



AUTOMATED TELLER MACHINES AND FINANCIAL PERFORMANCE OF SELECTED COMMERCIAL BANKS IN KENYA

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Abstract: Financial inclusion has been a challenge in Kenya for the last three decades. This is because of the cost of financial services and the distance to bank branches in remote areas. Part of their approach to addressing these challenges is to address the delivery channel costs through increased use of offsite ATMs. Low-income people no longer need to use scarce time and financial resources to travel to distant bank branches. Since Automated teller machines transactions cost far less than transactions at the branch teller, banks can make a profit handling even small money transfers and payments. However, despite the adoption of automated teller machines in commercial banks, the performance of banks has been declining. The study sought to examine the role of automated teller machines on performance of commercial banks. The study was conducted in the month of July, 2016 and focused on selected commercial banks, that is, Equity bank Kenya limited, Co-operative bank of Kenya limited, KCB bank Kenya Limited and Family bank Kenya limited. The expectations from this study was to provide a clear way to the banks of what they ought to do to ensure that their operation is effective and that customers are satisfied and their financial performance is kept at bay. The researcher used descriptive research design. The study adopted purposive sampling whereby respondents targeted provided the information that was required. The study used both primary and secondary data. Primary data was collected using a questionnaire, while secondary data was collected from the audited financial statements for over a period of 5 years (2011-2015). Statistical Package for Social Sciences (SPSS) version 22) was used for purposes of analysis. Data was analyzed using descriptive statistics (Means, percentages and standard deviation) as well as regression analysis. The study revealed that automated teller machines influence the financial performance of the four commercial banks in Kenya. The study also found that automated teller machines provide services at low cost and are affordable and convenient, which increases utilization by customers and hence increase in revenue and profitability of the banks. To increase the utilization of automated teller machines, commercial banks should increase the number of automated teller machines in the country. To the customers, the findings of this study imply that they can access efficient, affordable and accessible financial services via automated teller machines. Therefore, customers do not need to line up in the banking halls to get financial services, which is time consuming, inconveniencing and costly.

Key Words: Automated Teller Machines, Financial Performance, Commercial Banks

Introduction

Financial inclusion is a fairly recent concept which helps achieve the sustainable development of the country, through available financial services to the unreached people with the help of financial institutions. Financial inclusion is defined as easy access to formal financial services or systems and their usage by all members of the economy (Gwama, 2014). The committee on financial inclusion, of government of India, has defined financial inclusion as the process of ensuring timely access to financial services and adequate credit where needed by vulnerable groups such as the weaker sections

and low income groups at an affordable cost. About 2.5 billion adults just over half the world's population, lack bank accounts. If we were to realize the goal of extending banking and other financial services to vast "unbanked" population, we need to consider not only such product innovations as microfinance but also issues of data accuracy, risk mitigation, technology adaptation, financial literacy and local context (Gichungu & Oloko, 2015).

Currently, banks have introduced Offsite Automated teller machines (ATM's). These are machines that are set up on a standalone basis. This means that if the bank has a place where there is only an ATM machine then this becomes an offsite ATM. It is done to ensure that the bank reaches out to more geographical areas and that people are able to use its services even when there is no bank branch in the area. The offsite ATM's helps in financial inclusion (Hao & Hunter, 2009).

Statement of the problem

According to Kenya Bankers Association (KBA), financial performance can be affected by the level of financial inclusion (Jegede, 2014). This view is also echoed by the central bank who confers that financial inclusion by banks improves their financial performance (Kenyonu, 2013). The profitability of Kenya's banking industry in the recent past has been a subject of public interest and debate. While the profit growth has also been helped by a steady growth in the customer base over the past four years from 4.7 million to 15.7 million, a report by the Central Bank of Kenya on 'Developments in the Kenyan Banking Sector for quarter ended March 31, 2012' indicates that this trend of profitability is equally largely attributed to financial inclusion by banks (Kero, 2013).

The Central Bank of Kenya (CBK) recognizes the financial inclusion challenges which the country faces. These include the cost of financial services and the distance to bank branches in remote areas. Part of their approach to addressing these challenges is to address the delivery channel costs through increased use of offsite ATMs (Muiruri & Ngari, 2014). Low-income people no longer need to use scarce time and financial resources to travel to distant bank branches. Since Automated teller machines transactions cost far less than transactions at the branch teller, banks can make a profit handling even small money transfers and payments (Murigu, 2008).

Various studies have been conducted on automated teller machines and financial performance. For instance, Abdullai and Nyaoga (2017) examined the effect of automated teller machines usage on operational performance of commercial banks in Nakuru County; Mutiso and Senelwa (2017) studied Effect of automated teller machines on the return on assets of the listed commercial banks in Kenya. The adoption of financial inclusion through automated teller machines by commercial banks is mainly geared to improve on market share by attracting and retaining their customers, improving their financial performance and create variety of services. To this end, it was not clear whether the adoption has led to increase in market share and financial performance. This study therefore aimed to assess contribution of automated teller machines on financial performance of commercial banks in Kenya. The study tested the following null hypotheses:

H₀₁: Automated teller machines do not have a significance effect on financial performance of selected commercial banks.

