UNDERSTANDING AND UTILIZING AUTOMATED TELLER
MACHINE (ATM) IN NIGERIA

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Abstract
This study is on understanding and utilization of ATM (automated teller machine) in Nigeria. The objectives of the study is to find out why customers do not like using ATM, to find out why there are long queues for ATM, to determine how secured ATM cards are to its users and to assess the benefits from utilizing ATM. A sample size of 350 was obtained from the population of 2800 at 5% error tolerant and 95% confidence interval using Yaro Yamani statistical formula. The instruments used for data collection are questionnaire and oral interview. The findings indicate that withdrawal limit per a day, exposure of withdrawal point, unable to remember once password and the fragile nature of the ATM card are some of the reasons why customers dislike the use of ATM card. Unstable network service for ATMs, denomination dispense by the ATM, withdrawal below 40,000 naira and steady cash in an ATM are the reasons for long queue for ATM, ATM cards are extremely secured to its users, and 24 hours withdrawal, lead time, personal access to individual and cash access from different banks are some of the benefits that can be derived from utilizing ATM. The study recommends that proper education on the use of ATM should be given to the ATM card users and banks should ensure security of every ATM card.

Automated Teller Machine (ATM) is a computerized machine that permits bank customers to gain access to their accounts with a magnetically encoded plastic card that contains card number and some security information such as an expiration date and also customer provides or enters a Personal identification Number (PIN) or code number in the ATM. It enables customers to perform several banking operation in bank premises and public places without the help of bank teller Wilson (2007) defined
ATM as an electronic device that when activated, by a cardholder through the use of a magnetic stripe on a plastic card, is capable of automatically dispensing legal currency.

The basic concept is that an ATM allows an authorized cardholder to conduct banking transaction without visiting a branch. They are well known for its convenience to the customers, cost-effectiveness to the bank and most importantly it is an extremely secure banking method. ATMs were introduced to the world in 1983. These modern marvels of technology were well received by consumers because they made it possible for them to access money from their credit cards or debit cards 24 hours per day with a quick and simple system. ATMs also made it possible for consumers to travel in a safer manner because they no longer had to carry large amounts of cash with them. Instead, they could access money anywhere in the world with the help of the ATM cards.

There are two primary types of automated teller machines, or ATMs. The basic units allow the customer to only withdraw cash and receive a report of the account's balance. The more complex machines will accept deposits, facilitate credit card payments and report account information. Globally, Automatic Teller Machines (ATMs) have been adopted and are still being adopted by banks. They offer considerable benefits to both banks and their depositors. The machines can enable depositors to withdraw cash at more convenient times and places than during banking hours at branches. These potential benefits are multiplied when banks share their ATMs, allowing other banks to access their accounts through a bank’s ATM (McAndrews, 2003). In Nigeria the development of ATM by banks and its use by bank customers is just gaining ground and has burgeoned in recent times. This has happened especially after the recent consolidation of banks, which has in all probability, made it possible for more banks to afford to deploy ATMs or at least become part of shared network (Fasan, 2007). The increased deployment of ATMs in the banking sector has made the issue of technology important.

Presently the use of ATM cards has been widely promoted. Banks no longer appear to want personal contact with their customers. Some banks have resorted to penalizing the customer as it were, for not possessing an ATM card, by debiting the account of such a customer for withdrawing below a certain amount across the counter. Agboola (2006) reported that although only one bank had an ATM in 1998, by 2004, fourteen of them had acquired the technology. Agboola (2006) discovered that the adoption of ICT in banks has produced largely positive outcomes such as improved customer services, more accurate etc. Also, the banks’ image is improved creating a more competent market. Work has also been made easier, and more interesting, the competitive edge of banks, relationship with customers, and the solution of basic operational and planning problems has been improved. Fanawopo (2006) stated that Nigeria’s debit card transaction rose by 93 percent between January 2005 and March.
2006 over previous years owing to aggressive roll out initiatives by Nigerian banks, powered by inters witch network.

