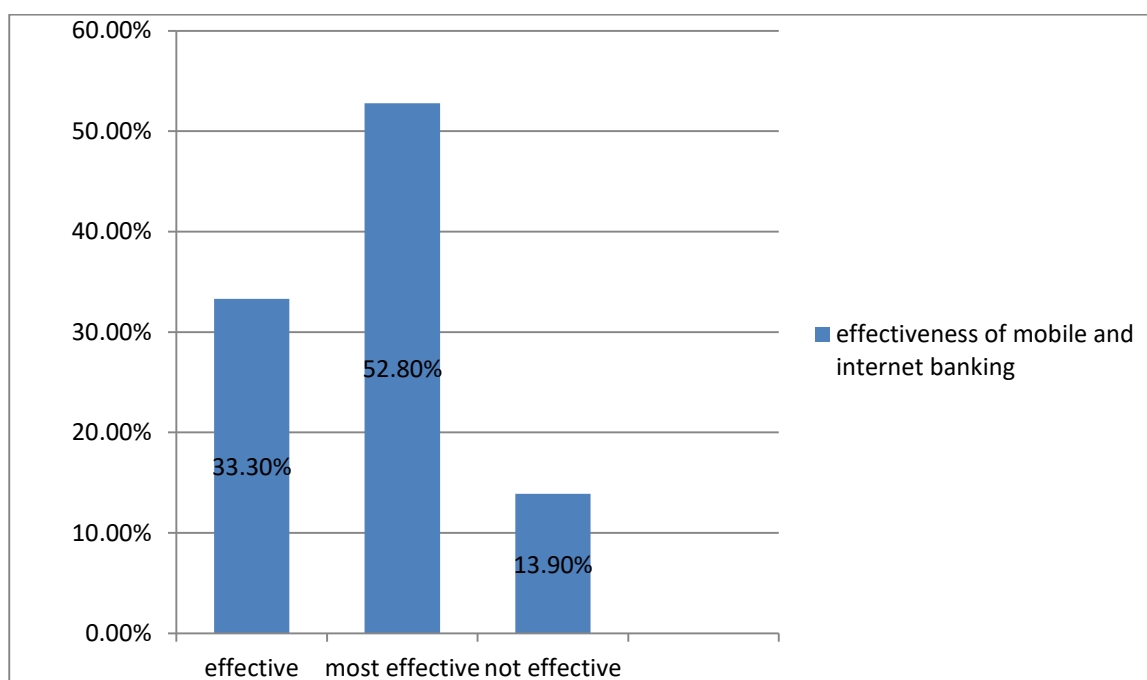


Figure 3 Effectiveness of mobile and internet in easing barriers to financial access

Source: primary data, 2022

Figure 3 above indicated that most of the respondents were in support that mobile and internet banking was most effective in easing barriers to financial access during covid-19 pandemic with 19 respondents constituting to 52.8%, followed by 12 respondents with 33.3% of those who responded that it was effective. Respondents who indicated the effectiveness of mobile banking revealed it was flexible especially during covid-19 lockdown measures. Also, they went on to reveal that they used to refuse mobile transfers before the outbreak of covid-19 pandemic, but during the pandemic there were cash shortages which affected their businesses badly. However, they tend to adopt to mobile banking as a remedy to cash shortages.

Only 13.9% of the respondents were of the view that mobile and internet banking was not effective in easing the barrier to financial access during covid-19 pandemic. One of the reasons was that Ecocash or Onemoney was not acceptable at some of the wholesale shops.

4.3.5 Opportunities brought by adopting mobile payments during covid-19 pandemic in the informal sector.

By a way of rating, respondents were asked to provide their ratings on the following statements on the opportunities of adopting electronic or mobile payment methods or system in their businesses in Bindura during this covid-19 pandemic?

Table 7 Opportunities brought by usage of mobile banking during covid-19 pandemic by the informal business sector in Bindura

Statements	Strongly agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly disagree (SD)	Response rate
Ease way of doing business	26 72.2%	10 27.8%	0 -	0 -	0 -	36 100%
Remedy of cash shortages	10 27.8%	20 55.5%	6 16.7%	0 -	0 -	36 100%
Receiving and sending of remittances	22 61.1%	14 38.9%	0 -	0 -	0 -	36 100%
Safe mode of saving money	16 44.4%	15 41.7%	3 8.3%	2 5.6%	0 -	36 100%

Source: primary data, 2022

From the table above, the study revealed that 72.2% of the respondents strongly agreed that ease way of doing business was one of the opportunities of using mobile banking in the informal sector. Another 27.8% of the respondents also agreed with

that statement. This showed that usage of mobile banking helped businesses to conduct their operations smoothly.

