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# Further Development of a Secured Unified E-Payment System in Nigeria: A Critical Viewpoint

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## 1. Introduction

e-Payment systems refer to the automated processes of exchanging monetary value among parties in business transactions and transmitting this value over the ICT networks. The common e-Payment channels include the payment cards (debit or credit), Online Web Portals, Point of Sales (POS) terminals, Automated Teller Machines (ATM), Mobile Phones, Automated Clearing House (ACH), direct debit/deposit and Real Time Gross Settlement (RTGS) system (Nnaka, 2009).

The wider patronage of e-Commerce is dependent on the availability of a secured and trusted e-Payment System (Baddeley, 2004). The various categories of e-Commerce include Business-to-Business (B2B): business transactions between organizations that involve companies buying and selling to each other; Business-to-Consumer (B2C): business transactions between organizations and consumers where goods and services are sold directly to the consumer; Consumer-to-Business (C2B): business transactions between consumers and organizations, where consumers can fix prices for both goods and services offered; and Consumer-to-Consumer (C2C): business transaction between consumers among others (Ayo, 2009). Therefore, appropriate considerations must be given to these categories so that the most suitable e-Payment system can be adopted.

According to Anderson (cited in Sumanjeet, 2009), e-Payment system was classified into:

- Online Credit Card Payment System
- Electronic Cheque System
- Electronic Cash System, and
- Smart Card-based Electronic Payment System.

Regardless of the adopted system, the problems militating against e-Payment as listed by Sumanjeet (2009), generally revolve around:

- Integrity: to ascertain that transmitted financial information is unchanged in transit.

- Non-repudiation: to ascertain that all parties have non-deniable proof of receipt.
- Confidentiality: to ascertain that transactions are protected from possible eavesdroppers.
- Reliability: to ascertain that there is reduced possibility of failure.
- Authentication: to ascertain that there are reliable proofs of identities of all parties involved.
- Authorization: to ascertain that individuals are recognized and granted the desired rights and privileges.

Therefore, any reliable e-Payment System should guarantee privacy, integrity, compatibility, efficiency, acceptability, convenience, mobility, anonymity and low financial risk. The smart card-based e-Payment system is essentially a credit card sized plastic card with memory chips and probably an embedded microprocessor that offers greater storage capacity than the ordinary credit card. While the credit card stores a single charge account number in the magnetic stripe, the smart card can hold hundreds of such data, and can serve multiple identification purposes such as personal identification, bank account identification and transactions, health insurance identification among others (Sumanjeet, 2009). Therefore, the objectives of this paper is to design a unified (single) smart card-based e-Payment system that can be used for banking transactions in all the banks in Nigeria as well as serving other forms of identification.

Zulu (2006) identified the challenges of e-Payment in Africa as inadequate telecommunication infrastructure which include: connectivity failure in telephone lines; low Internet bandwidth; high Internet cost, unavailability of dedicated data service networks; and close financial networks as well as frequent power interruption. Similarly, he identified lack of proper legal and regulatory framework and low level of credit access as the other challenges. The threats notwithstanding, there are standard security features already developed to handle them. Some of the available solutions include public-key cryptography, digital signature and certificate, secure socket layer (SSL), and secure electronic transaction (SET) as well as the introduction of biometrics authentication among others (Pesonen, 1998; Zulu, 2006 and Ayo, 2009).

One of the greatest threats to e-Banking is the increasing trends of identity theft, which is a major challenge to the Internet age (Helmbrecht, 2008). Therefore, there is need for a technology that is safe, convenient and not too demanding on the part of the user because of the level of literacy in the developing nations of the world, particularly Nigeria.

The other part of the paper is arranged as follows: section 2 presents the state of e-Payment in Nigeria; section 3 presents the research design; section 4 presents the system design; while section 5 presented the economic consideration of the design and; the conclusion of the work is presented in section 6.

