Cashless Policy and the Performance of Micro, Small and Medium Scale Enterprises in Kogi State, Nigeria

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Abstract
The main objective of the study is to examine the effect of cashless policy of the Federal government on the performance of MSMEs in Kogi State. The research used a descriptive survey approach. Descriptive statistics, Pearson correlation, and multiple regression analysis were used as statistical analysis techniques. At a significance threshold of 0.05, all tests were run. Major findings are that internet/online banking services, automated teller machine services and mobile banking services have positive and significant effects on the performance of MSMEs in Kogi State. The study concludes that technological innovations have brought about unprecedented achievement in the banking industry, which has led to enhanced performance in the MSMEs sector. However, only those with the capacity to access the services will benefit more. It was recommended among others that there should be awareness creation and sensitization about the usefulness of cashless channels so that businesses and the general public can avail themselves of the opportunities.

Keywords: Cashless policy, MSMEs, Performance.

Introduction

Globally, the rate of rapid progress has been so dynamic that it affects every part of human endeavor (Latifat & Alhassan, 2015). Information and communication technologies (ICTs) have a significant impact on development, according to policymakers and development experts (Dutta & Mia, 2009). Given the increasing complexity of business portfolios, the development of business groupings, and the rise in decentralization in reaction to these changes, the world is becoming a global village today (Tasmin, et al, 2012). As a result, cashless policy services are becoming more popular all around the world. In the global banking market, this gives the banking industry a new leading edge of opportunities and difficulties. So, the rate at which small and medium-sized businesses adopt the new technology will determine how well the cashless economy services perform.

Small and medium-sized enterprises have a tendency to improve the economy of any nation through job creation and increased flow of finance, which calls for policy formulation and implementation that will enhance its growth and performance (Daasi, 2012; Nelson & nelson, 2010). The Central Bank of Nigeria (CBN) has implemented a cashless policy, which has demoted SMEs to a description of what is characterized as the sector's waning grandeur. This is seen in the operation, performance, and growth of SMEs, particularly in Kogi State and its rural areas.

When compared to what other economic sectors (with less significant economic implications) have been able to do, the situation is more troubling. Research that demonstrate a strong association between SMEs' operations, performance, and growth have also been used to characterize the issue. Hence, if SMEs are to fulfill their aims, which are widely acknowledged by scholars (Daasi, 2012) as being a boon to the economy, then it is imperative that they develop and improve their operations, performance, and growth.

The expansion of SMEs in Nigeria is a result of the availability of funding and efficient use of mechanisms that improve their operation, performance, and growth in terms of transaction execution. As a result, failing to complete the aforementioned could impede the growth of SMEs, especially in light of the recent implementation of a cashless policy that mandates the use of ATMs, online banking, and other technologies. This makes the situation particularly troubling for SMEs operating in rural areas due to proximity, a lack of awareness and education, and limited access to information and communication technology (ICT) (Ebepanipre & Oyuoyo, 2013).

The introduction of the cashless policy could both a hardship on the operators and an economic burden due to the categorization of SMEs as a business that utilizes average trading capital and the highest number of participants operating in the lowest strata of the economy. The monetary system is evolving to use electronic money as legal tender for exchange with the advent of information technology and the internet. The emergence of a cashless economy, where electronic money takes the place of the current legal currency (which is paper money and coins), has been noted in a number of academic works. This initiative has spread around the world. According to Bonugli (2006), as more and better systems emerge around the world, bank notes and coins are increasingly being phased out as a means of payment for transactions.

Nigeria is not exempt from this trend, as the Central Bank of Nigeria has made multiple attempts to overhaul the Nigerian financial system, the cashless policy being the most recent. Prior to the cashless economy, there was the objective for recapitalization, followed by the re-denomination of the naira, non-interest (Islamic) banking, and finally. Some of these policies were well received by the populace, while others were met with hostility. Resistance is inevitable with any attempt at change, though.