Theoretical Review

Agency theory was proposed by Stephen Ross and Barry Mitnick in 1975. It is defined as one or more people appoint another person to perform a service on their behalf which involves assigning some

decision making authority to the agent (Jensen & Meckling, 1976). Agency theory brings into spotlight the problems arising from the association between principals and agents. The agency theory says that corporations should make sure that what the managers are doing is in harmony with what demands the investor has placed. The separation of control from owners indicates that professional managers are managing firm on their behalf (Kiel & Nicholson, 2003). The problems arise when owners think that managers are not working in their best interest of maximizing profits. The agency theory analyzes and solves problems between the principals (owners or shareholders) and their agents (top managers). The underline assumption of agency theory is that maximization of wealth of owners is the role of organization (Onyango, 2012).

While customers can use their ATM cards in the ATM machines owned by their banks, they can also make transactions in ATM machines owned by other commercial banks. This helps financial institutions to divert existing customers from crowded branches providing a “complementary”, often more convenient channel. It plays a big role in bringing banking services closer to the customers hence reducing many visits required to banks to do banking transactions (Timonah, 2014). Based on this theory, banks use credit cards in providing their services to their customers who are situated closer to them and hence are able to provide easier, convenient and reliable services whilst at the same time decreasing the customer's costs.

Empirical Review

Automated Teller Machine (ATM), also known as a automated banking machine (ABM) or Cash Machine and by several other names, is a computerized telecommunications device that provides the clients of a financial institution with access to financial transactions in a public space without the need for a cashier, human clerk or bank teller. Odhiambo and Memba (2012) postulate that ATM allows a bank customer to conduct his/her banks transactions from almost every other ATM machine in the world. However, the spread of the machines has been generating a lot of heat, as customers face a splurge of frustration in using it; either the machines will not dispense cash, or debit transactions when cash is not dispensed or cards get stuck in them.

An electronic card is a physical plastic card that uniquely identifies the holder and can be used for financial transactions on the internet. For instance, Automated Teller Machine (ATM) and Point-of Sales (PoS) terminal are used to authorize payment to the merchant or seller (Onyango, 2012). The various types of electronic cards include debt, credit cards; releasable cards require visiting banks for replenishment. Debit cards are linked to local bank accounts and offer immediate confirmation of payment. Credit cards can be used to link a customer to a credit line and can also be used for accessing local and international networks and are widely accepted in most countries. The underlying infrastructure and operational rules are often provided by global trusted schemes (such as visa and master card) in addition to local lines (Timonah, 2014).

Previous decades have seen a great development due to the rapid development in the world of technology and communication, which in turn led to the emergence of electronic means and their usage in all fields, until it became indispensable means to everyone in society, making many of the contractual procedures done through computerized electronic systems as a modern alternative to traditional contracts done by correspondence and telegrams; due to their speed and accuracy in drawing up contracts, and easily recognized by electronic means. One product of this progress in the field of technology and communications technology was the emergence electronic credit cards (Murigu, 2008).

Kyalo (2014) describes ATMs as follows: “an ATM combines a computer terminal, record-keeping system and cash vault in one unit, permitting customers to enter the bank’s book keeping system with a plastic card containing a Personal Identification Number (PIN) or by punching a special code number into the computer terminal linked to the bank’s computerized records 24 hours a day”. Once access is gained, it offers several retail banking services to customers. They are mostly located outside of banks, and are also found at airports, malls, and places far away from the home bank of customers. They were introduced first to function as cash dispensing machines. However, due to advancements in technology, ATMs are able to provide a wide range of services, such as making deposits, funds transfer between two or accounts and bill payments. Banks tend to utilize this electronic banking device, as all others for competitive advantage.

According to Murigu (2008), ATMs are set up to provide 24 hour services to bank customers, who cannot expect to be able to transact with banks in the same period of time. ATM technology allows customers carry out the above-mentioned transactions using an ATM card, which could be a debit or a credit card. An ATM machine authenticates the card by reading and verifying the magnetic strip or chip, card number, expiration date, and an already provided or pre-selected PIN number. Like with most technological advances, there is always a flaw which criminal-minded individuals identify and exploit to perpetuate fraud. Technology is being constantly evolved so that ATM transactions can be an enjoyable experience to its customers, especially if one has to pay for goods or services in cash by 1.00am in the morning and has no money.

According to Gwama (2014) in his paper, Automated Teller Machine and Electronic Payment System in Nigeria, “ATM played a key role in any retail banks’ efforts to use technology as a quality weapon to defeat competition”. Automated Teller Machine provides a major role in offering convenience, speedy and round the clock services. He stressed that the use of ATM is safe and convenient. The ATM has made settlement of bills in the Nigerian banking system easy and saver. These benefits have resulted into phenomena growth in number of ATMs. Another great impact of automated teller machine and information Technology is that it contributes immensely to the promotion of marketing banking services. With the aid of Information Technology, funds can be moved one account to another at the push of a button, essential information relating to a transaction could be made available thousands of miles away within minutes.

