Cybercrime-Factors influencing the Adoption and use of Electronic Financial Services in Tanzania. Orsea 10th Anivesary Journal pp 1-22

Abstract

In recent years, the adoption of Electronic banking (E-banking) began to occur quite extensively as a channel of distribution for financial services due to rapid advances in the information technology (IT) and Intensive Competitive banking market. Electronic banking offers numerous benefits to both banks and customers. Customers can check account balances, transaction costs, establish greater control over bank accounts and other banks. They can also benefit from lower transaction cost, less paper work and less staff. Despite knowing the benefits of E- banking, Tanzania's banks continue to conduct most of their banking transactions using traditional methods. Understanding the reasons for lack of such technological innovation in developing countries such as Tanzania will develop a fruitful research. This study aimed to investigate the factors that affect the adoption of E-banking in Tanzania Banking Industry (enablers and inhibitors).Other objectives and research questions were developed in order to have proper investigation and analysis on various variables . The study has employed a case study strategy with questionnaires, interviews, consultations, observations and pilot study as main data collection methods. Moreover, qualitative and quantitative techniques have been used in the analysis of the problem