ELECTRONIC FUND TRANSFERS AND BUSINESS GROWTH AMONG SMEs IN KABALE MUNICIPALITY KABALE DISTRICT

BY

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DECLARATION

I declare that this research proposal is my original development and to the best of my knowledge.it has never been submitted to any other higher institutions of learning for the same award

Signature  ..... Date28/7/25.....

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APPROVAL

This research report has been presented for examination with my approval as the appointed university supervisor.

Signature_____ Date 28/7/25

OSHEMEIRE FORTUNATE

(Supervisor)

DEDICATION

This research report is dedicated to my parents and relatives. May the almighty God continue protecting and blessing you all.

ACKNOWLEDGEMENT

First of all, my heartfelt appreciation is expressed to the almighty God for the gift of life and education to me.

To my parents for support. Thank you for being my anchor, believing in me and for undivided support in making my dream come true. Your prayers gave me courage and helped me to stay faithful in my endeavors.

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May the almighty bless them abundantly.

Table of Contents

LIST OF ACRONYMS

ATM	automated teller machines
COG	cognitive model
ECM	expectation confirmation model
EFT	electronic fund transfer
ICT	information communication technology
IS	individual satisfaction
PC	personal computer
TAM	technology acceptance model
TCT	technology continuance model
SMEs	small and medium sized enterprises

ABSTRACT

The study looked into how small and medium-sized businesses in Kabale municipality's Kabale district grew in relation to electronic fund transfers. The study's three primary goals were to determine how mobile money use and business expansion among SMEs in Kabele Municipality relate to one another. Analyze how automated teller machines affect SMEs' access to financing in Kabale Municipality and how debit cards affect their ability to expand their businesses. The study's results were reported using an across-sectional research design. 300 SMEs in the manufacturing, trade, and service sectors were included in the study. Purposive methods and basic random sampling were used to choose a sample of 169 SMEs.

Questionnaires and an interview guide were used to gather data, and both descriptive and multiple regression analyses were used for analysis. The results showed a correlation between the use of EFTs and business growth, with EFTs explaining as little as 7.0% of the variance in business growth. While using debit cards and ATMs has no discernible impact on business growth, using mobile money has a big impact. According to the study's findings, there is very little correlation between EFT and business growth among SMEs in Kabele Municipality. Bankers should therefore try to contact SMEs and offer them incentives to open bank accounts, allowing them to use debit cards and ATMs. The study highlighted the connection between the expansion of SMEs in Kabale Municipality and electronic money transfers. With the advent of new financial inclusion strategies, EFT emerged as a cutting-edge money transfer technique. As a crucial instrument for advancing the objective of financial inclusion, electronic funds transfer services have been rapidly implemented throughout emerging countries, particularly by small and medium-sized enterprises. This has a significant impact on the commercial and economic sectors, as well as the financial industry. As a result of these innovative approaches, which enabled the unbanked to enter the banking industry, SMEs prospered. This chapter covers the background, goals, and conceptualization of EFT, as well as the expansion of SMEs.

CHAPTER ONE

1.1 Introduction.

The study highlighted the connection between the expansion of SMEs in Kabale Municipality and electronic money transfers. With the advent of new financial inclusion strategies, EFT emerged as a cutting-edge money transfer technique. As a crucial instrument for advancing the objective of financial inclusion, electronic funds transfer services have been rapidly implemented throughout emerging countries, particularly by small and medium-sized enterprises. This has a significant impact on the commercial and economic sectors, as well as the financial industry. As a result of these innovative approaches, which enabled the unbanked to enter the banking industry, SMEs prospered. This chapter covers the background, goals, and conceptualization of EFT, as well as the expansion of SMEs.

1.2 Background of the Study

This subsection outlined the history, theories, conceptualization, and contextualization of the study.

1.2.1 Historical Perspective

EFT, or electronic funds transfer, is the term used to describe the direct deposit of funds from one bank to another. Employees of the bank were not involved in managing EFT. Over the years, its popularity in the banking and financial industry grew because the entire process did not require any paper documents. Mobile money was initially seen as an alternative to traditional economic development for SMEs when it was introduced in Kenya in 2007 under the name M-Pesa (ACP, 2014).

By introducing new methods of distributing financial products, such as automated teller machines (ATMs), mobile banking, computer banking, and internet banking, ICT revolutionized the banking industry (Ahmad, 2006). These developments were a component of electronic commerce (e-commerce), which was a subset of electronic banking (e-banking). E-banking was leading the charge at the time to reduce transaction costs and enhance the delivery of financial services.