In order to encourage customers to embrace the technology and overcome their fears of putting their checks into a machine’s slot rather than a teller’s hand, banks originally did not charge customers any fees for using ATMs. In time, some banks started charging customers for not using ATMs, through so-called “human teller fees” - a charge for each time a customer uses a teller for a service that could be performed by an ATM. Banks that embraced the ATM profited handsomely, often growing far faster. At first, a bank’s ATM could only be used by customers who already had current or savings accounts with that bank, through the bank’s proprietary ATM network.

Statement of Problem
Automated teller machine allows an authorized cardholder to conduct banking transaction within the banking hall and public places without the help of bank teller. But in Nigeria today the reverse is the case. People spend many hours in queue before being attended to. This act has discouraged so many Nigerians from visiting the bank premises thereby keeping their cash at home to avoid stress and unnecessary delay. In the cost of keeping their cash at home, many Nigerians lose their money to thieves, rats at home and even misplace such money of which this attitude can easily lead to slow economic growth of the nation.

Objectives of the Study
The specific objectives are
1. To find out why customers do not like using ATM
2. To find out why there are long queues at ATM
3. To determine how secured ATM card is to its users
4. To assess the benefits from utilizing ATM

Research Questions
1) Why do customers dislike the use of ATM card?
2) Why are there long queue for ATM?
3) How secured is ATM card to its users?
4) What benefits can be derived from utilizing ATM?

Research Hypotheses
HI: Withdrawal limit per a day, exposure of withdrawal point, unable to remember ones password and the fragile nature of the ATM card are the reasons why customers dislike the use of ATM card.
HI: unstable network service, denomination dispense by the ATM, withdrawal below 40,000 naira, and steady cash in an ATM is the reason why there are long queue for ATM

HI: ATM cards are extremely secured to its users
HI: 24 hours withdrawal, lead time, personal access to individual account and cash access from different banks are the benefits derived from utilizing ATM

Literature Review
Uses of ATM

The use of ATM has become extremely popular among customers as convenient mode of transactions. The technological innovation has transformed the banking business. Banks are aggressively adopting this mode. The advantages of using ATM have given new impetus in dimensions of service quality and banks are offering new choices to customers. Cabas (2001) noted investment opportunities, reduction in costs, satisfaction of customers and competitiveness as motives to install and add new ATM to the existing network. Moutinho (1992) established that ATM facility resulted in speed of transactions and saved time for customers.

Lovelock (2000) identified secure and convenient location, adequate number of ATM, user-friendly system, and functionality of ATM. Davies, F., Moutinho, L., & Curry, B. (1996) examined the factors that influence customers’ satisfaction about ATM service quality. These factors include costs involved in the use of ATM, and efficient functioning of ATM. Joseph and Stone (2003) examined the United States customers’ perception of ATM quality and found that user-friendly, convenient locations, secure positions, and the numbers of ATM provided by the banks are essential dimensions of ATM service quality. In a case study of Botswana and Mobarek (2007) established speed of operation, and waiting time as the important predictors of ATM service quality.

Researchers have divergent views about the use and effectiveness of ATMs. Stemper (1990) stressed the positive dimension of ATMs based on freedom of transaction. Effective service delivery in ATM system guarantees quality excellence and superior performance and provide autonomy to the customers (Lovelock, 2000).

Yavas T., Parasuraman, A., Zeithaml, V., & Berry, L.(2004) argued that customers’ focused ATM delivery system that fulfills their needs and maximize operational performance are essential dimensions for bank to achieve and sustain competitive advantage.
Dilijonas, D., Krikščunien, D., Sakalauskas, V. & Simutis, R. (2009) examined the essential aspects of ATM service quality in Baltic States. They identified essential resources (adequate number of ATMs, convenient and secure location and user-friendly system); important dimensions of operation of ATM (maximum speed, minimum errors, high uptime, cash backup); and value-based aspects (quality service at reasonable cost, and maximum offering to cover maximum needs of customers) as vital facets. Based on the prior studies, Al-Hawari, M., & Ward, T. (2006) compiled a list of five major items about ATM service quality that include convenient and secured locations, functions of ATM, adequate number of machines and user-friendliness of the systems and procedures. An empirical study found that these items constitute important aspects of ATM service quality.