27.8% of the respondents strongly agreed that remedy of cash shortages was also another one of the opportunities of using mobile banking in the informal sector. Another 55.5% of the respondents also agreed with that statement followed by another 16.7% of respondents who were neutral. This revealed that some of the businesses in the informal sector were able to survive through the adoption of mobile banking despite the cash shortages during covid-19 pandemic.

61.1% of the respondents strongly agreed that receiving and sending of remittances from business associates, family and friends was also another one of the opportunities brought by the use of mobile and internet banking in the informal sector. Another 38.9% of the respondents also agreed with that statement. This helped respondents in finding another financial benefit in favour of their social lives.

44.4% of the respondents strongly agreed that safe mode of saving money was also another one of the opportunities of using mobile banking in the informal sector. Another 41.7% also agreed with that statement. 8.3% of the respondents were neutral and 5.6% of the respondents disagreed with the statement. Respondents revealed that, through mobile banking, they were now part of the formal system, those who did not have bank accounts yet they own mobile accounts like Ecocash. In addition, respondents acknowledged that the cost of opening bank account was expensive and this group of people did not have proper documents needed when opening bank accounts but now mobile banking made life easier for them.

4.3.6 Challenges brought by adopting mobile or electronic payments during covid-19 pandemic in the informal sector.

Respondents were asked to provide their views on the following statements on the challenges of adopting electronic or mobile payment methods or system in their businesses during this covid-19 pandemic?

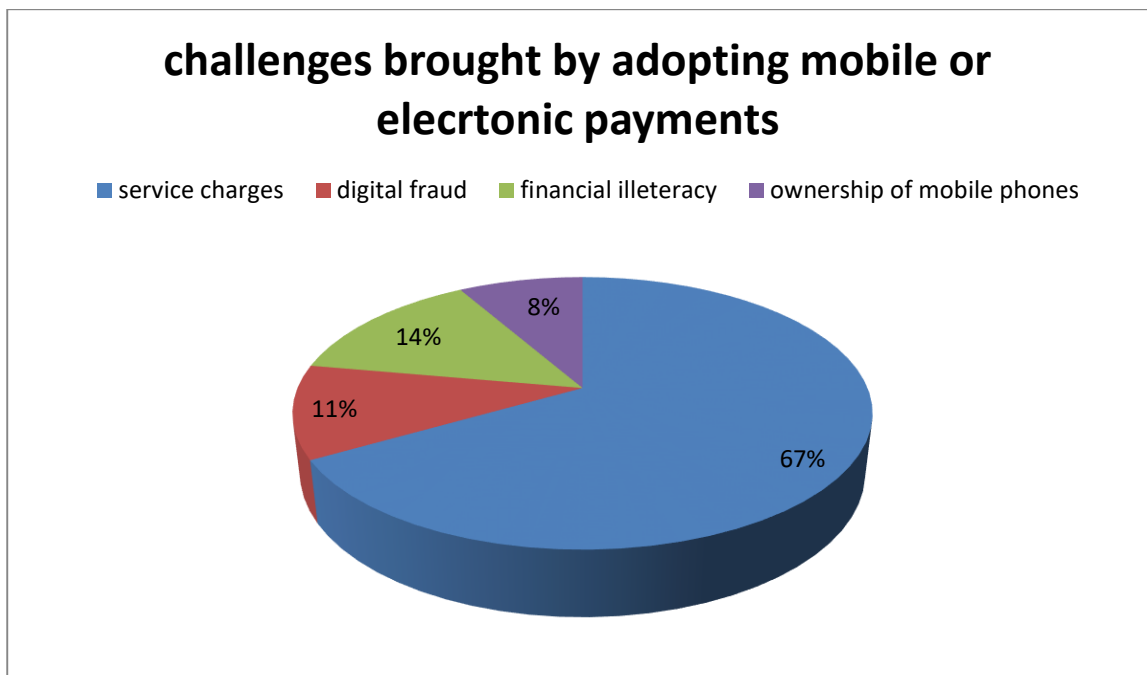


Figure 4 Challenges brought by adopting mobile payments during covid-19 pandemic in the informal sector in Bindura

Source: primary data, 2022

The study indicated that 67% of the respondents were of the view that service charges were one of the challenges which still exist when using electronic payments in the informal sector. This showed that largest numbers of respondents are being affected by transaction service charges of which they revealed that mobile money service providers like Ecocash, Onemoney and Telecash charge transaction fees ranging from 5% to 9% of the funds being transferred yet the majority of mobile money users in the informal sector were low income earners who would transfer small amounts of money. In addition, exchanging mobile money for cash is expensive. They revealed that there is an extra percentage charged by cash out outlets apart from the one being charged by Econet or Netone.