GSMA (2012) claimed that approximately 25 companies offering mobile money services operated in Kenya, making it the country with the highest number of mobile money users in East Africa, followed by Tanzania (Chale & Mbamba, 2014). This was in response to the growing number of mobile phone subscribers on the African continent. With 2.1 million users, Uganda ranked third and accounted for 8.1 percent of all mobile subscribers. Due to its effectiveness and affordability for microbusinesses, financing has recently been a crucial component of SMEs' growth and development worldwide, making it easier for them to obtain (Kamau, Cerstin & Mukwana, 2013). In a similar vein, the incorporation of debit cards and automated teller machines into bank services also improved financial accessibility.

Due to its ease of use, accessibility, and straightforward methods of payment and money transfer, EFT dominated the Ugandan money transfer market. Paper money likely lost its appeal due to the significant rise in commercial EFT use, as it was both costly and slow. The financial landscape changed in 2009 when MTN Uganda introduced and adopted Mobile Money. Mobile Money exchange has started, and its services have expanded to include a Mobile Money Wallet to Bank account service.

The fact that EFT could be carried out in various ways, both within and between institutions, was significant. Automated Teller Machines (ATMs), which provided a quicker method of making deposits and withdrawals, moving funds, and checking account balances, were among the EFT kinds utilized in businesses. At any moment, anywhere, this could be done. With debit cards, customers could pay for purchases and have the money deducted from the account connected to the card. Users might transfer money or pay bills over the phone via pay-by-phone systems and mobile money (E-BANX, 2019).

1.2.2 Theoretical Perspective

The Technology Acceptance Model (TAM), which was used in this study, made the assumption that the constructs of stated usefulness and perceived ease of use dictated system acceptance and use (Davis, 1989). These presumptions supported the decision or goal of putting IT into place, which in turn encouraged the adoption

of the Electronic Funds Transfer Infrastructure.

Additionally, this study embraced Liao et al. (2009)'s Technology Continuance Model (TCM), which encouraged technology users' intention to continue using their devices. The theory integrated theories such as the Expectation Confirmation Model (ECM) by Bhattacherjee (2001), the Cognitive (COG) Model by Oliver (1980), the Technology Acceptance Model (TAM) by Davis (1989), and Individuals Satisfaction and Technology. The idea was based on attitude and contentment as part of the TCT, while other constructs included Confirmation, Perceived Usefulness (PU), and User friendliness (ease of use) in the TAM. The adoption and use of electronic funds transfers as a technology by SMEs to obtain funding was described by the two theories.

1.2.3 Business Growth

Since it was one of the factors influencing their economic growth, SMEs' requirement for rapid access to financing has continued to be a problem for academic and policy experts worldwide. In order to address financial access and support SMEs' broad economic contribution, a number of discussions were held in the form of seminars and workshops (MIC, 2007). Finance impliedly had a major role in SMEs' survival and expansion (ACCA, 2009). In the majority of Sub-Saharan African nations, financial accessibility reduced poverty by enabling SMEs to make profitable investments and boost economic growth (Beck and Demirguc-Kunt, 2006).

Even though outside funding was crucial for growing new companies, small and medium-sized businesses needed it to compete globally. External funding also aided SMEs in growing their businesses and establishing connections with bigger companies. As stated by current SMEs and prospective operators, financial accessibility lowered obstacles to business expansion and start-ups (OlomiandUrassa,2008).