Islam, R., Kumar, S., & Biswas, P. K. (2007) examined the satisfaction level of ATM card holders of a leading bank (HBSC) in Bangladesh. The study found significant relationship of ATM service quality with customers’ satisfaction. The study identified that location, personnel response, quality of currency notes, promptness of card delivery and performance of ATM were positively and significantly related to customer’s satisfaction. The security, frequent breakdown of machine, and insufficient number of ATM were major contributors of customers’ dissatisfaction. In another study in Bangladesh, Shamsuddoha, M., Chowdhury, M.T., & Ahsan, A.B.M.J. (2005) found that 24 hours service, accuracy, and convenient locations were the main predictors of customer satisfaction.

Lebanc (1990), in a study of ATM users in Canada, established that major reasons for using ATM were accessibility, freedom to do banking at all times, and to avoid waiting lines. The study also found the users’ apprehension about the risk associated with its use and complexity of the machine in executing the transaction.

**Advantages of Automated Teller Machine (ATM)**

ATM as people say is a machine that dispenses money which aid easy transaction of banking business. ATM also provides some advantages to its users and the banking industry in the following ways

1. It is faster to customers: Customers prefer withdrawing through ATM because it does not wasted time and fast in dispensing money
2. It saves time: The time which could have been waste in queuing in the bank is eliminated hence encouraging utilization of time for more important things.
3. It reduces queue among customers in the banking premises.
4. It brings more earnings of bank charges customers’ withdrawal aid that of a foreign customer because of bank branching.
5. It increases bank shares in the market
Utilization of ATM in Nigeria

Globally, Automatic Teller Machines (ATMs) have been adopted and are still being adopted by banks. They offer considerable benefits to both banks and their depositors. The machines can enable depositors to withdraw cash at more convenient times and places than during banking hours at branches. These potential benefits are multiplied when banks share their ATMs, allowing of other banks to access their accounts through a bank’s ATM (McAndrews, 2003).

In Nigeria, Automatic Teller Machine technology is becoming more common than it ever was. ATMs appear to be mainly provided by banks in Nigeria (Fasan, 2007). Yet, their widespread adoption by customers of banks is not clear, as it appears that peoples’ perception of the technology is diverse, which in turn affects their decision to actually use ATMs or not. ATMs are set up to provide 24 hour services to bank customers, who cannot expect to be able to transact with banks in the same period of time (Ugwu, 2008). Nevertheless, it is observed that banks still have many customers transacting with teller within their door, and queues are still of the past inside banks. The patronage of ATMs is also not well defined, and even epileptic at best, as sometime long queues were observed outside ATMs, while at other times, there are few or no customers. It is consequently, important to discover this is so, because as a technology, ATMs are supposed to make life easier and more efficient for the customers of banks. Concerning banks, ATMs ought to assist in improving a banks’ turnover (Bairz-Lazo & Barrie, 2005).

According to Elumah Michael whom has been in charge of ATM in one of the UBA branches in Delta states. Stated that the reason why most banking halls is crowded arises as a result of non-understanding of ATM personal data, PIN and card serial number.

Challenges on the Operation of ATM in Nigeria

A lot of challenges are facing effective and efficient operation of ATM in the banking industry, such challenges are:

1. Fraud: According to Horby (1975) fraud defined as an action or an instance of deceiving somebody in order to make money or obtain goods illegally. It can also be view as cheating, embezzlement of someone’s money or property. Individuals can learn how to defraud the ATM from Internet. When an individual use fraudulent means to obtain benefit, it challenges effective operation of ATM.

2. Electricity problem In Nigeria today, the issue of Power Holding Company of Nigeria (PHCN), withdrawing their light often become a culture in that individuals are not even complaining.
3. Issue of security of ATM in the banking industry: The provision of security to all the ATM that are mounted within and outside the banking premises are means to ensure the safety of the customer money withdraw and ATM itself.

4. The cost of maintaining ATM by banks in other to cope with competition in the banking industry. To this effect, not event bank or its branch can maintain ATM with heavy cost (financial) commitment involved.

Methodology

The study was carried out primarily through the survey method and interview of employees in five commercial banks in Nigeria. Secondary data were obtained through books, journals and internet. A sample size of 350 was obtained from the population of 2800 at 5% error tolerant and 95% confidence interval using Taro Yamami statistical formula. 339(96.86%) of the questionnaire distributed were returned while 11(3.16%) of the questionnaire distributed were not returned.