Coupled with these problems is a situation where a bank issue an individual debit card that is associated with an account with a line of credit and is also an ATM debit card, the individual can perform a number of different types of transactions with the same card. The line of credit could be accessed fraudulently, where the owner has recourse under consumer credit legislation and under regulation if the fraud involves an electronic fund transfer (EFT). When automated teller machine (ATMs) or electronic point of sale (POS) terminals is used, his liability is limited under the EFTA. If, however, the fraudulent use of the card directly debits his bank account in a paper-based transaction, the consumer has no recourse under current legislation. This is an example where the same card represents three different instruments, each of which, in the case of fraud, would require different actions by the consumer (Kenyonu, 2013). Therefore, investing in ATMs increases the value of deposit accounts, which are cheaper in terms of costs of funds than other sources, such as borrowing money from other institutions, hence reducing the overall cost of funds. This suggests that there is a role for IT investment in the explanation of bank profitability.

Conceptual Framework (Automated Teller Machines)

A conceptual framework is described as a set of broad ideas and principles taken from relevant fields of enquiry and used to structure a subsequent presentation. The dependent variable of the study is financial performance. This was measured by net income, loan book, liquidity ratio and capital strength. The independent variable was automated teller machines. Under ATMs, the study focused on flexibility and affordability, network coverage, accessibility and number of ATM outlets.

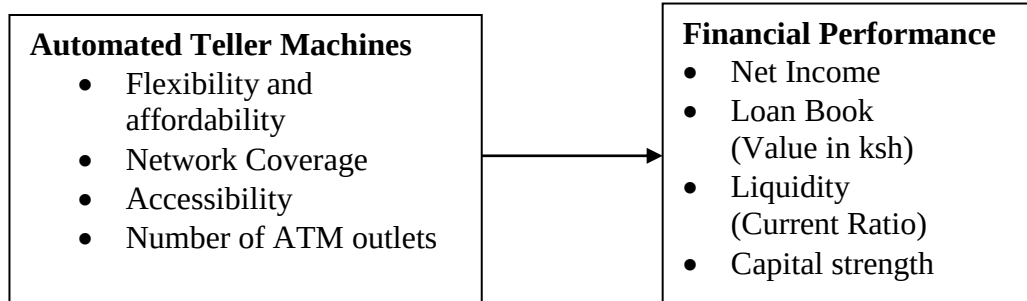


Figure 1: Conceptual Framework

Research Methodology

This study used a descriptive research design. Descriptive research design was selected as it involves observing and describing the subject or variables without influencing them in any way. The target population of this study was 4 commercial banks in Kenya, who have embraced the concept of financial inclusion to a great extent. These are Kenya Commercial Bank, Equity Bank Limited, Co-operative Bank of Kenya and Family Bank. The study targeted 12 respondents from each of the 4 selected banks. These included agency banking managers, mobile banking managers, operations managers, finance managers and strategic planning managers who are actively involved in firm strategy especially product development. The distribution is shown in the Table 1 below.

Table 1: Target population

Bank	Agency Manager	Mobile Banking Manager	Operation Manager	Strategic Planning Manager	Finance Manager	Total
Kenya Commercial Bank	9	7	4	4	5	29
Equity Bank	6	10	6	5	5	32
Co-operative Bank	12	9	5	3	6	35
FAMILY Bank	7	6	4	3	4	24
Total	34	32	19	15	20	120

The study adopted purposive sampling. The researcher purposively picked 3 respondents from each of the 5 categories of target respondents. Since the study focused on 4 commercial banks, the sample size was 60. The selected commercial banks are Kenya commercial bank, Equity bank limited, Co-operative bank of Kenya limited and Family bank limited.

The study used secondary data and primary data. Secondary data on various performance trends of the selected commercial banks mainly profits, liability values and the assets books, was collected over a period of time (2011-2015). Data collection sheet was used to collect secondary data. Primary data was collected by use of semi-structured questionnaires containing closed, likert-type and open-ended

questions. The questionnaires were used because they help in the collection of large volumes of data within a short period of time and were easy to administer. The questionnaire was pre-tested to ensure it was not faulty and that it could be understood by the participants. The questionnaire was pre-tested for validity proof by issuing to two randomly selected respondents from 3 commercial banks. This study adopted Cronbach's which is a measure used to assess the reliability, or internal consistency, of a set of scale or test items.

Data was edited and coded, then presented in tables and figures. Statistical Package for Social Sciences (SPSS) version 22) was used for purposes of analysis. Data was analyzed using descriptive statistics (means, percentages and standard deviations) and regression analysis. The regression model is captured below.

$$Y = \beta_0 + \beta_1 X_1 + \varepsilon$$

Where: Y = Financial Performance; β_0 =constant term; β_1 = Beta coefficients; X_s = Automated Teller Machines; and ε = error term

Research Findings and Discussions

The sample size of this study was 60 managers who comprised of agency managers, mobile banking managers, operation managers, strategic planning managers and finance managers in four commercial banks in Kenya, which include Kenya Commercial Bank, Equity Bank, Co-operative Bank of Kenya and Family Bank of Kenya. Out of a sample size of 6 managers, 55 responses were obtained, which gives a response rate of 91.66%. According to Greener (2008), a 50% response rate is adequate for analysis, 60% is good and 70% is very good. This response rate indicates a reasonable representation of the sample and of the entire population.