1.2.4. Conceptual framework

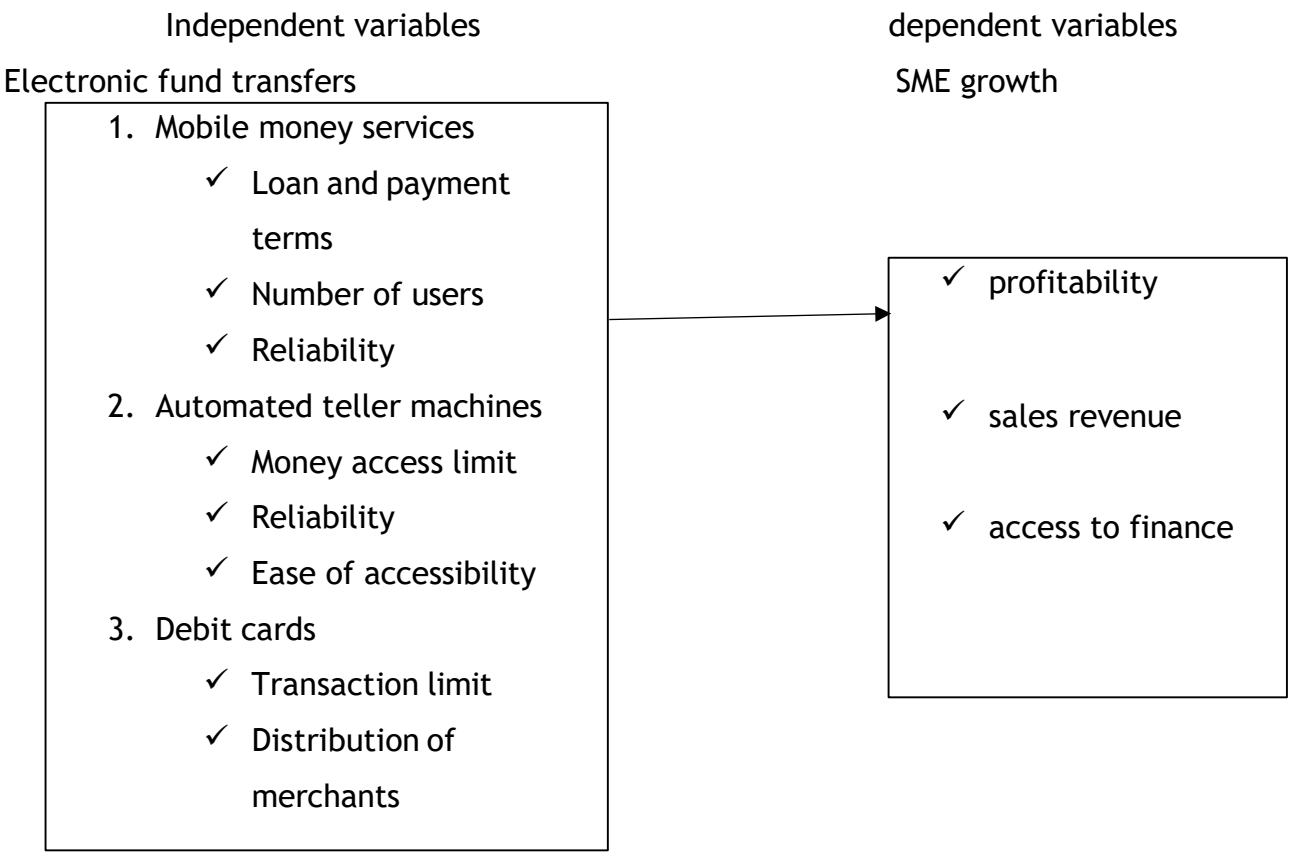

Figure 1: conceptual framework Source: adapted from Njoroge (2019) modified for this study

Debit cards, automated teller machines, and mobile money services are regarded as the independent variables in this study. The mobile money services were examined based on criteria like the number of users, loan and payment periods, and, finally, the service's dependability. On the other hand, automated teller machines were assessed based on their accessibility, dependability, and the amount of money they can access. Transaction limits and merchant distribution are used to evaluate debit cards. The expansion of SMEs' businesses is regarded as the dependent variable, and it is assessed using sales revenue, financing accessibility, and profitability.

1.2.5Definition of key terms

a) EFT

This is the practice of moving funds electronically, as opposed to using actual cash, between bank accounts.

EFT includes a range of activities such as interbank transfers, online bill payment, ATM with drawals, and direct deposits.

b) An automated teller machine (ATM).

People can use this automated tool to do a variety of financial activities without having to speak with a bank teller face-to-face. They are employed for checking account balances, making deposits, and taking out cash. Debit card

This is payment card that allows individuals to access their bank accounts or withdraw cash directly from those accounts. It functions as an electronic check enabling users to transfer money from their checking account to the merchants account at the point of sale

c) SME growth

This refers to the expansion and development of small and medium sized enterprises. This growth can be measured in various ways, including sales revenue profitability and access to finance

1.2.6 Contextual Framework

Small and medium-sized enterprises are the backbone of global economic development and a source of economic growth, dynamism, and flexibility in developed and industrialized countries, according to the World Bank (2008). Easy access to financing leads to high profitability and job creation, which also significantly lowers poverty (Sievers & Vandenberg, 2007). Micro and small businesses make up 95% to 99% of businesses in the majority of global economies. For this reason, the growth and success of SMEs depend on having access to financing. Increased business transactions and lower operating costs have resulted in greater efficiency due to the growth of electronic money transfers made possible by debit cards, automated teller machines, mobile money, and financial accessibility (Banker & Kauffman 2018). Small and medium-sized businesses are essential to any economy.

However, the nature and definition of SMEs are solely determined by context. For instance, the level of capital investment and accumulation, the number of employees

(Kasekende and Opondo, 2003). From a Ugandan perspective, Kasekende and Opondo (2003) define SMEs as a small enterprise that employ between 5 to 50 employees with an asset value of land, building and working capital less than Ug.shs 50 million (US$ 30,000) and with an annual income turnover of between Ugshs.10-50 million (US$6,000-30,000). The authors also define medium sized enterprise as firms, which employ about 50 to 100 employees. In this regard, the number of employees working in that business and assets value also classifies SMEs UIA, (2016).