11% and 14% of the respondents were of the view that digital fraud and financial illiteracy respectively were some of the challenges they were facing by adopting to the usage of mobile payments. The researcher found out that most the people who are in the informal business sector had low levels of education, so most of the respondents had financial illiteracy.

8% of the respondents were of the view that ownership of mobile phones was one of the challenges. Those who did not have mobile cell phones were not using mobile banking. They further highlighted that Ecocash not being accepted at some of the wholesale shops is one of the challenges to adopt to mobile or electronic payments.

4.3.6 Respondents views on optimising the adoption of mobile banking.

The study revealed that most of the respondents were of the view that there should be ways to reduce transaction costs to overcome barriers associated with the cost of sending and receiving money or cash.

4 .4 Information obtained from interviews.

4.4.1 Mobile service registered to.

From the respondents who used mobile banking, interviews probed on their particular bank, mobile or telecommunication service provider. Those who were not banked substituted by using mobile banking money services like Telecash. The respondents showed that Ecocash had the greatest number of customers with 88.9% subscribers followed by Onemoney with 8.3% and Telecash with 2.8% respectively. Ecocash had greater proportion compared to other service providers because of its popularity, awareness campaigns and its advertisements techniques.

4.4.2 Adoption to mobile banking.

Respondents were asked whether they were adopting mobile and internet banking so as to determine the level of adopting mobile and internet banking in the informal business sector in Bindura. Results indicated that most females were using mobile and internet banking with 69.44% as compared to males with 30.56%, by this, one can deduce that most females were using mobile and internet banking at the same time as they were the ones who were dominating in the informal sector in Bindura as shown by the results of gender demographics. This meant that gender was one of the determinants of the level of adoption of mobile and internet banking. However, these results deviates from the ones obtained by Park, Snell & Chung (2011), who found out that men were considered to adopt technology than females due to the fact that men embrace technology as a symbol of status in Singapore.

4.4.3 Respondents reasons on why registering to mobile banking?

Results indicated that 100% of the respondents were pushed to register for mobile and internet banking because of the outbreak of Covid-19. The situation in the country led everyone left with no option than to register for mobile banking because there were series of lockdowns accompanied by cash shortages and businesses were affected. Some respondents also revealed that they were willing to accept the use of technology since most of their clients would prefer using electronic payments than cash. These results indicated that Technology Acceptance Model was effective during this research since the theory suggests that whenever users are presented with new technology or systems, they tend to consider many factors which will influence their decision on how they are going to use the technology (Worthington, 2008). As a result, the usage behaviour of customers in this case, mobile subscribers in using mobile banking as technology to access financial services in the informal business sector helped their businesses to survive during the pandemic.

4.4.4 Reasons for respondents' registration refusal before covid-19.

The researcher asked question on the reason why the informal business sectors used to refuse to register for mobile and internet banking services before covid-19 and the researcher found the following responses;

1. Ecocash was not acceptable in some of the wholesale outlets because in some wholesale shops where they get their products required cash only.
2. Transaction fees of sending and receiving money was and is still expensive.
3. Converting mobile money into cash was expensive since the cash in and cash outlets agents charged an extra fee when one wants cash.
4. Financial illiteracy was also a challenge. Some respondents indicated that they did not understand those percentages being charged when transacting.
5. Some did not own mobile phones.
6. System or transaction failure.

These findings were almost similar to the ones obtained by Mutua (2014), in his study on investigation on the factors affecting the adoption of mobile banking in Kenya.

4.4.5 Respondents views on contributions of adopting to mobile banking in easing financial access during covid-19 pandemic.