Automated Teller Machines

The objective of the study was to establish the effect of automated teller machines on financial performance of selected commercial Banks in Kenya.

Services Offered in Commercial Bank ATMs

The respondents were asked to indicate services offered in their banks' ATMs. From the findings, all the respondents (100%) indicated that their banks' ATMs were offering cash withdrawals services, mini-statement request and balance enquiry services. In addition, 96.4% indicated that their banks' ATMs were offering bill payment services. In addition, 94.5% indicated that their banks were offering cash deposits services. However, 14.5% of the respondents indicated that their banks were not offering Mobile banking and Funds transfer services. These findings imply that the ATMs of the four commercial banks were offering services such as cash withdrawals services, mini-statement request, balance enquiry services, bill payment services and cash deposits services.

Table 2: Services Offered in Commercial Bank ATMs

	Frequency		Per cent	
	Yes	No	Yes	No
Cash deposits	52	3	94.5	5.5
Funds transfer	8	47	14.5	85.5
Bill payments	53	2	96.4	3.6
Mobile banking	8	47	14.5	85.5

Cash Withdrawals	55	0	100.0	0.0
Mini-statement request	55	0	100.0	0.0
Balance enquiry	55	0	100.0	0.0

Customers Utilization of ATMs

The respondents were requested to indicate whether customers from their banks had embraced services offered by ATMs. According to the findings, 94.5% of the respondents indicated that customers from their banks had embraced services offered by ATMs while 5.5% disagreed. This shows that customers in the four commercial banks had embraced services offered by ATMs. This is because ATM machines are available for customers' to make transactions almost everywhere and are more convenient than using banking halls. According to Mutiso and Senelwa (2017) ATM allows a bank customer to conduct his/her banks transactions from almost every other ATM machine in the world.

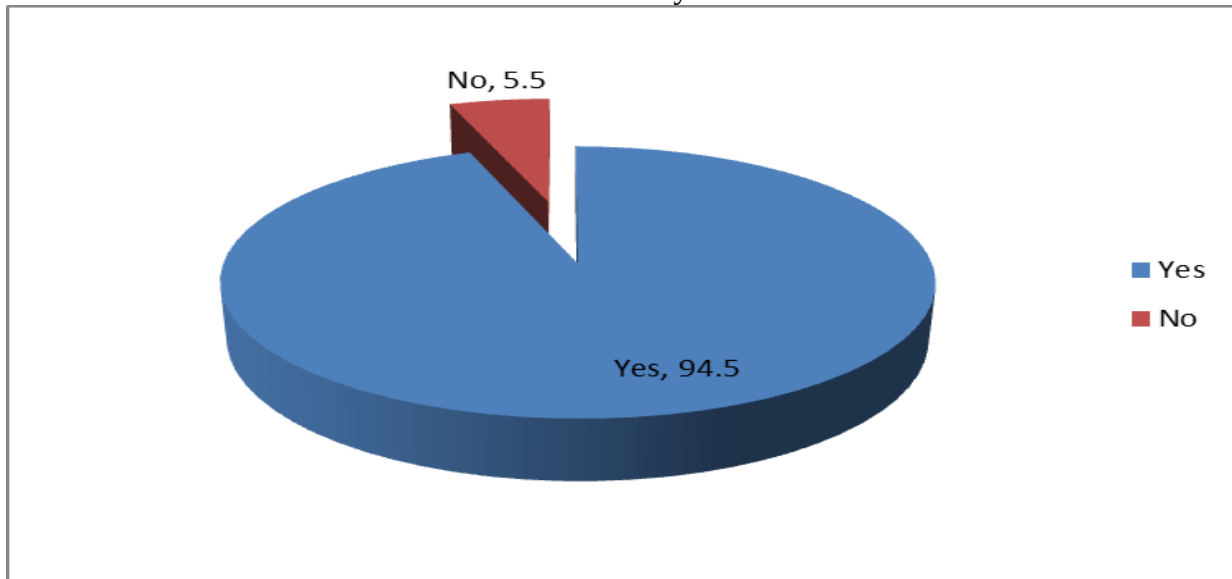


Figure 2: Customers Utilization of ATMs

Contribution of ATMs to Financial Performance

The respondents were also asked to indicate whether ATMs immensely contribute to financial performance of their banks. From the findings, 89.1% of the respondents indicated that ATMs immensely contribute to financial performance of their banks while 10.9% disagreed. From these findings we can deduce that ATMs immensely contribute to financial performance of the four commercial banks. This is due to the commissions charged and reduction in cost of service delivery.

