# CHAPTER ONE

**INTRODUCTION**

## Background of the study

Banking operations is an integral part of any thriving society, because it suggests a booming economy and society, and a society cannot exist properly without a legal tender (money), which is the main function of any bank, to store, give and circulate money from the society to the society. However, we can deduce the fact that not all methods and process of performing banking operations is effective.

The world is ever evolving, experiencing a sudden change from doing things manually to getting things done digitally with modern devices and technologies such as Artificial intelligence, data science, neural networks, IOT, web technologies, programming languages etc. Awotokun, K. (2004). In Nigeria, generally, the technologies we find in developed countries is not yet fully embraced and some banking operations are still done manually, thus in a way, making banking operations a bit tedious.

Most people in Nigeria, even with the advancement of technology, still rely manually when it comes to carrying out banking operations, we are referring to sending complains and suggestions and receiving feedback from the bank management, requesting for money, transferring funds, receiving notifications etc. The use of modern techniques should be employed for the purposes of banking operations amongst users within banks at local and international level.

The term ‘Simulation of a Banking Application’ is not a new concept, some users already make use of banking applications and also online paying platforms. Simulation means different things in different sphere of learning, but defining the word ‘Simulation’ according to IEEE, ***it is the process of designing a model of a real system and conducting experiments with this model for the purpose either of understanding the behavior of the system or of evaluating various strategies (within the limits imposed by a criterion or set of criteria) for the operation of the system***, Shannon (1975). In this case, what we will be doing is understanding the behavior of a banking application.

Technology is changing everything we know, replacing old systems with new methods that will make a work to be done seamlessly. Therefore, users should hinge on how technology has made banking operations to be done effectively, saving time and making the banking process easy.

## Statement of the problem

It has been observed that the manual system in banking operations are not just outdated but ineffective. Here are some of the problems inherent in it;

1. Expensive and Time consuming
2. Too much paper work and errors during data entry
3. Loss of registration forms
4. Long queues and late responses from customer care
5. Crowded environment
6. Security issues
7. Customer has to be present at the bank to carry out any banking operation

## Aims and objectives

This research work aims to achieve the following:

1. Customers whether present or not will be able to carry out banking operation anywhere, anytime, since its online.
2. Easily send and request for money
3. Build a system where customer can send and receive feedback from management
4. To improve on the drawbacks experienced in the manual system
5. To encourage and establish the use of modern technologies in Nigeria

## Scope of the study

This research work proposes a banking application which will be used for performing financial operations between a user and his bank in First City Monument Bank. The banking app will be mainly used to transfer money, request for money and view transactions, send complains and receive notifications.

## Significance of the study

The banking app makes it easy for users to comfortably and efficiently carry out their operations without interfacing with customer agents anytime, anywhere and with any device. It also ensures a 24/7 access to all banking activities. One of the important significance, is that, the system is not location bound, any user who has an account with the bank can register and use the app.

## Research methodology

The method used in carrying out this research work was analytical; analytical, because the old manual communication system was analyzed and also juxtaposed with some existing Banking Application. During this processes, the correlations and the exceptions were drafted out and used as a knowledge based in the design of the new system. Also some field data was taken for my requirement engineering.

## Definition of terms

1. **Simulation:**
2. **Banking:**
3. **Web Application:**
4. **Database:**
5. **Funds:**

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