The researcher had to ask respondents if the use of mobile and internet banking was easing their financial access to their business during covid-19 pandemic since there were cash shortages and the responses were as follows:

1. Flexibility in doing business, one can make a sale at anytime and anywhere.
2. Respondents realised mobile banking as a way of saving money.
3. Mobile banking helped in minimising the spread of corona virus.
4. Using mobile banking saves transport costs.
5. Mobile banking was the most convenient during covid-19 because there were cash shortages, so by refusing mobile payments respondents revealed that it affected their businesses thereby adopting to mobile banking really helped them in easing barriers to financial access.

The researcher found out that these responses to be line with what Theory of Reasoned Action which explains that human beings are rational, before acting they evaluate what they have to lose and to win with the manifestation of their attitudes. So things such as ideas, personal goals, values, beliefs and attitudes influence their behaviour before they emit at work (Fishbein, 1998). As the uptake of mobile and internet banking was low in the informal sector, but due to the advent of covid-19 pandemic, the informal sector group of people which used to depend on cash transactions only had to reason whether to adopt mobile and internet banking or to continue with their usual method of business. Hence there was need for them to make a rational decision or choice of adopting into the use of mobile and internet banking as the theory explains.

4.4.6 Respondents views on opportunities, challenges brought by using mobile and internet banking during covid-19 pandemic.

Results from both interviews and questionnaires indicated same responses shown above on item 4.3.5 and 4.3.6.

4.4.7 Chapter summary

This chapter highlighted data presentation, analysis, and discussions based on findings obtained from the informal business group of people in Bindura. The study incorporated both qualitative and quantitative data. The results were presented in tabular form, visually, and using Microsoft Excel computer software. The following chapter (V) summarizes the research findings, conclusions and recommendations.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter aimed at summarising the findings of the whole research on the assessment of the contribution of mobile and internet banking on the financial access to the informal business sector in Bindura during Covid-19 pandemic. It also presented summary of the major findings, conclusions and recommendation of the study as well as areas of further study.

5.1 Summary of the major findings

The research study mainly looked at the contribution of mobile and internet banking on the financial access in the informal sector in Bindura, Zimbabwe during covid-19 pandemic. The study was guided by the following objectives, to assess how mobile and internet banking ease barriers to financial access to informal business sector during covid-19 pandemic, to determine the level of adoption of mobile and internet banking by the informal business sectors during covid-19 pandemic, to identify and assess the opportunities and challenges associated with mobile and internet banking to the informal business sectors during covid-19 and to determine the strategies that can be used to optimise the adoption of mobile and internet banking in the informal sector during covid-19 pandemic in Bindura.

It was discovered that mobile and internet banking helped in easing the barriers to financial access in the informal sector during covid-19 pandemic in Bindura since this group of people used to depend on cash only transactions. The measures to minimise the spread of covid-19 pandemic had a great negative impact to this group of people since people were encouraged to use mobile or online transaction to minimise the spread of the corona virus. The informal sector had to adopt mobile and internet banking so as to allow the ease flow and continuity of their businesses despite cash shortages during the pandemic era.

On determining the levels of adoption to mobile and internet banking, results indicated that most females were using mobile and internet banking with 69% as compared to males with 31%.

The researcher also found out that the opportunities and challenges associated with the use of mobile and internet banking to the informal business sectors during covid-19 pandemic. Results indicated that there were a number of opportunities which included mobile banking as a remedy of cash shortages, safe mode of saving money and mobile banking as an easy way of doing business. However, respondents highlighted challenges associated with mobile and internet banking which includes transaction service charges, financial illiteracy and some did not own mobile cellular phones.

5.2 Conclusions

From the study, the following conclusions can be made;

- It was established that mobile and internet banking eased barriers to financial access to the informal business sectors in Bindura during covid-19 pandemic. This was shown where respondents strongly agree with the statement that mobile and internet banking made an easy flow in doing business.
- Mobile and internet banking came as a remedy to cash shortages during covid-19 pandemic and it also helped informal business sectors to survive in doing their businesses.
- Mobile and internet banking helped in minimising the spread of corona virus.
- Mobile and internet banking is viewed as a safe mode of saving money.
- Most females were active in the informal business sector in Bindura.
- Transaction service charges were the major challenges of the low uptake and adoption of mobile and internet banking in the informal sector.

5.3 Recommendations

From the study, the following recommendations were made,

- Service providers such as Econet, Netone and Telecel should minimise their transaction service charges when customers are transacting. Furthermore, mobile money agents which were cash in and cash outlets should as well stop adding extra

percentage on top of the one charged by service providers when a customer wishes to collect cash.