## **2. The state of e-payment in Nigeria**

Nigeria is predominantly a cash-based economy with a lot of cash in circulation. Analysts opined that the cash-based nature of payments in the country is responsible for the abysmally low level of participation in e-Commerce where the acceptable medium of settling transactions is e-Payment (Ojo, 2004; Ayo, 2007; & Ovia, 2002).

The Governor of the Central Bank of Nigeria embarked on bank recapitalization exercise as a strategic move to save the Nigerian banking sector from incessant failure and collapse (Nwachuku, 2005 and Gbolahan, 2005). The result of the exercise brought about a reduction of the 89 banks to 25 solid and strong banks through mergers, acquisition and recapitalization of asset base. As reported by Ayo et al. (2007), virtually all the 25 banks in Nigeria that survived the recapitalization exercise engaged the use of ICT for efficient service delivery. All the banks have one form of e-Payment system or the other.

Alao (2009) reported the colossal amount of money lost in Nigeria to ATM fraud through ATM card cloning, PIN theft among others and government had resorted to removing ATM from public places as well as installing security cameras at the ATM locations to track the activities of fraudsters. However, the level of ICT usage notwithstanding, the level of adoption of e-Banking by the citizen is still very low. Table 1 shows the distribution of the amount of currency in circulation from 2004 to 2008 in Nigeria.

Year	Amount (N <b>illion</b> )
2004	545.7
2005	642.4
2006	770.1
2007	960.5
2008	1,155.1
2009	1,184.3

Source: CBN Annual Reports: 2006, 2007, 2008, 2009

Table 1. Distribution of the amount of Currency in Circulation.

The table raised a lot of issues about the influence of ICT on e-Banking and the banking habit of Nigerians, particularly the volume of cash in circulation. The amount of currency in circulation has continued to increase in view of the various efforts of government. Tables 3 and 4 will help to shed more light on the inhibiting factors which probably revolve around lack of safety, trust and security.

It is evident from table 2 that the most prominent form of e-Payment system in Nigeria is the ATM card. It remained dominant over the years both in volume and value. The other media such as the Internet payment, POS and Mobile payments are still at their infancies. The level of involvement of these instruments of payment presents a clearer picture of the low level of involvement of Nigerians in e-Commerce, knowing fully well that ATM cards are not suitable for international settlement of transactions.

Payment Instruments	Volume %			Value %		
	2006	2007	2008	2006	2007	2008
ATM	93.16	88.7	91.0	73.35	88.5	90.5
Web (Internet)	1.71	5.1	2.4	3.51	7.1	5.7
POS	4.83	2.4	1.8	23.04	4.3	3.7
Mobile	0.31	3.8	4.8	0.11	0.1	0.2

Source: CBN Annual Reports: 2006, 2007, 2008

Table 2. Level of adoption of e-Payment system.

Payment Instruments	Value (N' Billion) (\$1 = N155)		
	2007	2008	2009
ATM	131.5	399.7	548.6
Web (Internet)	10.6	25.05	84.5
POS	6.4	16.12	11.04
Mobile	0.09	0.07	1.26

Source: CBN Annual Reports: 2007, 2008 and 2009

Table 2. Level of adoption of e-Payment system.

3. Research design

The research design is two-fold. On one hand, a set of questionnaire was designed and administered randomly to 300 respondents out of which 239 were returned representing about 80%. Cronbach’s reliability value of 0.782 was obtained, which attests to the reliability of the instrument. Pertinent questions about the demographic profile of respondents as well as the state and operations of ATM Card were asked and the data collected was analysed based on descriptive statistics using the SPSS and the results were presented in tables 3, 4 and 5. On the other hand, a design of the proposed unified Smart Card-based ATM was presented as well as its activity diagram.