The questionnaire was design in likert scale format. The researcher conducted a pre-test on the questionnaire to ensure the validity of the instrument. Data collected were presented in frequency tables.

**Question 1: Why do Customers Dislike the Use of ATM Card?**

<table>
<thead>
<tr>
<th>S/N</th>
<th>Agree</th>
<th>Disagree</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Withdrawal limit per a day.</td>
<td>324</td>
<td>15</td>
</tr>
<tr>
<td>(2)</td>
<td>Exposure of withdrawal point</td>
<td>314</td>
<td>25</td>
</tr>
<tr>
<td>(3)</td>
<td>Inability to remember one’s password</td>
<td>180</td>
<td>159</td>
</tr>
<tr>
<td>(4)</td>
<td>Fragile nature of the ATM card</td>
<td>96</td>
<td>145</td>
</tr>
<tr>
<td>Total</td>
<td>339</td>
<td>228(67.3%)</td>
<td>111(32.7%)</td>
</tr>
</tbody>
</table>

**Source: field survey 2013**

The table above shows that out of 339 copies of questionnaire distributed, 228(67.3%) agree and 111(32.7%) disagree. This implies that withdrawal limit per a day, exposure of withdrawal point, unable to remember one’s password and fragile nature of the ATM card are some of the reasons why customers dislike the use of ATM card.
Hi: 1 Withdrawal limit per day, Exposure of withdrawal point, unable to remember ones pass word and the fragile nature of the ATM card are the reasons why customers dislike the use of ATM card

Chi-Square Tests Computed From the Frequency Cross Tabulation

<table>
<thead>
<tr>
<th></th>
<th>Value</th>
<th>df</th>
<th>Asymp. Sig. (2-sided)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Chi-Square</td>
<td>355.574(a)</td>
<td>6</td>
<td>.000</td>
</tr>
<tr>
<td>Likelihood Ratio</td>
<td>399.899</td>
<td>6</td>
<td>.000</td>
</tr>
<tr>
<td>Linear-by-Linear Association</td>
<td>167.828</td>
<td>1</td>
<td>.000</td>
</tr>
<tr>
<td>N of Valid Cases</td>
<td>1356</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: SPSS Version 15.00.

Table (2) is the output of the computed Chi-Square values from the cross tabulation statistics of observed and expected frequencies with the response options of agree to disagree based on the responses of the research subjects from the tellers and customers of the banks. Pearson. Chi-Square computed value ($X^2_c = 355.574$) is greater than the Chi –Square tabulated value ($X^2_t =12.59$) with 6 degrees of freedom (df) at 0.05 level of alpha ($X^2_c=355.574,p<.05$)

Decision Rule

The decision rule is not reject alternate hypothesis if the computed Chi- Square value is greater than tabulated Chi-Square value otherwise reject the alternate hypothesis.

Decision

Since the Pearson Chi- Square computed $X^2_c = 355.574$ is greater than Chi-Square table value $X^2_t =12.59$, the null hypothesis is rejected and alternate hypothesis is not to rejected. Thus, we conclude that Withdrawal limit per day, Exposure of withdrawal point, unable to remember ones pass word and the fragile nature of the ATM card are the reasons why customers dislike the use of ATM card.
Question 2: Why is there Long Queue for ATM?

<table>
<thead>
<tr>
<th>S/N</th>
<th>Agree</th>
<th>Disagree</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Unstable network service</td>
<td>321</td>
<td>18</td>
</tr>
<tr>
<td>(2)</td>
<td>Denomination dispense by the ATM</td>
<td>169</td>
<td>170</td>
</tr>
<tr>
<td>(3)</td>
<td>Withdrawal below 40,000 naira.</td>
<td>39</td>
<td>300</td>
</tr>
<tr>
<td>(4)</td>
<td>Steady cash in an ATM</td>
<td>229</td>
<td>40</td>
</tr>
<tr>
<td>Total</td>
<td>339</td>
<td>207(61.10%)</td>
<td>132(38.90%)</td>
</tr>
</tbody>
</table>

Source: field survey 2013

The table above shows that out of 339 copies of questionnaire distributed, 207(61.1%) agree and 132(38.9%) disagree. This implies that unstable network service, denominations dispense by the ATM, withdrawal below 40,000 naira and steady cash in an ATM are the reasons for long queue for ATM.