- Those wholesale shops which do not accept electronic payments should as well accept mobile money payments.
- Awareness campaigns by the mobile money service providers to be held to the informal business sector group of people on the advantages of using mobile banking. This enhances the level of understanding of the mobile services thereby increase the uptake and adoption of the service.
- Furthermore, on the strategies that can be done to optimise the adoption of mobile and internet banking in the informal sectors during covid-19 pandemic in Bindura, were that most of the respondents were of the view that there should be ways to reduce transaction costs to overcome barriers associated with the cost of sending and receiving money or cash.

5.4 Areas of further study

This research recommends that further studies on the contribution of mobile and internet banking in easing barriers to financial access during covid-19 pandemic apart from the informal business sector should be done in other areas in Zimbabwe as a whole.

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Appendix I

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF INTELLIGENCE AND SECURITY STUDIES



QUESTIONNAIRE

Dear Respondents

I am a Bindura University of Science Education doing my final year on Bachelor of Commerce Honors Degree in Financial Intelligence. In partial fulfillment of the program, students are required to carry out a research on the topic of their choice. I am researching on the topic which reads AN ASSESSMENT OF THE CONTRIBUTION OF MOBILE AND INTERNET BANKING ON THE FINANCIAL ACCESS IN THE INFORMAL SECTOR IN BINDURA, ZIMBABWE DURING COVID 19 PANDEMIC. The objectives of this study are to: assess how mobile and internet banking ease barriers to financial access to informal business sector during covid 19 pandemic, identify and assess the opportunities and the challenges associated with mobile and internet banking to informal business sector during covid 19 pandemic.

Answers you provide are strictly for academic purposes and treated with confidentiality. For any queries do not hesitate to contact me on pdagamanyangadze3@gmail.com.

Yours faithfully

Appendix II

QUESTIONNAIRE FOR THE INFORMAL BUSINESS SECTOR.

INSTRUCTIONS

- Indicate by a way of a tick [] the relevant answers and provide information in the spaces where necessary.
- Please do not write your names on the questionnaire.

Section A- Demographic information

1. Gender

- a) Male []
- b) Female []
- c) Other []

2. Age

- a) 20-30 []
- b) 31-40 []
- c) 41-50 []
- d) 51 and above []

3. Level of education

- a) Degree level []
- b) Diploma level []
- c) Certificate level []
- d) Other (specify) []

4. How long have you been in informal sector?

a) Less than a year ☐

b) one to five years ☐

c) six to ten years ☐

d) More than ten years ☐

SECTION B

5. Are you registered with any mobile telecommunication service provider like Econet or Netone and Telecel for Ecocash or Onemoney and Telecash ?

a) Yes ☐

b) No ☐

6. Do you have any bank Account with any local bank?

a) Yes ☐

b) No ☐

7. Do you accept electronic payments?

a) Yes ☐

b) No ☐

Specify.....
.....
.....

8. How effective are electronic payments easing barriers to cash or financial access to the growth of your business during this covid 19 pandemic?

a) Effective ☐

b) most effective ☐

c) Not effective ☐

9. By a way of rating, respondents were asked to provide their ratings on the following statements on the opportunities of adopting electronic or mobile payment methods or system in your business during this covid 19 pandemic?

Statements	Strongly agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Response rate
Ease way of doing business						
Remedy of cash shortages						
Receiving and sending of remittances						
Safe mode of saving money						

10. What are the challenges of adopting electronic or mobile payment methods or system in your business during this covid-19 pandemic?

- a) Service charges ☐
- b) Digital fraud ☐
- c) Financial illiteracy ☐
- d) Ownership of mobile phones ☐

11. What do you think can be done to improve or optimize the adoption of mobile and internet banking during this covid-19 pandemic?

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.....
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.....
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Appendix III

INTERVIEW GUIDE

1. Which bank or telecommunication service are you registered with?
2. Are you adapting to mobile and internet banking during covid-19 pandemic?
3. What pushed you to register for mobile and internet banking?
4. Why were you being resistant to register for mobile and internet banking before the covid-19 pandemic?
5. Do you think it is helping you to ease the barriers to cash or financial access to your business during covid-19 pandemic?
6. Are there any opportunities brought to you by using mobile and internet banking during this pandemic?
7. What are the challenges you are facing in using mobile and internet banking during the Covid-19 pandemic?
8. What do you think are the strategies that can be taken to optimise or improve the adoption of mobile and internet banking in the informal factor during Covid-19?

THANK YOU FOR YOUR PARTICIPATION