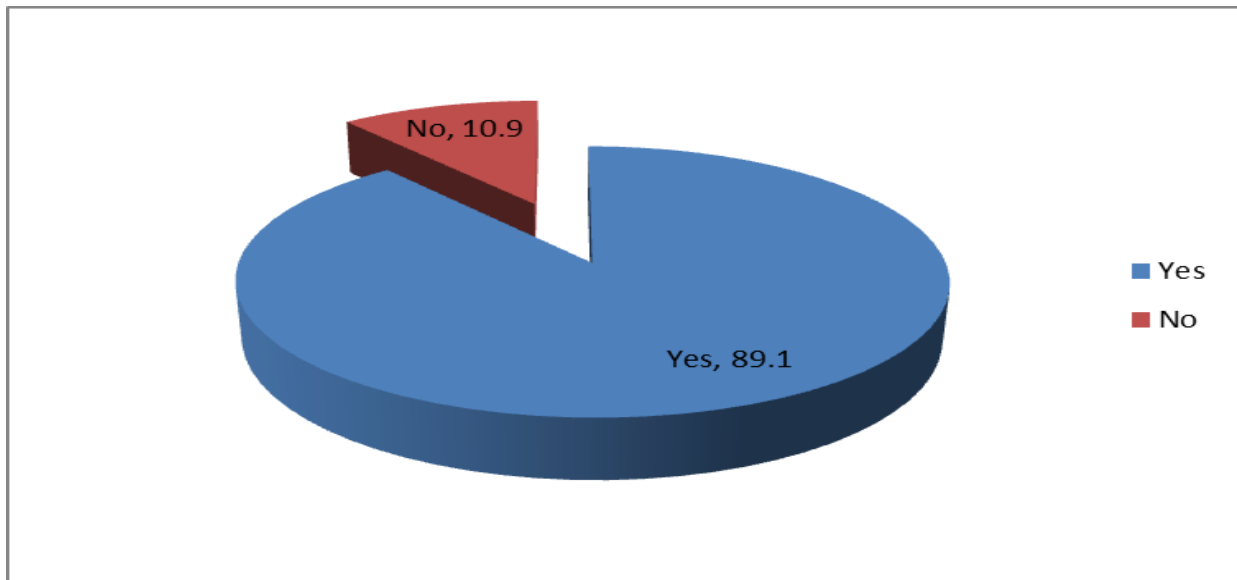


Figure 3: Contribution of ATMs to Financial Performance

ATMs and Increase in Revenue of the Banks

The respondents were asked to indicate whether it is true that investing in ATMs increases revenue to the bank while reducing costs to the customer. According to the findings, 85.5% of the respondents agreed that investing in ATMs increases revenue to the bank while reducing costs to the customer while 14.5% disagreed. This implies that investing in ATMs increases revenue to the bank while reducing costs to the customer. This is because transaction fees at the ATMs are minimal. Banks cash in through frequency of transactions initiated by individual customers per Day.

