INFLUENCE OF MODERN TECHNOLOGY ON PERFORMANCE OF COMMERCIAL BANKS.
(A CASE OF EQUITY BANK NGARA BRANCH).

BY

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A RESEARCH PROJECT SUBMITTED IN PARTIAL FOR REQUIREMENT ROR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

UNIVERSITY OF NAIROBI.

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DECLARATION

This is my original work and has never been presented for any academic award in any other university.

SANYA SYLVIA TAABU.
Reg. No: L123/26462/2012

This work has been presented for examination with my approval as university supervisor.

Supervisor: MRS DORCAS MWAURA.
This study bases mainly on modern technology that is used in the banking sector, particularly Equity Bank. We want to know and learn the impacts that were brought about by the use of modern technology in Equity Bank, both positive and the negative impacts and how they affected the normal operations of Equity Bank. This study is mainly targeting the bank staff and the customers of Equity Bank. The staff involved will be those who use modern technology such as computers in the organization. This includes the managers, accountants, tellers and secretaries. The customers involved refers to those people who prefers using or banking with Equity Bank as their bank of choice. It will be of more importance and benefit to all to know and understand very well the functions and characteristics of the bank they are dealing or banking with.