Such opponents have not spared the cashless policy, so if it is to endure, it must address the public's worries. Although the benefits of adopting a

cashless economy have been heavily emphasized, many individuals are still skeptics, particularly SMEs who make up a significant portion of the economy. So, the goal of this study is to determine whether the implementation of a cashless policy has any impact on small and medium-sized businesses in Nigeria, with a particular emphasis on Kogi State. Determine the characteristics of small and medium-sized businesses in the study area. Identify the obstacles that have prevented small and medium-sized businesses in the study area from adopting a cashless policy. Determine whether a cashless policy has helped small and medium-sized businesses in the study area grow.

The main objective of this study is to examine the effect of cashless policy on performance of small and medium scale enterprises in Kogi State, Nigeria. The specific objectives are to: examine the influence of internet banking on the performance of small and medium scale enterprises in Kogi State, Nigeria; determine the effect of automated teller machines on the performance of small and medium scale enterprises in Kogi State, Nigeria; and evaluate the influence of mobile banking on the performance of small and medium scale enterprises in Kogi State, Nigeria.

The following null hypotheses were formulated for testing in this study: Internet banking services do not have positive significant effect on the performance of small and medium scale enterprises in Kogi State, Nigeria; automated teller machine services do not have positive and significant influence on the performance of small and medium scale enterprises in Kogi State, Nigeria; and mobile banking services do not have positive and significant effect on the performance of small and medium scale enterprises in Kogi State, Nigeria.

Literature Review
The Concept of Cash-less Policy in Nigeria.
Nigeria has experienced a growth turnaround in recent years, and the circumstances appear favorable for embarking on a path of rapid and sustained growth. This justifies its ranking among the 11 nations identified

by Goldman Sachs as having the potential to achieve global competitiveness based on their economic and demographic settings and the reform foundations already in place. Nigeria's desire to rank among the top 20 economies in the world by 2020 is hindered by the country's economy's over reliance on cash transactions for goods and services, which is out of step with international trends. The cashless economy policy, developed by the CBN in partnership with the Bankers Committee in an effort to save the Nigerian economy from total collapse, aims to provide mobile payment services, remove long-standing barriers to financial inclusion for millions of Nigerians, and bring low-cost, convenient financial services to urban, semi-urban, and rural areas nationwide.

As trade became more intricate, it became clear that the nation had to adopt international best practices by utilizing the many technical advancements that allow the financial sector to provide swift, dependable, and effective services to the populace. The first technological advancement towards this capability was the creation of a card-stored PIN number in 1965 by British engineer James Good enough (Chiemeke et al., 2005), which separated physical money from its financial operations and so sped up the transition to electronic banking.

The cashless banking method introduced into the economic world is entirely dependent on computer and the internet. Today, it is common knowledge that cybercrime is a very integral part of our economic life and ownership of internet facilities automatically involves constant search for the latest and best security platform to protect information and transactions done on the internet. It is therefore imperative that all sectors of the economy get fully involved in cashless transactions. The term "cashless economy" does not suggest that there are no cash transactions at all; rather, it denotes a significant decline in the number of cash-based transactions (Akhalumeh & Ohiokha, 2002). The intention is to make tiny, recurring currency transactions part of daily activity.

Dimensions of Cashless Policy

The concept of a cashless policy calls for a significant reduction in the handling of cash for transactional purposes, but it mainly relies on sending electronic signals to banks for the payment and receiving of money on one's behalf throughout the exchange process (Yusuf, et al, 2015). The idea of a cashless policy is to reduce (but not entirely eradicate) the quantity of physical cash in circulation and to promote more electronic-based transactions (payment for goods and services as well as other transfers). Additionally, it seeks to stop bank runs (Sloman, 2006). According to Nweke (2012), a cashless policy is the process through which nations, particularly developing ones, switch from an economic model centered on cash to one without it. In other words, a cashless policy combines a cash-based payment system with an electronic payment system, with the latter having a higher utilization rate than the former (Ajayi, 2014).