**Hi2**: unstable network service, denomination dispenses by the ATM, withdrawal below 40000 naira and steady cash in on ATM are the reasons why there are long queen for ATM.

**Chi-Square Tests Computed From the Frequency Cross Tabulation**

<table>
<thead>
<tr>
<th>Value</th>
<th>df</th>
<th>Asymp. Sig. (2-sided)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Chi-Square</td>
<td>283.463(a)</td>
<td>6</td>
</tr>
<tr>
<td>Likelihood Ratio</td>
<td>390.544</td>
<td>6</td>
</tr>
<tr>
<td>Linear-by-Linear Association</td>
<td>194.930</td>
<td>1</td>
</tr>
<tr>
<td>N of Valid Cases</td>
<td>1356</td>
<td></td>
</tr>
</tbody>
</table>

Source: SPSS Version 15.00.

Table (4) is the output of the computed Chi-Square values from the cross tabulation statistics of observed and expected frequencies with the response options of agree to disagree based on the responses of the research subjects from the tellers and customers of the banks. Pearson. Chi-Square computed value ($X^2_c=283.463$) is greater than the Chi –Square tabulated value ($X^2_t=12.59$) with 6 degrees of freedom (df) at 0.05 level of alpha ($X^2_c=283.463,p,< .05$)
**Decision Rule**

The decision rule is to accept the alternate hypothesis if the computed Chi-Square value is greater than tabulated Chi-Square value otherwise reject the alternate hypothesis.

**Decision**

Since the Pearson Chi-Square computed $X^2_c = 283.463$ is greater than Chi-Square table value $X^2_t = 12.59$, the null hypothesis is rejected and alternate hypothesis is accepted. Thus, we conclude that: Unstable network service, denomination dispense by the ATM, withdrawal below 40,000 naira and steady cash in an ATM are the reasons why there are long queue for ATM.

**Question 3: How Secured is ATM Card to its Users?**

<table>
<thead>
<tr>
<th>S/N</th>
<th>Agree</th>
<th>Disagree</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Extremely secured</td>
<td>326</td>
<td>13</td>
</tr>
<tr>
<td>(2)</td>
<td>Not extremely secured</td>
<td>70</td>
<td>269</td>
</tr>
<tr>
<td>Total</td>
<td>339</td>
<td>198(58.40%)</td>
<td>141(41.60%)</td>
</tr>
</tbody>
</table>

Sours: Field Survey 2013

The table above shows that out of 339 copies of questionnaire distributed, 198(58.4%) agree and 141(41.6%) disagree. This implies that there is no extremely security when ATM cards to its users.

**Chi-Square Tests Computed from the Frequency Cross Tabulation**

<table>
<thead>
<tr>
<th></th>
<th>Value</th>
<th>df</th>
<th>Asymp. Sig. (2-sided)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Chi-Square</td>
<td>469.704(a)</td>
<td>6</td>
<td>.000</td>
</tr>
<tr>
<td>Likelihood Ratio</td>
<td>594.380</td>
<td>6</td>
<td>.000</td>
</tr>
<tr>
<td>Linear-by-Linear</td>
<td>263.693</td>
<td>1</td>
<td>.000</td>
</tr>
<tr>
<td>Association</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N of Valid Cases</td>
<td>678</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Source:** SPSS Version 15.00.
Table 6 is the output of the computed Chi-Square values from the cross tabulation statistics of observed and expected frequencies with the response options of agree to disagree based on the responses of the research subjects from the tellers and customers of the banks. Pearson. Chi-Square computed value ($X^2_\text{c} = 469.704$) is greater than the Chi –Square tabulated value ($X^2_\text{t} = 12.59$) with 6 degrees of freedom (df) at 0.05 level of alpha ($X^2_\text{c} = 469.704, p < .05$)

Decision Rule

The decision rule is to accept the alternate hypothesis if the computed Chi-Square value is greater than tabulated Chi-Square value otherwise reject the alternate hypothesis.