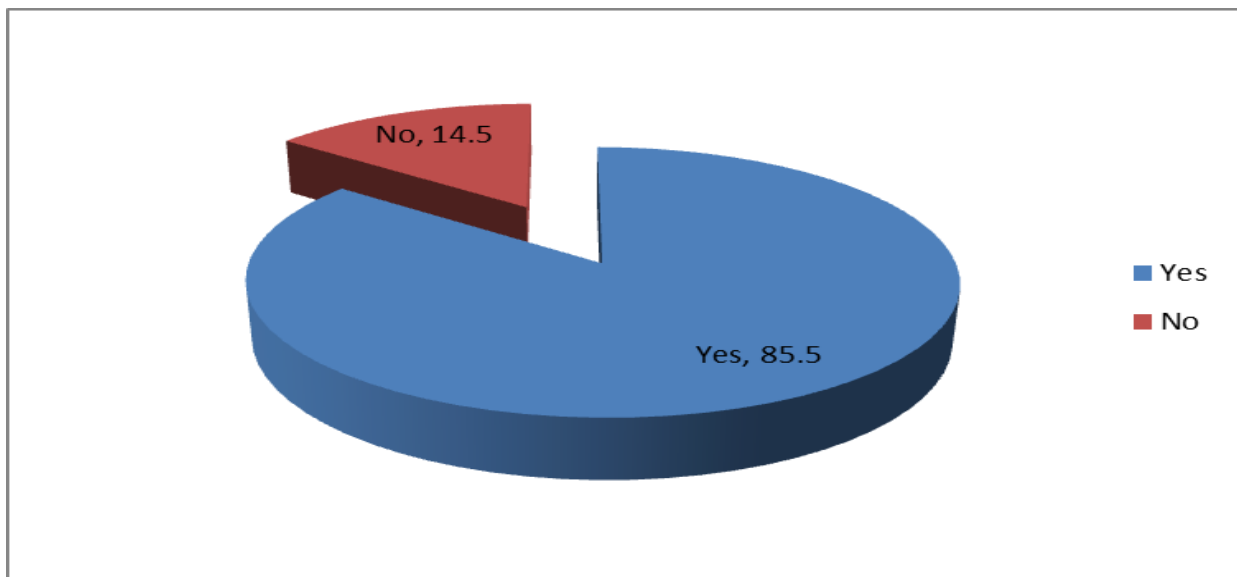


Figure 4: ATMs and Increase in Revenue of the Banks

Aspects of ATMs

The respondents were asked to indicate their level of agreement with statements on various aspects of ATMs in their bank. The results indicate that ATMs offer affordability and convenience to bank customers, which increase usage and hence the profitability of the commercial banks. The results also indicate that ATMs offer several retail banking services to customers at low cost, which increases the number of transactions made by customers per day. The results also show that customers can access financial services at ATMs using their mobile phones, which increase conveniences and the profitability of the bank. The results further indicate that ATMs are accessible in remote areas due to the wide network coverage, which increases accessibility by customers and hence increased profitability of the banks. The study also found that the use of ATM is not safe and convenient. This affects utilization by customers and hence can influence the profitability of the banks negatively. According to Gwama (2014), due to advancements in technology, ATMs are able to provide a wide range of services, such as making deposits, funds transfer between two or accounts and bill payments. Banks tend to utilize this electronic banking device, as all others for competitive advantage.

Table 3: Aspects of ATMs

	Mean	Std. Deviation
ATMs offer several retail banking services to customers at low cost.	4.527	.604
Use of ATM is safe and convenient	3.309	1.016
Customers can access financial services at ATMs using their mobile phones	4.090	.967
ATMs offer affordability and convenience to bank customers.	4.545	.661
ATMs are accessible in remote areas due to the wide network coverage	4.018	.871

Financial Performance

Trend of Profits for the Last Five Years

Figure 5 shows the trend of the average profit of the four commercial banks for the last five years. From the findings the average profit for the four commercial banks was Ksh. 8218 million in the year 2011. This figure decreased to Ksh. 8165 million in the year 2012 and then attained an upward trend. In the year 2013, the average profit for the four commercial banks was Ksh. 12111 million, which increased to Ksh. 14402 million and Ksh. 62789 million. This shows that the profitability of the four commercial banks has generally been increasing for the last five years.

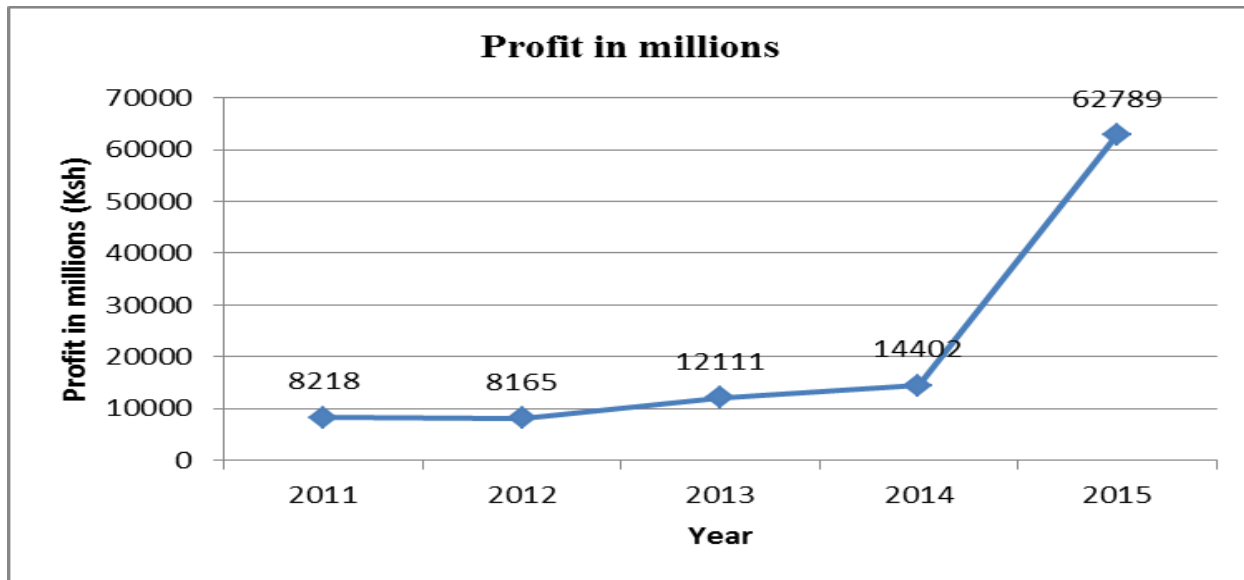


Figure 5: Trend of Profits

Trend of Loans for the Last Five Years

Figure 6 shows the trend of loans and advances in the four commercial banks in the last five years. The average loans and advances in the four commercial banks in the year 2011 was Ksh. 121046 million, which increased to Ksh. 140237 million in the year 2012, Ksh. 150511 million in the year 2013, Ksh. 167856 million in the year 2014 and Ksh. 824364 million in the year 2015. This shows that the loans and advance in the four commercial banks have been increasing in the last five years.