Online Internet Banking

An internet site that allows users to access various financial services, such as bill payment and online investing, can be referred to as online/internet banking. It also refers to programs that allow small and medium-sized businesses to access their accounts and general details about bank services and products through banks' websites without having to deal with the hassle of mailing letters, faxes, original signatures, and telephone confirmations (Simon and Thomas, 2016). It entails carrying out financial transactions on the internet (www) while utilizing technological devices like a computer to avoid going to the banking hall. It is one of the least expensive methods of delivering bank products (Pikkarainen, et al. 2004).

Automated Teller Machine (ATM)

The term "automated teller machine" (ATM) refers to a computerized telecommunications device that gives consumers of a financial institution access to financial transactions in a public setting without the need for a human clerk or bank teller, according to Abubakar and Tosmin (2012). It is seen by Ali and Emenike (2016) as a computerized telecommunications

tool that gives customers of a financial institution access to financial transactions in a public setting without the necessity for a teller, cashier, or other human employee. According to Fenuga (2010), it is a machine that allows cash withdrawals to be made directly from it without entering the banking hall. He claims that in addition to making transactions between all banks and selling recharge cards for all networks, it can also be accessible 24/7 to check account balances.

Mobile Banking (MB)

According to Olayemi (2002), mobile-phone banking is a service that financial institutions offer that enables their clients, individuals, small and medium-sized businesses, and other commercial ventures to do transactions over the phone. The user can use it to monitor account balances, direct bill payments, transfer funds between accounts at the same bank and those at other banks, and pay for goods or services supplied, according to the speaker. Doing balance checks, account transactions, payments, credit applications, and other banking tasks using a mobile device such a smartphone or personal digital assistant is referred to as mobile banking (also known as M-banking) (PDA). The initial mobile banking services, often known as SMS banking, were reportedly provided by SMS, according to Work et al. (2016). Many places in the world, particularly remote rural areas, that have little to no infrastructure, use mobile banking.

Micro, Small and Medium Scale Enterprises

Osetimehin, et al. (2012) contend that there isn't a single, accepted definition of MSME. He claims that this is the case since determining what constitutes a small- or large-scale enterprise is a judgment call. Furthermore, different countries and continents have different definitions of MSMEs (Egbuogu, 2003). Where employment and assets requirements conflict (for instance, if a firm has assets of seven million naira (N7m) but employed seven people), the National Policy Document stipulates that the employment-based categorization will take precedence, and the enterprise will be classified as micro (Eubuomwan, et al, 2013). They claim that this

decision is motivated by the observation that employment-based classification is typically a more stable definition given the possibility that inflationary pressure could undermine the asset-based definition.

Performance

 The significance of performance as a concept is thought to be multifaceted. Performance, according to Rarick (2011), is an evaluation of an individual's efficacy in comparison to a set of criteria established in response to organizational objectives. According to Basil (2010), it is a declaration of the outcomes that will occur when a task is completed to the team leader's satisfaction. However, within the context of this study, performance would be measured in terms of the extent that micro, small and medium scale enterprises sector have been able to fulfill the expectations of being the major source of employment generation, poverty alleviation and economic empowerment (Eniola, 2014).

Theoretical Framework

The Diffusion of Innovation Theory formed the foundation of the study (IDT). In his book "Diffusion of Innovation," Rogers describes one of the most prevalent adaption models that have been examined for more than 30 years (2003). He described an innovation in the manner below. An innovation is an idea, practice, or initiative that an individual or other unit of adaptation perceives as novel (Roger, 2003). Even if a development has been around for a while, it may still be considered innovative by a person if they see it as novel.

The three steps of the innovmotion-choice process (knowledge, persuasion, and decision) are more closely tied to the newness features of an adoption. Roger argued that there is also a dearth of diffusion study on technology clusters. According to Roger (2003), "a technology cluster consists of one or more distinct technological components that are thought to be closely related. IDT generally illustrates why people choose a technology over a more conventional method of performance.

Relative advantage, compatibility, complexity, trialability, and observability are crucial elements that affect an innovation's acceptance on a broad scale (Moga, 2010). ICT adoption has been beneficial for many banks as they look to increase productivity. This is accomplished by creating websites and mobile applications that are tailored to the demands of the user. As long as they are online, customers can therefore access their accounts from anywhere. This theory explores how a new technical concept, artifact, or technique - or a novel application of an existing one— transitions from conception to use. According to IDT, social system participants gradually become aware of technology progress through certain channels throughout time.