Gender of Respondents		
	Frequency	Percent
Male	140	58.6
Female	99	41.4
Total	239	100%
Age of Respondents		
	Frequency	Percent
<20	25	10.4
21 - 30	77	32.2
31 - 40	95	39.7
41 - 50	28	11.7
51+	14	5.9
Total	239	100%
Educational Level of Respondents		
	Frequency	Percent
Valid NONE	26	10.9
Primary School	4	1.7
High School	11	4.6
OND/NCE	24	10
BSc/HND degree	58	24.3
Post Graduate	102	42.7
Others	14	5.9
Total	239	100%
Sector where Respondents Work		
	Frequency	Percent
Valid Others	36	15.1
Finance	47	19.7
Manufacturing	33	13.8
Oil & Gas	13	5.4
Aviation	4	1.7
Education	21	8.8
IT & Telecom	85	35.6
Total	239	100%

Table 3. Demographic profile of Respondents.

3.1 Discussion

Out of the 239 respondents, about 59% of them are male while about 41% of them are female. From the age distribution, over 90% of the respondents are at least 20 years old. Keeping in mind that persons below the age of 18 years are not permitted to operate a bank accounts in Nigeria because that is seen as the age of apprenticeship. Furthermore, about 90% of the respondents have at least the first school leaving certificate (primary school), while only 10% of them (26 out of 239) did not indicate to have had any formal education at any level. Majority of the respondents (35.6%) work in the IT and Telecoms sector, followed by the finance sector (19.7%), the manufacturing sector (13.8%), the education sector (8.8%) and those outside the finance, manufacturing, oil and gas, aviation, education and IT and Telecoms account for 15.1% of the respondents.

Have Bank Accounts		
	Frequency	Percent
Valid None	2	8
No	3	1.3
Yes	234	97.9
Total	239	100
Number of ATM Cards Possessed		
	Frequency	Percent
Valid None	4	1.7
One	24	10
Two or More	211	88.3
Total	239	100

Table 4. Distribution of the respondents and banking transactions.

It is interesting to note that majority (about 98%) of the respondents operate a bank account. Also, about 88% of the respondents have two ATM cards or more. This gives validity to the proposed unified e-Payment system.

Most of the respondents attested to the convenience of the ATM services (59%) as well as its simplicity (69%). However, its reliability (25%), safety (16.3%) and privacy (31.8%) are in doubt. Therefore, a greater percentage of the respondents disagreed with its reliability, safety and privacy features. However, most of the respondents favour the desirability of having a unified (single) ATM card for all banking transactions (36.8%) as well as the inclusion of a fingerprint reader on the teller machine (66.9%).

	Agree	Disagree	Neutral	Do not Know	Total
Reliability of ATM Services	60 (25.1%)	97 (40.6%)	64 (26.8%)	18 (7.5%)	239 (100.0%)
Covenience of ATM Services	141 (59.0%)	56 (23.4%)	27 (11.3%)	15 (6.3%)	239 (100.0%)
Simplicity of ATM Services	165 (69.0%)	26 (10.9%)	31 (13.0%)	17 (7.1%)	239 (100.0%)
Safety of ATM Services	39 (16.3%)	123 (51.5%)	59 (24.7%)	18 (7.5%)	239 (100.0%)
Privacy of ATM Services	76 (31.8%)	90 (37.7%)	50 (20.9%)	23 (9.6%)	239 (100.0%)
Desirability of One ATM Card	88 (36.8%)	76 (31.8%)	36 (15.1%)	39 (16.3%)	239 (100.0%)
Include Fingerprint on ATM Machines	160 (66.9%)	19 (7.9%)	23 (9.6%)	37 (15.5%)	239 (100.0%)

Table 5. Distribution of the respondents experience with ATM cards.

4. System design

A typical ATM has a keypad that is composed of:

1. Numeric Keys (0-9)
2. Character Keys (A – Z)
3. Operational buttons (Accept, Correction, Cancel)

The screen has eight (8) buttons arranged at the two sides (4 at each side). The features of the ATM are presented in table 6 and a typical picture shown in figure 1.