Small and medium-sized businesses are essential to every economy. However, environment alone determines the definition and nature of SMEs. For example, the amount of money invested and accumulated, the quantity of workers (Opondo and Kasekende, 2003). According to Kasekende and Opondo (2003), SMEs are defined as small businesses in Uganda that have five to fifty employees, an annual revenue turnover of between Ugshs. 10 and 50 million (US$6,000 and 30,000), and an asset value of less than Ugshs. 50 million (US$30,000) for land, buildings, and working capital. Additionally, the authors define medium-sized enterprises as businesses with between 50 and 100 employees. In this sense, SMEs are also categorized by the number of employees and asset worth of the company (UIA, 2016).
SMEs in Uganda constitute over 96% of businesses (UBOS, 2016). Organization for

According to the Organisation for Economic Co-operation and Development (OECD) (2006), SMEs in the OECD account for 60–70% of net job creation and play a significant role in introducing new goods or methods to the market. Uganda has also fully embraced the use of mobile money, with banks signing up for ATM services. However, most ATM machines offer a specific amount of money on a daily basis which hinders the functioning of the SMEs. Although reliability is still a problem, mobile money in Uganda has seen better growth with a large number of users, along with mobile money agents and bank agents, which has significantly impacted efficiency among SMEs.

According to Nakawesi (2021) the use of electronic cards surged by 11.8 per cent by the end of 2020. This research states that the use of electronic cards for debit and credit card purchases, withdrawals, and transfers increased in 2020 demonstrating advancements in the use of electronic transactions. Additionally, the Central Bank

demonstrates how the government promoted the use of electronic payments in order to combat the accelerated growth of COVID-19, which increased the volume and value of debit and credit card transactions (Bank of Uganda, 2021).

Credit and debit card transactions increased by 2.7% to 10.5 million during the COVID-19 pandemic, while their value increased by 11.8% to Shs. 34 trillion. The expansion coincided with the Central Bank's pursuit of a cashless economy that conducts commerce via electronic fund transfers (EFT). With at least 90% of transactions in Uganda presently being cash-based just under a year before the target year, the bank's goal of a cashless economy by 2022 is too ambitious (Bank of Uganda, 2021).

According to Rogers and Alice (2015), finance is essential to enterprise development, but only if it is affordable and easily available. SMEs have difficulties growing their businesses, despite the fact that they are increasingly recognized as being strategically important to Uganda's economic development.

1.3 Statement of the problem

Over time, electronic funds transfers have emerged as a major hub for financial activities. Mobile money is currently seen as an alternative to economic development for SMEs, as evidenced by its launch in 2007 through M-Pesa in Kenya and MTN Mobile Money by MTN Uganda in 2009 (ACP, 2014). According to Gosavi (2017), access to money is also made possible by the widespread availability of automated teller machines. However, due in large part to issues with timeliness, electricity, and dependability, SMEs' access to financing in Uganda has been limited (Tumuzoire, 2016). Nakagwa (2018) reports that whereas 56% of SMEs use mobile money platforms, more than 44% do not have access to formal financial services.

This disparity is largely attributed to the reluctance of commercial banks to serve SMEs, frequently expressing worries about operational inefficiency and profitability. Access prices are still exorbitant, ranging from UGX 18,040 to UGX 90,000 depending on the bank, despite efforts by banks to improve accessibility by installing additional Automated Teller Machines (ATMs) around Uganda (Ssonko, 2010). These expenses provide major obstacles to SMEs' access to financing, as do technological problems including limited transaction limits and frequent network outages during crucial

periods (Mohamad, 2010).

These issues jeopardize the long-term expansion of SMEs, which are essential to Uganda's economy. Even while digital financial solutions like Electronic Funds Transfers (EFTs) are becoming more and more popular, little is known about how they affect the expansion of SMEs. Thus, the purpose of this study is to examine the connection between the expansion of SMEs in Kabale Municipality, Kabale District, and electronic funds transfers.

1.4 Objectives of the Study

1.4.1 General Objective

To examine the relationship between Electronic Fund Transfers and Business growth among SMEs in Kabale Municipality, Kabale District.

1.4.2 Specific Objectives

i. To establish the relationship between the use of Mobile Money and Business growth among SMEs in Kabale Municipality.

ii. To examine the effect of Automated Teller Machines (ATMs) on access to finance among SMEs in Kabale municipality Business growth

iii. To examine the effect of debit cards on the profitability of SMEs in Kabale Municipality.

1.5 Research Questions

i. What is the relationship between the use of Mobile Money and Business growth among SMEs in Kabale Municipality?

ii. What is the relationship between Automated Teller Machines (ATMs) and Business growth among SMEs in Kabale Municipality?

iii. What is the relationship between Debit cards and business growth among SMEs in Kabale Municipality?

iv. How does an Electronic Funds Transfer affect business growth among SMEs in Kabale Municipality?