Empirical Review
Okeke (2017) looked into how Kogi State's cashless policy affected the growth of small and medium-sized businesses. The research method was a descriptive survey. Pearson correlation and multiple regression analysis were two of the most important statistical analysis tools. The analysis's findings indicated that the growth of small and medium-sized businesses in Kogi State is positively and significantly impacted by automated teller machines, point of sale systems, and mobile banking. The study came to the conclusion that SMEs would perform better if more people were made aware of the benefits of cashless methods.

In a related study, Chuwa (2015) looked into the variables affecting small and medium-sized businesses' (SMEs) use of internet banking in Tanzania's Nyamagana District. The research used a descriptive survey approach. The analysis's findings demonstrated that demographic parameters including age, income, education, and others had an impact on people's decision to use internet banking. Also, it was discovered that perceived relative benefit, compatibility, complexity, risk, and cost all have an impact on how quickly SMEs in the state adopt internet banking. The study comes to the conclusion that social influence, such as the opinions of friends, parents, and coworkers, has a detrimental impact on how often small businesses in Tanazania use internet banking.

In 2016, Kirigano et al. investigated the effect of mobile phone transfer applications on the performance trend of MSMEs in Kitale Town, Nairobi. A descriptive survey design was used for the investigation. As a statistical tool for the investigation, Pearson product moment correlation was used. The results showed a strong and positive relationship between the development of mobile phone transfer services and corporate success. The study found that when these technologies are used, they aid in attracting customers and boost income for businesses.

In a related study, Kombe and Wafula (2015) looked into how online banking affected Kenyan financial institutions' financial performance. The research used a descriptive survey approach. The findings show that, contrary to what other authors have claimed in previous studies, the impact of ICT adoption on the performance of the banking sector was mostly reflected on time savings and service quality. In a similar line, Ali and Emenike (2016) conducted research on the impact of automated teller machines on the provision of financial services in Nigeria. The investigation was conducted using a descriptive survey design. Regression analysis was utilized in the analysis, and the results showed that, in Nigeria, private demand deposits are positively and significantly impacted by ATM transactions, but not private savings deposits or private time deposits.

The impact of automated teller machine (ATM) transaction values, point of sale terminal, internet banking, and mobile banking transaction values on Nigeria's economic growth was examined by Okereke (2016). The results of the study, which employed a descriptive survey approach, show that only point-of-sale terminals were significant to economic growth. The investigation comes to the conclusion that users' ignorance was to blame for both the banks' inability to spread the instruments to users across the nation and the other instruments' minor contributions.

In a related study, Njenga and Shale (2017) investigated how the performance of Kenya's supply chains in the retail industry across a few selected supermarket chains in the county of Nairobi. For the study, a descriptive survey methodology was used. The results show that the impact on supply chain performance is both favorable and considerable. Similar to this, Omotayo and Dahunsi (2015) carried out a study to identify the elements influencing the adoption of POS by organizations in the Nigerian metropolises of Lagos and Ibadan. The study used a survey design, and the findings showed a substantial association between subjective norms and perceived ease of use and the adoption of POS machines by enterprises.

Finally, Famiran and Odumeru (2015) used a modified version of the Technological Acceptance Model to study the factors that influence mobile banking uptake in Nigeria (TAM). The study employed a survey methodology, and it was discovered through data analysis that perceived value, usability, risks, enabling factors, age, education, and income were key predictors of mobile banking uptake.