Decision

Since the Pearson Chi- Square computed $X^2_\text{c}= 469.704$ is greater than Chi-Square table value $X^2_\text{t} = 12.59$, the null hypothesis is rejected and alternate hypothesis is accepted. Thus, we conclude that: ATM cards are extremely secured to its users.

Question 4: What Are the Benefits that can be derived From Utilizing ATM?

<table>
<thead>
<tr>
<th>S/N</th>
<th>Agree</th>
<th>Disagree</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>24 hours withdrawal</td>
<td>280</td>
<td>59</td>
</tr>
<tr>
<td>(2)</td>
<td>Lead time</td>
<td>208</td>
<td>131</td>
</tr>
<tr>
<td>(3)</td>
<td>Personal access to individual account</td>
<td>250</td>
<td>89</td>
</tr>
<tr>
<td>(4)</td>
<td>Cash access from different banks</td>
<td>210</td>
<td>129</td>
</tr>
<tr>
<td>Total</td>
<td>339</td>
<td>237 (69.99%)</td>
<td>102 (30.01%)</td>
</tr>
</tbody>
</table>

From survey 2013

The table above shows that out of 339 copies of questionnaire distributed, 237 (69.9%) agree and 102 (30.1%) disagree. This implies that 24 hours withdrawal, lead time, personal access to individual and cash access from different banks are some of the benefits that can be derived from utilizing ATM.

H_i: 24 hours withdrawal, lead-time, personal accesses from different banks are the benefits that can be derived from utilizing ATM
### Chi-Square Tests Computed From the Frequency Cross Tabulation

<table>
<thead>
<tr>
<th></th>
<th>Value</th>
<th>df</th>
<th>Asymp. Sig. (2-sided)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Chi-Square</td>
<td>290.204(a)</td>
<td>6</td>
<td>.000</td>
</tr>
<tr>
<td>Likelihood Ratio</td>
<td>398.349</td>
<td>6</td>
<td>.000</td>
</tr>
<tr>
<td>Linear-by-Linear</td>
<td>209.092</td>
<td>1</td>
<td>.000</td>
</tr>
<tr>
<td>Association</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N of Valid Cases</td>
<td>1356</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Source:** SPSS Version 15.00.

Table 8 is the output of the computed Chi-Square values from the cross tabulation statistics of observed and expected frequencies with the response options of agree to disagree based on the responses of the research subjects from the tellers and customers of the banks. Pearson Chi-Square computed value \(X^2_c = 290.204\) is greater than the Chi-Square tabulated value \(X^2_t = 12.59\) with 6 degrees of freedom (df) at 0.05 level of alpha \(X^2_c = 469.704, p<.05\)

**Decision Rule**

The decision rule is to accept the alternate hypothesis if the computed Chi-Square value is greater than tabulated Chi-Square value otherwise reject the alternate hypothesis.

**Decision**

Since the Pearson Chi-Square computed \(X^2_c = 290.204\) is greater than Chi-Square table value \(X^2_t = 12.59\), the null hypothesis is rejected and alternate hypothesis is accepted. Thus, we conclude that: 24 hours withdrawal, lead time, personal access to individual account and cash access from different banks are the benefits derived from utilizing ATM

**Finding**

The findings of the study include the following:

1. Withdrawal limit per a day, exposure of withdrawal point, unable to remember once password and the fragile nature of the ATM card are some of the reasons why customers dislike the use of ATM card.
2. Unstable network services for ATMs, denomination dispense by the ATM, withdrawal below 40,000 naira and steady cash in an ATM are the reasons for long queue for ATM.
3. ATM cards are extremely secured to its users
(4) 24 hours withdrawal, lead time, personal access to individual and cash access from different banks are some of the benefits that can be derived from utilizing ATM.

Conclusion

Automatic Teller Machines (ATMs) have been adopted and are still being adopted by banks. They offer considerable benefits to both banks and their depositors. The machines can enable depositors to withdraw cash at more convenient times and places than during banking hours at branches.

Recommendation

The study recommends that proper education on the use of ATM should be giving to the ATM card users and banks should ensure security to every ATM card users.

References