1.6 The Scope of the Study

The Scope of the study comprised of three sections.

1.6.1 Geographical scope

The study was carried out in the Kabale Municipality in Kabale District. Located in South Western Uganda, Kabale Municipality is roughly 33 square kilometers in size. It has borders with Kitumba Sub County to the southwest, Rubanda District to the north, and Kyanamira to the east.

The study's primary emphasis was Kabale Municipality's small and medium-sized businesses.

1.6.2 Content Scope

The study included investigation of the content to which the mobile money and Automated Teller Machine (ATMs) and Debit cards are independently/or jointly affect the level of business growth among SMEs in Kabale Municipality, Kabale District.

1.6.3 Time Scope

The study focused on the literature in the period between 2015 - 2021. This covered the period under which the use of mobile money and ATMS became popular in Kabale District and only SMEs that have existed for more than two years were considered. Study activities were done from May 2021 to April, 2022.

1.7 Significance of the study

Both SMEs and other stakeholders, such as banks and telecommunications companies, can benefit from the study's findings in a variety of ways.

SMEs can learn from this research paper how important it is to use or transact using

electronic funds transfer services.

The study added to the body of research already conducted in Uganda on electronic fund transfers, which gave aspiring researchers a starting point for their literature. The results can serve as a foundation for other SMEs who have not yet recognized the value and significance of utilizing electronic funds transfers.

The results will also help bankers and telecom providers understand how their services directly impact the expansion and development of small and medium-sized enterprises in Uganda. Additionally, this will assist in lowering the services' cost.

CHAPTER TWO
LITERATURE REVIEW

2.1 Introduction

The researcher examined research on debit cards, mobile money, automated teller machines (ATMs), and small company expansion in this chapter. Debit cards, automated teller machine services, mobile money services, and the expansion of SMEs' businesses were among the ideas examined. Other ideas that were examined were the connection between automated teller machines and business expansion, the connection between mobile money and business expansion, and the connection between debit cards and business expansion. The relationship between mobile money, debit cards, automated teller machines, and the expansion of SMEs' businesses was discussed in the literature.

2.2 Theoretical Review

2.2.1 Technology Acceptance Model

The Technology Acceptance Model (TAM), upon which the study was based, postulated that system adoption was influenced by perceived utility and perceived ease of use (Davis, 1989). The presumptions influenced the likelihood of utilizing information technology, which in turn impacted its application. The degree to which an individual thought that utilizing a particular method would enhance their performance was known as perceived usefulness. Conversely, perceived ease of use was the degree to which one believed that a specific system would be "effort-free" to use (Davis, 1989). Although this model has been used to investigate consumer behavior, Lu et al. (2003) shown that it has been widely used to comprehend information systems.

According to the current survey, small business owners in Kabale District tended to utilize technologies that they believed would be effortless to use. In the instance of Electronic Funds Transfers, others considered the advantages of the innovation before implementing it.

2.2.2 Technology Continuance Theory (TCT)

The degree to which consumers were likely to stick with a technology was explained

by Liao et al. (2009)'s Technology Continuance Theory. Three models in the fields of technology and individual satisfaction (IS) were combined in this hypothesis.

Research: Davis (1989) developed the TAM, Bhattacherjee (2001) developed the ECM, and Oliver (1980) developed the COG Model. The continuing intention with IS was the final dependent variable in the three-tiered TCT model. TCT included two key concepts: PU, perceived user-friendliness, and validation. All of the theories proposed in the ECM, TAM, and COG were included in the TCT (Liao et al., 2009).

The current study described the various uses of electronic financial transfers. TCT may be used in the short-, long-, and preparatory stages. In terms of descriptive strength and scope of application, TCT was a substantially better model than ECM, TAM, and COG (Liao et al., 2009). The TCT model states that the relationship between satisfaction and the ongoing use of electronic funds transfers was moderated by personality traits. A person's behavior was a manifestation of their personality traits (Devaraj et al., 2008). TCT clarified that SMEs in Kabale Municipality continued to use EFT, despite the expansion of SMEs, based on their owners' satisfaction and personality.

2.3 Mobile Money and Business Growth

According to the World Trade Organization (2013), mobile money refers to payment services using mobile devices. The services were provided in conformity with financial regulations.

The term 'mobile money' was used by Swarray (2012) to describe electronic money sent via phone. Mobile devices that could contain money wallets were used to complete the transaction. According to the current study, to complete a transaction using mobile money services, a user must send a simple text message from a mobile device. There was "phenomenal growth" in the mobile money transfer business. Mobile money transfers were the nexus of banking and telecommunications, according to Bob Collymore, CEO of Safaricom Limited, the first mobile firm to launch mobile money transfers in Kenya in March 2007 under the "M-PESA" brand name (Catherine, 2015). Therefore, any attempt to advance mobile technology and increase mobile subscribers offered a significant opportunity to supply affordable goods and services (Donovan, 2012; Qureshi, 2013).