Methodology
The study used a descriptive survey approach. According to Ebebe (2019), surveys of this kind would employ the survey method to gather data on facts, attitudes, practices, and respondents' opinions. The study is conducted in Kogi State and includes MSMEs in the Kogi Central, Kogi East, and Kogi West senatorial zone. The MSMEs directory maintained by the Kogi State Ministry of Trade and Industry provided the data: Kogi central, 237; Kogi East, 281 and Kogi West, 243 thus showing a population of 761 of firms that employed 5 persons and above that are document with the above authorities. Sample size for the study was determined through the application of a statistical formula developed by Borg and Gall in 1973. The estimation procedure is as follows:

$= ( )2 [ ]$

Where: n = Sample size to be determined
$Z(\alpha)$ = Confidence level (1.960) at 0.05

e = Error margin (0.05)

N = Entire population of interest

α = Significance level (α)

Substituting in the formula, we have:

n = (1.960)2 (0.05) [761] = 3.8416 (38.05) = 146.17288 n = 146 (Nearest whole number). 146 MSMEs operators make up the study's sample size. However, we used the proportionate sampling approach described as follows. To calculate sample allocation to each zone:

n = hi/N

Where: n_i = Sample size for i^{th} zone

hi = Population of the ith zone

N = Entire population of interest

Substituting, we have:

1. Kogi Central:

$$=\frac{237}{761} \times 146 = 45$$

2. Kogi East:

$$= \frac{281}{761} \times 146 = 54$$

3. Kogi West:

$$= \frac{243}{761} \times 146 = 47$$

For data collection, the study used an item-structured instrument that had been reliability-tested, content-validated, and face-validated. The instrument was 84 percent trustworthy according to the reliability test, which used test-retest, which produced coefficients of 0.90, 0.80, and 0.83 with an average value of 0.84, indicating that it was acceptable for the study. Direct questionnaire dissemination was a method the researcher used. She was able to determine whether the respondents had genuinely understood the questions throughout the process, allowing for further explanations or clarifications. Also, the method decreased the non-response rate that is frequently associated with surveys of this kind. A response rate of 97.9 percent was achieved with 143 of the 146

questionnaires distributed being completed and returned. Frequency tables, correlation, and multiple regression analysis were the main statistical tools employed for the study in terms of the analysis approach. At a significance threshold of 0.05, all tests were run.

Results and Discussion

Demographic Characteristics of the Respondents

In order to assess the respondents' suitability in terms of their capacity to effectively respond to and discuss all issues relating to the cashless concept and MSMEs performance in the state, background information about the respondents, including their gender, age, educational background, organizational tenure, etc., was analyzed in this section.

Table 1

Demographic Features of the Respondents

S/N	Demographic Feature	Frequency	Percentage of Total
1	Gender:		
	Male	91	63.5
	Female	52	36.5
	Total	143	100
2	Age Interval:		
	18 – 27 years	12	8.1
	28 – 37 years	26	18.5
	38 – 47 years	51	35.7
	48 – 57 years	25	17.3
	58 and above years	29	20.1
	Total	143	100
3	Educational Attainment:		
	WAEC	19	13.3
	OND/NCE	45	31.5
	HND/First Degree	56	39.3
	Professional Cert.	13	9.3
	Master's degree	10	6.7
	Ph.D	0	0

	Total	143	100
4	Length of Time in Business:		
	Below 5 years	24	16.9
	5 – 10 years	48	33.2
	11 – 15 years	59	41.3
	16 and above years	12	8.6
	Total	143	100

Source: Authors (2023)

Male respondents make up 91 (63.5%) of the respondents, while female respondents make up 52 (36.5%) of the sample, according to a study of the demographic characteristics of the respondents shown in Table 1. The chart also reveals that there are 131 respondents in the 28 and older age range (91.9 percent). The sample is fairly literate, as seen by the fact that 124 respondents, or 86.7 percent of the sample, had education levels ranging from Ordinary National Diploma (OND) or National Certificate of Education (NCE) to Masters Degree. Regarding organizational longevity, 119 (83.1%) of them have been in operation for more than 5 years or more, showing that they have accumulated significant experience in their particular areas. The implication of the aforementioned finding is that the respondents are able to speak intelligently about every topic pertaining to how the cashless policy would affect the success of their companies.

