**RESEARCH QUESTIONNAIRE**

Dear Respondent,

This questionnaire is designed to collect data for an academic study on the *impact of information technology on banking operations* in GTBank, Mubi Branch. Your responses will be treated with confidentiality and used for academic purposes only. Kindly respond honestly and to the best of your knowledge.

**SECTION A: Demographic Information**

*(For both Staff and Customers)*  
Please tick (✓) where appropriate.

1. **Gender**: ☐ Male ☐ Female
2. **Age**: ☐ Under 20 ☐ 20–29 ☐ 30–39 ☐ 40–49 ☐ 50 and above
3. **Educational Qualification**: ☐ SSCE ☐ ND/NCE ☐ HND/B.Sc ☐ M.Sc/PhD  
   ☐ Others (Please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_
4. **Relationship with GTBank**: ☐ Customer ☐ Staff
5. **Duration with GTBank** (as a customer or staff): ☐ Less than 1 year ☐ 1–3 years  
   ☐ 4–6 years ☐ Above 6 years

**SECTION B: Staff Perception of IT Tools and Operations *(For Bank Staff Only)***

Please indicate the extent to which you agree with the following statements using the scale below: **5 = Strongly Agree, 4 = Agree, 3 = Undecided, 2 = Disagree, 1 = Strongly Disagree**

| **S/N** | **Statement** | **5** | **4** | **3** | **2** | **1** |
| --- | --- | --- | --- | --- | --- | --- |
| B1 | GTBank Mubi branch uses modern IT tools such as Finacle, ATM, POS, etc. | ☐ | ☐ | ☐ | ☐ | ☐ |
| B2 | IT integration has improved banking operations and staff productivity. | ☐ | ☐ | ☐ | ☐ | ☐ |
| B3 | The bank provides regular training on new IT systems and tools. | ☐ | ☐ | ☐ | ☐ | ☐ |
| B4 | Internet banking and mobile apps have reduced in-bank customer traffic. | ☐ | ☐ | ☐ | ☐ | ☐ |
| B5 | IT systems in use are secure and reliable. | ☐ | ☐ | ☐ | ☐ | ☐ |
| B6 | IT usage has reduced operational costs and human errors. | ☐ | ☐ | ☐ | ☐ | ☐ |
| B7 | System downtime occasionally disrupts operations. | ☐ | ☐ | ☐ | ☐ | ☐ |

**Open-ended Question (for staff):**

* What challenges do you face in using IT tools in your daily banking operations?

**SECTION C: Customer Experience and Satisfaction *(For Customers Only)***

Please indicate the extent to which you agree with the following statements using the scale below: **5 = Strongly Agree, 4 = Agree, 3 = Undecided, 2 = Disagree, 1 = Strongly Disagree**

| **S/N** | **Statement** | **5** | **4** | **3** | **2** | **1** |
| --- | --- | --- | --- | --- | --- | --- |
| C1 | I frequently use GTBank’s digital services (ATM, mobile app, internet banking). | ☐ | ☐ | ☐ | ☐ | ☐ |
| C2 | GTBank’s IT-enabled services are user-friendly and accessible. | ☐ | ☐ | ☐ | ☐ | ☐ |
| C3 | Digital banking services have improved my satisfaction with GTBank. | ☐ | ☐ | ☐ | ☐ | ☐ |
| C4 | Transactions via mobile/internet banking are processed quickly and efficiently. | ☐ | ☐ | ☐ | ☐ | ☐ |
| C5 | I feel secure using GTBank’s digital platforms. | ☐ | ☐ | ☐ | ☐ | ☐ |
| C6 | I receive timely alerts and updates about my account. | ☐ | ☐ | ☐ | ☐ | ☐ |
| C7 | There is room for improvement in the digital services of the bank. | ☐ | ☐ | ☐ | ☐ | ☐ |

**Open-ended Question (for customers):**

* What suggestions would you offer to improve GTBank’s IT-enabled services?

**Thank you for your participation.**