Jenkins (2008) introduced three types of mobile money: mobile financial services, mobile payments, and mobile transfers. Using a mobile phone to send money from one person to another was known as mobile transfers. Using mobile phones to transfer money for the purpose of purchasing goods and services is known as mobile payments (ITU, 2013). Mobile financial services also functioned when a bank account was linked to a mobile money account, allowing the account holder to access a variety of transactions that people in the vicinity of a physical bank branch would be able to access (Scharwatt et al., 2015). In emerging nations, the usage of mobile money services to increase financial inclusion has grown. To reduce poverty and foster economic progress, financial inclusion—the creation of innovative ways for unbanked individuals to access the formal financial system and obtain formal financial services—was crucial. Small and medium-sized businesses also used it as a means of conducting business.

Several notable achievements in the expansion of mobile money have been made, such as Vodafone/Safaricom's M-Pesa in Kenya, as noted by Rajiv et al. (2015). In terms of M-Pesa's performance, five years after its inception, the company had 15 million users, or roughly 37.5% of the nation's population, and was processing $10 billion a year. This success was comparable to that of MTN mobile money in Uganda.

In Sub-Saharan Africa, mobile money has recently emerged as a successful method of conducting business (WTO, 2010). Due to the relative cost of mobile phones and the mobile banking services they provided, the majority of small and medium-sized businesses were conducting business using mobile payments (Mbogo, 2010). Globally, the number of transactions using mobile money was increasing, and this trend was particularly notable in East African nations. From $26 billion in December 2016 to over $31.5 billion in December 2017, the value of transactions increased by 21%. The average monthly number of active clients who sent and received person-to-person transfers and used cash in and out increased to $188.

Customers have been using mobile money transfers more frequently to top up airtime, pay bills, and perform other operations using their mobile money accounts without any restrictions (GSMA, 2017). Notably, SMEs were able to pay numerous clients simultaneously by moving funds (also known as pushing cash) into their corporate mobile money account through the B2P, or business-to-person, or Bulk

Payment Service mobile money service offering. This enhanced business transactions and performance levels. Furthermore, even if the transactions took place in remote regions, this was done with ease (USAID, 2012).

According to other academics, the rapid growth of mobile money has improved economic growth and decreased poverty in rural areas and among SMEs, particularly those involved in agriculture, by enabling them to access better market information, make payments, and sell their goods for higher prices (Torero, 2005). Additionally, it had attracted those who had not previously been part of mainstream banking institutions. Kakwa (2012) asserts that SMEs were significantly impacted by the adoption and use of mobile phone technology, as it swiftly satisfied customer needs, improved internal efficiency, opened up new markets, and reduced expenses. In a similar vein, Muzi et al. (2017) noted that while mobile money made accessing cash simple, it enhanced liquidity in conducting business. According to the current study, there is a considerable correlation between business growth and mobile money.

According to Odyek (2020), Uganda's mobile money services have experienced significant growth. Mobile money has improved SMEs' financial inclusion, lowered operating expenses, facilitated access to financial services for rural residents, and increased consumer convenience.

In 2009, mobile money services were integrated into Uganda's commercial sector. The advent of mobile money happened quite quickly. According to the Bank of Uganda, there were seven mobile money systems in Uganda by 2020. MTN, Airtel, Uganda Telecom, Africell, M-Cash, and Pay Way were among them. The Bank of Uganda and the Uganda Communications Commission were responsible for regulating mobile money at the time.

According to Bangens and Soderberg (2010), the efficiency of SMEs is significantly impacted by the adoption of mobile financial transactions. When conducting business, mobile financial transactions save time. Compared to bank-based financial transactions, SMEs used mobile phone transactions more frequently.

Mobile Currency helped users reduce traveling expenses when making and collecting payments, significantly decreasing their operating costs and increasing growth. Jensen (2007) showed that mobile money services assisted SMEs in improving information symmetry and market efficiency, which enabled them to perform better. According to research done in Kenya by Chogi (2006), SMEs there saw mobile transactions as a way to mediate business activities and achieve business goals, which had an impact on their productivity and profitability. According to Higgins et al. (2012), SMEs frequently carried out financial transactions over vast distances or with substantial sums of money. As a result, these transactions gave them the most economical and practical means of conducting financial transactions, reduced their business expenses, and saved them time. Chogi (2006) investigated how Nairobi's SMEs were affected by mobile phone technologies. The survey, which employed a self-structured questionnaire, found that the majority of SMEs believed mobile phones increased business income and that mobile banking was a useful tool for reducing operating expenses. The importance of mobile phones for SMEs in underdeveloped nations was studied by Donner and Escobari (2010). According to survey results, mobile phones enhanced SMEs' sales and productivity, two factors that were indicative of their financial performance.