Correlation Matrix

Table 2
Correlation Matrix

Variables		MSMEs Performance	Internet Banking	Automated Teller Machine	Mobile Banking
MSMEs Performance	Pearson Correlation	1	.778 **	.411**	329*
	Sig. (2-tailed)	0	0	0.001	0.003
	N	143	143	143	143
Internet Banking	Pearson Correlation	.775**	1	.217*	446*
	Sig. (2-tailed)	0	0	0.01	0
	N	143	143	143	143
Automated Teller Machine	Pearson Correlation	.411**	.217*	1	505**
	Sig. (2-tailed)	0.001	0.01		0
	N	143	143	143	143
Mobile Banking	Pearson Correlation	.329*	446*	.505**	1
	Sig. (2-tailed)	0.003	0	0	0
	N	143	143	143	143

** Correlation is significant at 0.05 level (2-tailed).
* Correlation is significant at 0.01 level (2-tailed).
Source: Authors (2023)

Positive relationships between and among the variables can be shown in Table 2. There are no multicollinearity or orthogonal correlations, but certain relationships are strong while others are weak, and they are sufficient to allow further study of the data.

Table 3

Summary of Analysis of Variance (ANOVA) for the Model, ANOVA[b]

Source of Variation	Df	Sum of Squares	Mean Square	F-ratio	Sig.
Regression	4	159.631	39.908	23.516	000[a]
Residual	70	118.765	1.697	0	0
Total	74	278.396	0	0	0

a. Predictor: (constant), internet banking, automated teller machine and mobile banking

b. Dependent variable: MSMEs Performance

Source: Authors (2023)

Table 3 shows that F-Statistics is 23.516 and it is statistically significant because 0.05 is greater than 0.000. Therefore, the model is significant and valid for predictions.

Table 4:

Summary of Regression Results

Model	R	R2	Adjusted R-Square	Standard Error of the Estimate	Durbin Watson
1	0.627[a]	0.678	581	3.749	1.709

a. Predictor: (constant), internet banking, automated teller machine and mobile banking

Source: Authors (2023)

According to the regression results shown in Table 4, the regression coefficient, or "R," has a value of 0.627, which indicates that the dependent and independent variables are related by 62.7%. Similar to the previous example, the R^2 coefficient of determination, which has a value of 0.678, demonstrates that the predictors can account for 67.8% of the

variation in the dependent variable. In the same line, the model's Durbin Watson Statistic of 1.709 indicates that autocorrelation is not present.

Table 5:
Summary of Regression Coefficients, t-value and Probability Level

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	β	Std. Error	Beta		
1(Constant)	7.2 09	1.817	0	4.147	.000
Internet Banking	615	.074	.461	4.752	.001
Automated Teller Machine	058	.098	.603	3.097	.000
Mobile Banking	.08 5	.053	.053	2.483	.002

a. Dependent Variable: MSMEs Performance
Source: Authors (2023)

Table 5 shows the coefficients of the individual variables, the t values and their corresponding probability levels. They would be used to take decisions on the null hypotheses in subsequent sections of the study.

Test of Hypotheses
The hypotheses were restated and tested in this section of the analysis. The tests were conducted at 0.05 level of significance.

HO₁: Internet banking services do not have positive and significant effect on the performance of
MSMEs in Kogi State.

HO₂: Automate teller machine services do not have positive and significant effect on the

performance of MSMEs in Kogi State.

HO_3:   Mobile banking services do not have positive and significant effect on the performance of
MSMEs in Kogi State.

The study interpreted the regression results in this section based on the coefficients, t-values and the corresponding probability levels as presented in Table 5. At the same time, decisions on null hypothesis were equally presented as follows:

The regression coefficient, or "R," has a value of 0.627 according to the regression results provided in Table 4, indicating that the dependent and independent variables are associated by 62.7%. The R^2 coefficient of determination, which has a value of 0.678, shows, similarly to the previous example, that the predictors can explain 67.8% of the variation in the dependent variable. The model's Durbin Watson Statistic of 1.709 further supports this conclusion, showing that autocorrelation is not present.

In a similar vein, the model's coefficient for automated teller machine services, denoted by 2, has a value of 0.603, meaning that if it is increased by one unit, the performance of MSMEs will increase by 60.3 percent, assuming all other model components remain unchanged. The coefficient is significant, as indicated by the t-value of 3.097 and its accompanying probability level of 0.000, since 0.000 is less than 0.05. The alternative, which contends that automated teller machine services have a favorable and significant impact on the performance of MSMEs in Kogi State, was therefore accepted whereas the null hypothesis was rejected.