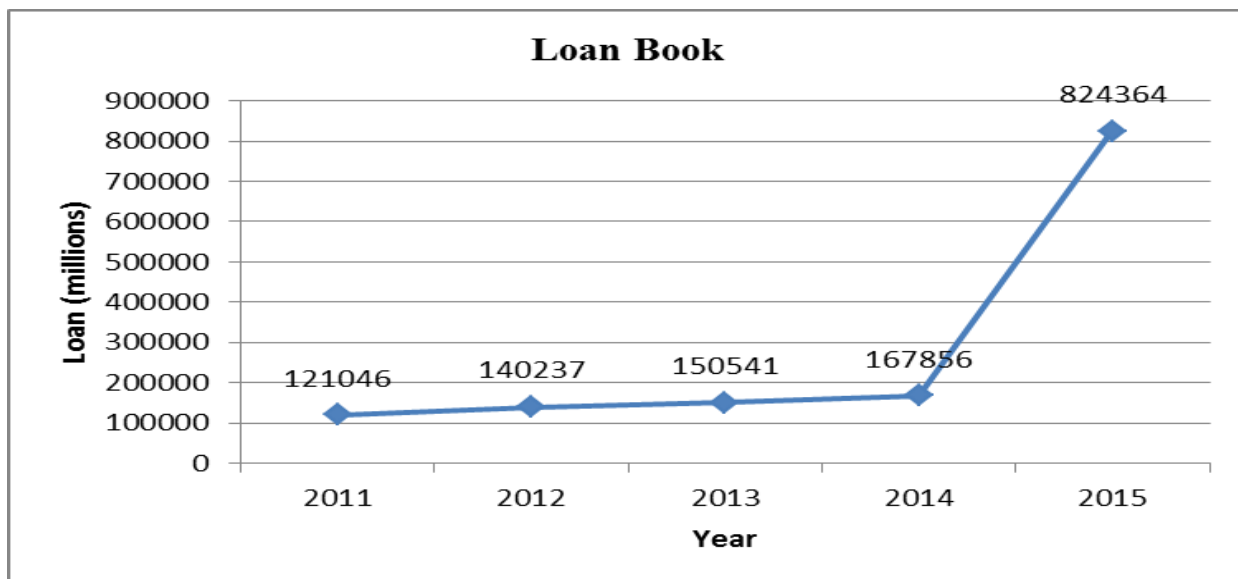


Figure 6: Trend of Loans

Trend of Capital for the Last Five Years

Figure 7 shows that trend of the average core capital in the four commercial banks for the last five years. In the year 2011, the average core capital in the four commercial banks was Ksh. 24504 million,

which increased to Ksh. 25266 million in 2012, Ksh. 30855 million in 2013, Ksh. 36546 million in 2014 and Ksh. 158374 million in the year 2015. This shows that the average core capital in the four commercial banks has been increasing over the years.

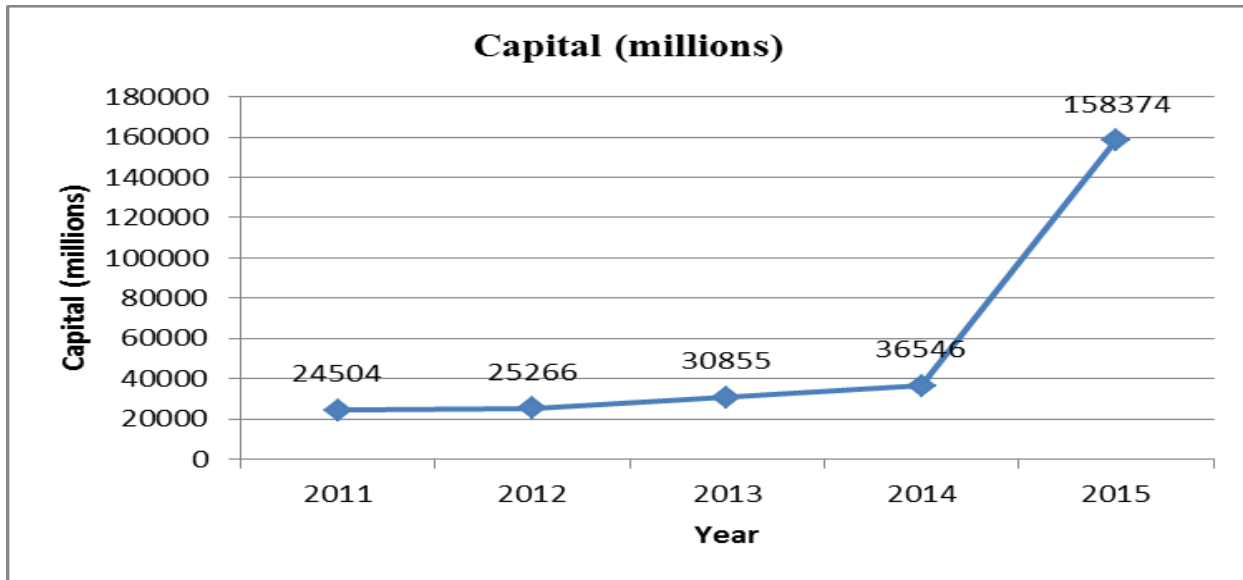


Figure 7: Trend of Capital for the Last Five Years

Regression Analysis

The study used multiple regression analysis to determine the influence of the independent variables on the dependent variable. The regression model is captured below.

$$Y = \beta_0 + \beta_1 X_1 + \varepsilon$$

Where: Y was Financial Performance, β_0 was constant term, β_1 was Beta coefficients, X_1 was Automated Teller Machine and ε was an error term.