2.4 Automated Teller Machines (ATMs) and Business Growth

The first machines that gave consumers electronic access were Automated Teller Machines (ATMs). Banks were able to service clients outside of the banking hall thanks to ATMs. ATMs were created to perform essential banking tasks such as cash withdrawal, deposit, mini-statement printing, and bill settlement. Personal identification numbers, or PINs, are used by ATMs to grant users access to their account numbers. For consumer identification, they employed a plastic card with a magnetic chip (Odusina, 2014).

According to a study by Banker and Kauffman (2018), ATMs were the second most popular way for customers to access banking services outside of bank branches and had a high level of customer preference. Customers could access ATM services around the clock, and they were quicker and easier to use than those offered in banking halls. ATM systems have improved the operational

efficiency of banks, SMEs, and customer service, according to Banker and Kauffman (2018). The performance and expansion of SMEs globally and in developing countries were substantially facilitated by the ease of access to capital, thanks to the introduction of automated teller machines and mobile money services.

Aldred (2019) said that access to cash and bank branches was crucial in enabling small businesses to grow and run efficiently without disruption to sales or operational delays. However, because ATMs can be costly to operate and banks pay considerable charges to do so, this may occasionally become impossible, making it difficult for SMEs to access them.

Mohammed (2010) also claimed that network outages during crucial periods, which continued to impact their operations, made it difficult for the majority of SMEs to obtain financing. Furthermore, several SMEs were located in rural areas, which made it particularly challenging for them to function efficiently, as the majority of ATMs were concentrated in metropolitan areas (Alfred, 2019). Despite the study's participants being business owners from the municipality, evidence suggested that network and geographical issues hindered rural business owners from utilizing ATM services.

2.5 Debit Cards and Business Growth

The study revealed that debit cards had no significant influence on the growth of SMEs in Kabale Municipality. UBA Bank (2020), which claimed that the UBA Debit MasterCard could be used anywhere in the world, disagreed with the findings. Customers could purchase online as much as they wanted, travel anywhere, and stay anywhere they wanted. UBA Bank, however, was not extensively dispersed throughout Uganda. As a result, its value in expanding companies was restricted to those in the locations where it was accessible.

Shittu (2010), who pointed out that bank customers with debit cards could make purchases or make payments from their accounts in person, online, or over the phone at stores bearing the Visa logo, disagreed with the findings that debit cards did not significantly contribute to the growth of SMEs in Kabale

Municipality. Although fund transfers from consumers' accounts were quick when using a debit card, clients still needed to ensure they had sufficient funds on hand to cover purchases or payments. Debit cards were less suitable for SMEs in Kabale, even though they were becoming increasingly helpful in driving business growth, because the majority of the SMEs under investigation lacked sufficient funds to maintain sizable balances in their bank accounts.

The Centenary Bank Debit Card, according to Centenary Bank (2020), is a widely accepted card that allows its customers to quickly transact at any Visa-accepting location. Automated Teller Machines (ATMs), point-of-sale machines, online payment platforms (such as Jumia, Amazon, and Bazebo), and any location where Visa services were available were all considered access points for the Visa Debit Card. The platforms on which the debit card might be used were the reason it was inconsequential. According to Centenary Bank, the kind of SMEs under investigation might not have had access to these platforms. Debit cards were least likely to be used systematically by rural SMEs, while some urban business owners may have used them.

2.6 Electronic Funds Transfers and Business Growth among SMEs

The need for mobile money was expected to decline as more people used electronic payment methods, direct debit, and internet banking to access their bank accounts. P2P transfers and prepaid mobile money are two examples of the specialized markets that mobile money services have created (Rajiv et al., 2015). Since its launch, mobile money has emerged as a significant payment option for small businesses and the unbanked, but ATM performance has stalled as most transactions are now restricted to public sector employees. The majority of SMEs thought that using mobile services was more efficient, particularly those operating in remote locations (GSMA, 2013). Nonetheless, both businesses continued to offer financial access.

In Sub-Saharan Africa (SSA), the partnership between banks and mobile network operators (MNOs) represents a significant step in the right direction toward achieving financial inclusion for the 80 percent of the continent's

unbanked population (Ehebeck et al., 2012).