Bank	Features		
	Numeric Keys • (0-9)	Character Keys • (A-Z, *, #, -, +)	Operation buttons • OK/Enter/ Accept • Cancel • Correction/Change/Clear/Blank
UBA	Yes	Yes	OK, Change, Cancel and Blank
Oceanic	Yes	Yes	Accept, Correction, Cancel and Blank
InterContinental	Yes	Yes	Accept, Correction, Cancel and Blank
CMFB	Yes	No	Enter, Clear, Cancel and Blank

Table 6. Features of ATM Cards.

Table 6 shows the features of the ATM of four banks (UBA, Oceanic, Intercontinental and CMFB) in Nigeria. It is obvious that no special design is required. A common choice for the

design is one that has numeric keys (0-9), character keys (A-Z, \*, #, -, +), and operation buttons (OK, Change, Cancel), while the blank button can be replaced with the biometric fingerprint reader.

The structure in figure 2 represents the unified Smart Card-based ATM Card that has the possibility of being used for multiple identifications. Four (4) different ATM Cards for the four banks were considered and their features incorporated to arrive at this design. Furthermore, considering the spate of identity fraud, the law enforcement agencies should be able to check at random the various ATM locations to verify the identity of the carrier, though less frequently, hence the inclusion of the holder’s passport, gender and or signature. Similarly, in case of accident the blood group is included. All other details are contained on the National Bank’s Databank which is a repository of the identities of all banks’ customers in Nigeria.



Fig. 1. A typical ATM.

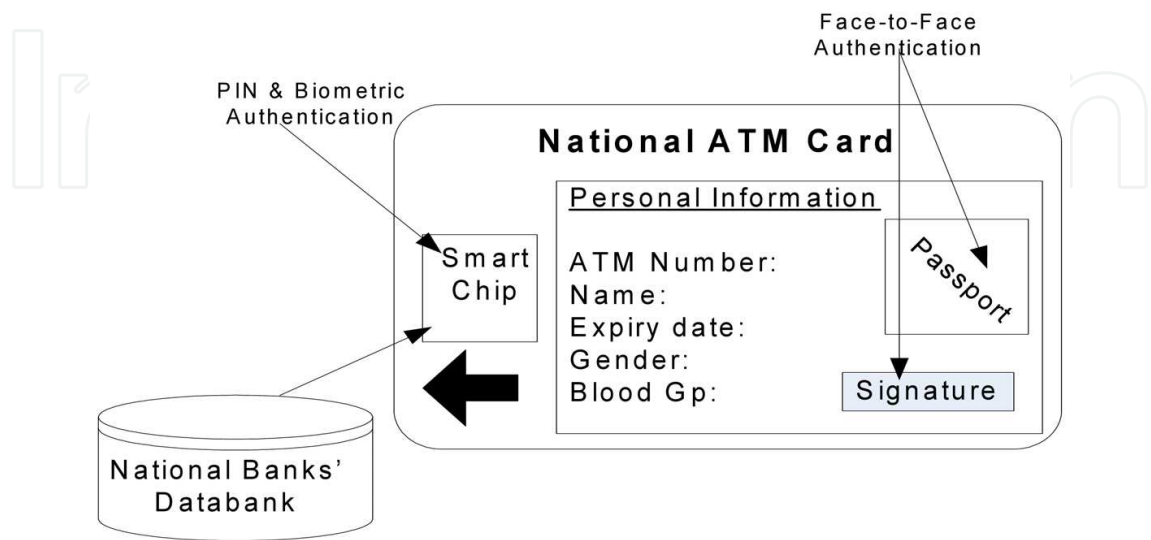


Fig. 2. Smart Card-based ATM Card.

The activity diagram is shown in figure 3. It shows an additional layer of information, which is the selection of bank to transact business with since a single card is being used for several banks, after which the usual (old) display follows: User identification (PIN) but now with fingerprint capture; Selection of Operation (Enquiry, Withdrawal etc); Selection of amount of money; Request for receipts and Exit.

