

## **EFFECT OF INFORMATION AND COMMUNICATION TECHNOLOGY ON ORGANIZATION PERFORMANCE IN THE BANKING SECTOR**

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### **ABSTRACT**

This study is aimed at examining The Effect of Information and Communication Technology on Organization Performance in Banking Industry. Implying that the introduction of Information and Communication Technology in banking services has a positive effect in the development and growth of the organization. Also, to indicate that customers are their asset and the best possible way to satisfy them is to give them the best services. Based on the result, it was observed that information and communication technology leads to efficient and effective performance of banks and information and communication technology leads to competitive advantage over others and thus increases banks profitability.

**KEYWORDS:** Smart Cards, Telephone Banking, Internet Banking, Electronic Funds Transfer, ATM, Banking, Networked Organization