Last but not least, the model's coefficient for mobile banking services, denoted by the number 3, has a value of 0.618, which indicates that, when other model variables are held constant, the performance of the MSMEs sector will increase by 61.8 percent for every additional unit of mobile

banking services. Similar to the previous statement, the coefficient is significant because 0.05 is more than 0.002 according to the t-value of 2.483 and the accompanying probability level of 0.002. Given the strength of the evidence against it, the null hypothesis was thus rejected, and the alternative, which contends that mobile banking services have a favorable and significant impact on the performance of MSMEs in Kogi State, was accepted.

Discussion of Results

According to the findings of the first test of the hypothesis, internet and online banking services significantly and favorably affect the performance of MSMEs in Kogi State. The outcome is in line with Okeke's findings from 2017 when he discovered that internet mobile banking services had a good and significant impact on the growth of SMEs in Kogi State. The outcome is consistent with that of Simon and Thomas (2016), who discovered that small and medium-sized businesses' performance is significantly impacted by how convenient mobile and online banking services are. The findings, as was evident, highlighted the necessity for MSMEs sector operators to increase their usage of internet/online banking as a platform for a cashless policy in the administration of their operations in the state because it has proven to be beneficial.

The outcome of the second test of the hypothesis demonstrates that the operators of MSMEs' use of automated teller machine services has a favorable and significant impact on their performance. The outcome is consistent with what Ali and Emenike (2016) discovered in their study, which showed that the adoption of automated teller machine services considerably and positively impacted the transactions of MSMEs in Nigeria. Because it's simple for business owners and the general public to avoid many banking protocols if such transactions were carried out in the banking hall, automated teller machine services are speedy services that improve bank transactions. When the efficiency associated with such service supply is taken into account, both employee and organizational productivity increase.

The final test of the hypothesis revealed that the performance of MSMEs in Kogi State was positively and significantly impacted by the adoption of mobile banking services. The findings, like those of others before them, are in line with those of Kiringano, Muturi, and Atandi (2016), who discovered a positive and significant correlation between mobile phone transaction innovations and the performance of businesses. For those who are familiar with the application, the new technology in financial services has significantly streamlined transactions. According to all available evidence, the new banking innovations considerably benefit micro, small, and medium-sized businesses because many of their transactions don't necessarily require physical presence in the banking hall. Thus, it is a terrific deal for all the operators in the industry who can easily browse around the platforms. Due to recent advances in supersonic technology, the world has effectively become a small community. It is important to remember, however, that only those who are able to use the platforms can take advantage of the opportunities and profit from the products and services they provide to businesses and the general public.

Summary and Conclusion
After the critical examination of the center's responses that are directly affected by the implementation of this policy and the various reviews of relevant literature, the following recommendations are thereby made in order to attain success of the policy in general. The relevant stakeholders should intensify their efforts in achieving a successful implementation of the cashless policy. The officials must be properly educated about the operations of the policy in order to be effective with the services rendered to the customers using this service and also in order to give answers to the questioning minds of the customers about the policy. A main problem in the working of the cashless economy is internet connected fraud. Nigeria is a major hub of electronic fraud and this can only be anticipated to increase as we march into the cashless economy.

Based on the findings made from the study and the conclusion drawn from the study, the following recommendation were made. There is need to create awareness and sensitize small business owners and the general public more on the usefulness of internet/online banking to increase the utilization and enhance business performance. The result of the study in this section underscores the need for the management of the banking industry to increase the service points of the ATM to make them more accessible to those who want to use them as well as try to reduce the unethical issues that associate with its use. Mobile banking has brought a lot of ease to businesses as the result in this section has indicated. Banks should work hand in hand with the MSMEs to collaborate more and work on how to increase the service outlets of point of sales (POS), reengineer them to make them more reliable in-service delivery so as to win the banking public's confidence in them.

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