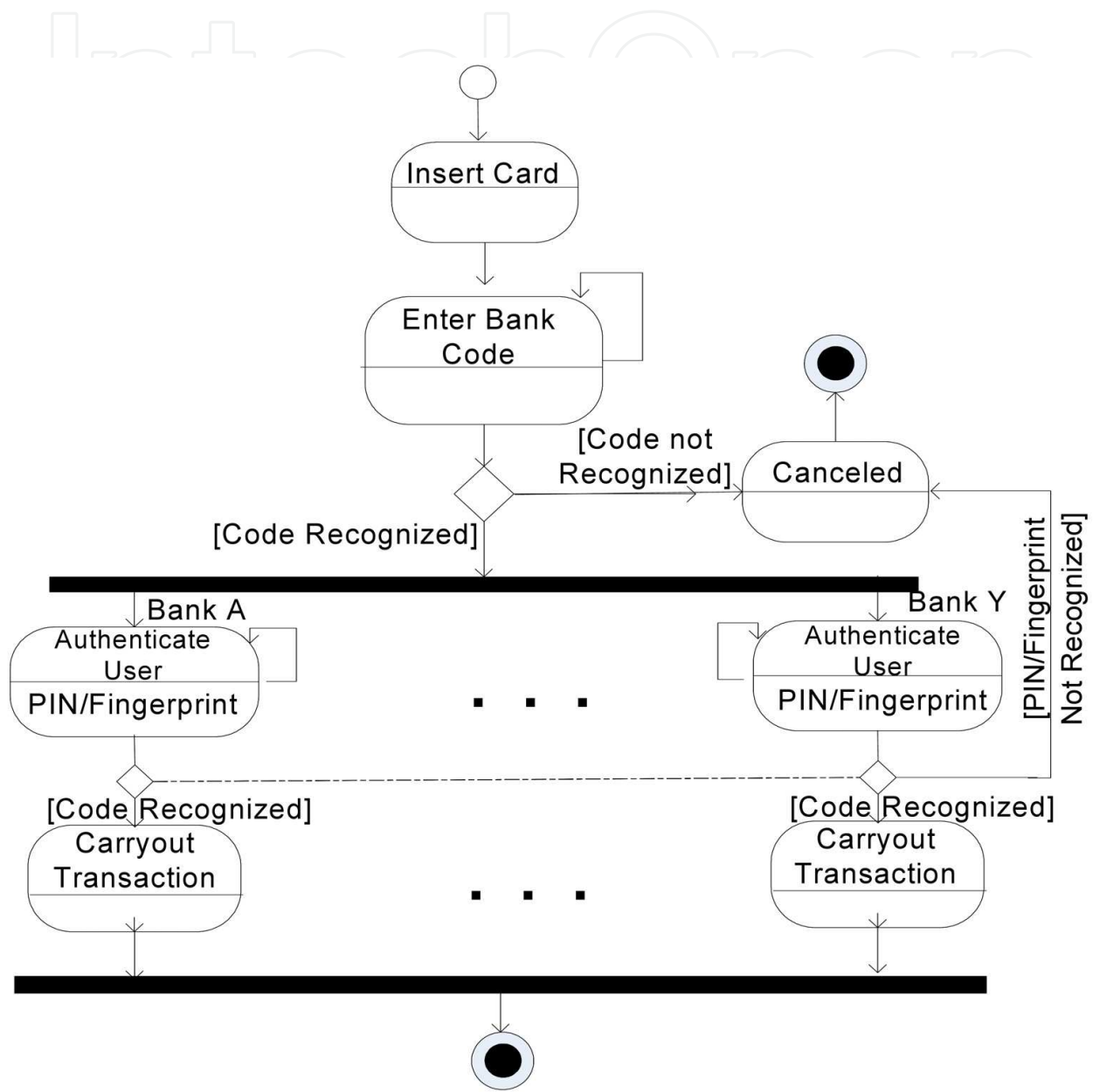


Fig. 3. Activity diagram of the proposed system.