R represents the correlation between the independent variable (automated teller machine) and the dependent variable, financial performance. Since the R was close to one, we can deduce that there is a positive correlation between the automated teller machine and the financial performance of commercial banks. The R-squared shows the variation in the dependent variable that can be explained by the independent variables. The R-squared in this study was 0.2421, which shows that 24.21% of the financial performance of the four commercial banks can be explained by the automated teller machines. This also shows that 75.79% of the dependent variable can be explained by other factors not considered in this study.

Table 4: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0.492	0.2421	0.222	0.10107	1.581

The analysis of variance is used to test whether the model is a good fit for the data. From the findings, the F-calculated (440.909) is greater than the F-critical (2.79). In addition, the p-value (0.000) was less than the significance level (0.05). This implies that the model is a good fit in predicting the influence of automated teller machines on the financial performance of the selected four commercial banks.

Table 5: Analysis of Variance (ANOVA)

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	30.44	1	30.440	440.909	0.000
Residual	3.521	51	0.069		
Total	33.961	54			

$$Y = 0.271 + 0.585X_1$$

The results further indicate that automated teller machines have a positive influence on the financial performance of the four commercial banks. This is shown by a regression coefficient of 0.585. This implies that a unit increase in automated teller machines would lead to a 0.585 increase in the financial performance of the four commercial banks. The results also indicate that the relationship between automated teller machines and the financial performance of the four commercial banks is significant. This is because the p-value (0.000) was less than the significance level (0.05). Therefore we can reject the null hypothesis that “automated teller machines do not have a significance effect on financial performance of selected commercial banks”. This implies that automated teller machines have a significant influence on financial performance of the four commercial banks. These findings agree with Rose (2008) findings that the utilization of automated teller machines has a significant influence on financial performance of commercial banks.

Table 6: Regression Coefficients

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.271	.076		3.578	.001
Automated Teller Machines	.585	.067	.596	8.750	.000

Discussion of the Findings

The study revealed that there is a positive significant relationship between the use of automated teller machines and the financial performance of commercial banks. The study also found that ATMs immensely contribute to financial performance of the four commercial banks. This is due to the commissions charged and reduction in cost of service delivery. These findings agree with Jegede (2014) findings that utilization of automated teller machines has a positive effect on the financial performance of commercial banks. The study established that the ATMs of the four commercial banks were offering services such as cash withdrawals services, mini-statement request, balance enquiry services, bill payment services and cash deposits services. These findings agree with Kero (2013) argument that ATMs are used in settlement of bills, cash withdrawals services, mini-statement request, balance enquiry services in the Nigerian banking system.

The study also found that customers in the four commercial banks had embraced services offered by ATMs. This is because ATM machines are available for customers' to make transactions almost everywhere and are more convenient than using banking halls. These findings agree with Kyalo (2014) argument that ATMs provide the clients of a financial institution with access to financial transactions

in a public space without the need for a cashier, human clerk or bank teller. The study established that investing in ATMs increases revenue to the bank while reducing costs to the customer. This is because transaction fees at the ATMs are minimal. Banks cash in through frequency of transactions initiated by individual customers per Day. These findings concur with Murigu (2008) argument that the use of ATMs in commercial banks increases the number of transactions, reduces cost of service delivery and increases revenue. The study revealed that ATMs offer affordability and convenience to bank customers. These findings agree with Onyango (2012) argument that Automated Teller Machine provides a major role in offering convenience, speedy and round the clock services. Although, the use of ATM is convenient, it is not considered safe. These findings are contrary to Odhiambo and Memba (2012) argument that the use of ATM is safe and convenient.

Conclusions and Recommendations

The study also concludes that automated teller machines influence the financial performance of the four commercial banks in Kenya. The study also concludes that automated teller machines provide services at low cost and are affordable and convenient, which increases utilization by customers and hence increase in revenue and profitability of the banks. The findings of this study imply that commercial banks in Kenya can improve their financial performance by increasing the use of automated teller machines. To increase the utilization of automated teller machines, commercial banks should increase the number of automated teller machines in the country. To the customers, the findings of this study imply that they can access efficient, affordable and accessible financial services via automated teller machines. Therefore, customers do not need to line up in the banking halls to get financial services, which is time consuming, inconveniencing and costly.

Areas for Further Research

The study found that the automated teller machines could only explain 24.21% of the financial performance of the four commercial banks in Kenya. This study therefore suggests that further studies should be conducted to investigate on other factors that influence the financial performance of commercial banks in Kenya. The study also suggests further studies on the influence of adoption of mobile banking and agency banking on utilization of automated teller machines in commercial banks in Kenya.

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