Furthermore, all other changes are software based. The ATM monitor has 8 operational buttons distributed at both sides of the screen. There are 25 banks in Nigeria, modeled banks A to Y, therefore 7 banks can be listed per screen while the 8<sup>th</sup> key reads “More” for the next screen of 7 banks and the “More” Key, more and more until all the banks are displayed.

## 5. Cost implication of the design

The cost implication of this design is very minimal on the part of the operators (banks). All the Keypads have a blank button which can be replaced with fingerprint reader through the USB Connection to the CPU. Similarly, the cost of card redesign is not considered a major challenge since each card has expiry date. Therefore, the cost of a new card is borne by the card holder. Similarly, all other changes are software based: the selection of banks and fingerprint authentication which can be taken for regular software update and the cost borne by the operator. However, the major task is the integration of the various banks accounts into the National Banks' Databank. This design approach will most likely be a cheaper alternative than installing security cameras at each location in addition to the cost of relocating the machines to more secure premises.

## 6. Limitations of the study

From available statistics, 80% of the Nigerian populace are unbanked and 70% of the populace are illiterate (Ayo, 2009 and Okoegwale, 2011). Therefore, the limitations of the system include: high illiteracy level and lack of banking culture arising from lack of confidence and trust in the banking system.

## 7. Scope for future research

Future research should investigate the Usability of the system as it is likely to impart positively on the banking habit if it is user friendly, reliable and efficient. Furthermore, since the Voting and Banking age is 18years, with increased percentage of the banking populace the card could be further developed for use as the voter's card with a reliable databank formed from the combined databases of the switching companies. Also, the incorporation of voice processing can help persons with disability, particularly the visually impaired to transact banking businesses.

## 8. Conclusion

The level of adoption of ICT in the banking sector in Nigeria is on the increase, yet the amount of cash in circulation is equally increasing, a situation which is attributable to lack of safety, security, privacy and reliability in the e-Payment instruments. Therefore, the introduction of a smart card-based ATM with biometric authentication will ameliorate these challenges. More than that, the design of a unified smart card-based ATM with biometric authentication is cost-effective and secured. No special design is required as the current system can accommodate the proposed features at minimal cost.

The fingerprint scanner can be accommodated on the keypad while a slight software redesign is required to accommodate a layer of service that will enable the user select a bank of choice. Most importantly, the number of ATM required is drastically reduced, which reduces the cost of production and renewal, and there is enhanced safety, security, and privacy. Furthermore, the fingerprint authentication will be a cheaper alternative than to relocate all ATMs in Nigeria (several thousands of them), to safer premises and the inclusion of security camera at each location.

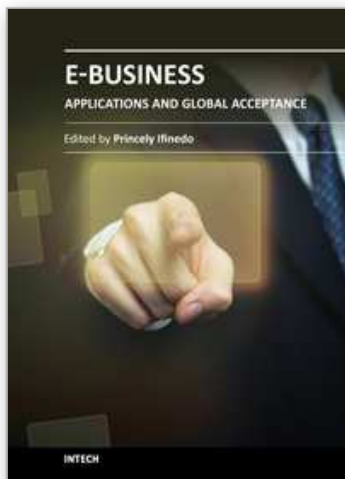
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E-Business - Applications and Global Acceptance is a collection of well-written papers that employ empirical and theoretical/conceptual approaches to highlight insights on the global acceptance of electronic business (e-business) and other useful applications and conceptualizations in the area. As our knowledge of the e-business phenomenon continues to mature and evolve, it is pertinent that new insights and information be made available. This edited book is published against such a backdrop. In essence, this book seeks to provide value to both e-business researchers and practitioners, with information sourced from differing regions of the world. The diversity in the sources of insights is welcome and this edited book covers a wide range of interesting, topical, and timely issues dealing with the acceptance of e-business applications or systems, business processes integration and management, the extension of e-business concepts to not-for-profit (nonprofit) organizations, and the construction of a service innovation model. Without a doubt, this book will be a comprehensive reference point for knowledge seekers who want to understand emerging conceptualizations, processes, and behaviors in the e-business domain.

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