Financial institutions offered strategies for promoting low transaction costs through branchless banking and IT advancements, which helped SMEs overcome barriers to social contact and mobility. Financial institutions helped many rural clients reduce expenses by relying on post offices, petrol stations, stores, and input providers, as demonstrated by countries such as South Africa, Brazil, Kenya, the Philippines, and India (World Bank, 2008). SMEs were able to make informed financial decisions by understanding the features and circumstances of the available products, thanks to the literature on financial training (Mayoux and Hartl, 2009).

According to a Tanzanian study by Olomi and Urassa (2008), low knowledge and skill levels, an undeveloped business culture, a failure to distinguish between personal and business matters, family credit history, and an ignorance of the financial services that are available were the main obstacles to SMEs' ability to obtain financing. Business owners also lacked experience. Thirdly, there were issues with the regulatory framework governing transactions between lenders and borrowers, including the absence of credit reference bureaus and a lack of system identification.

2.7 Research Gap

Although important data were available in Kenya, Namibia, Nigeria, and India, the contexts in which these data were gathered differed significantly from those in Uganda, particularly in Kabale. There was little empirical data on the effect of EFT on the financial performance of SMEs, despite mobile banking seeming to close the gap between consumers and banks (Mireal, 2018; Kanyi & Maharaj, 2011). The current study examined the impact of EFT on SMEs' growth, aiming to close this information gap.

CHAPTER THREE:
METHODOLOGY

3.1 Introduction

This section details the methods that were employed to conduct the research. It included research design, study area, population of study, sample size and sampling procedure, sources of data, data collection methods, data collection instruments, measurement of research variables, validity and reliability, data processing and analysis, and ethical considerations.

3.2 Research Design

Because it offers a one-time opportunity for in-depth and comprehensive analysis of particular elements of the data acquired, a cross-sectional research methodology was chosen. The results are extrapolated to the full population while taking into account the targeted sample's beliefs, preferences, behaviors, attitudes, and opinions. To accurately depict the scenario, condition, or event throughout the study, cross-sectional designs are employed. Owners or managers of 300 SMEs in the Kabale Municipality and Kabale district will provide the data. The researcher then creates statistical data on the connection between SMEs' business growth and electronic fund transfers using both descriptive and inferential statistics.

3.3 Area and Study population

This study, which focused on SMEs, was conducted in Kabale District. In particular, 300 SMEs in Kabale Municipality that are involved in manufacturing, trade, and services,

such as eateries and secretarial offices. Companies in the specified categories served as the analytical unit. The management or owner of each trader's company will be chosen. Three hundred business owners will be the target population (Chimps report, 2019).

3.4 Sample Size and Composition

A total of 169 responses, representing all the various business types chosen for the study, were considered as the sample base out of the 300 business owners targeted in this research. SMEs engaged in trade, manufacturing, and services were among the categories. Krejcie and Morgan (1970) were consulted in order to establish the sample size. The table below displays the sample size distribution.

Table 3.4.1: Sample selection table

Line of Business of SMEs	Population for all	Sample	Sampling technique
Manufacturing	80	42	Simple Random
Trade	170	98	Simple Random
Services	50	29	Simple Random
Total	**300**	**169**	

Source: Chimps report 2019

3.5 Sampling techniques

Participants in the study were selected at random to form the company sample. Additionally, the researcher employed purposive sampling to pinpoint the precise respondents from each company. Since business owners and managers are important informants in this study, a purposeful approach was employed. These selection techniques were helpful in providing the researcher with a highly representative sample that offered a range of viewpoints on how electronic funds transfers impact the expansion of businesses.

3.6 Sources of data

The study primarily relied on primary data sources to explain the relationship between EFT and SMEs' growth. According to Neil (2010), primary data is an original source of information that the researcher has collected directly from the source for a particular study. Original sources are typically used to gather primary data. Because primary data is crucial for elucidating electronic funds transfers, the researcher used it.

3.7 Data Collection Instruments

The data gathering for this research was done by structured

questionnaires and Interviews.

A survey questionnaire is a technique for gathering data in which a researcher develops a list of questions and distributes them to individuals who are believed to possess the necessary data for the study. Closed-ended questions were used in the study for convenience and ease of analysis. The questions were created by the researcher using a Likert scale with a range of 1 to 5. To specifically address each variable in the study, the researcher developed an instrument divided into various sections in accordance with the research purpose.

This research tool was effective in time management, as well as in its ease of comparability and ability to generate statistics, which are compatible with various statistical analysis packages (Dawson, 2005).

Interview: This approach to gathering data involves the researcher conversing with participants about a range of study-related subjects. Selected small business owners who worked in trade, manufacturing, or services were invited to participate in the interviews. Interviews are a suitable technique for gathering data, particularly for time-pressed respondents who might not have the capacity to complete extensive questionnaires. The approach enables the researcher to delve deeply into the topic being studied. According to Cooper and Schindler (2014), the interview provides the researcher with a chance to obtain unique and comprehensive data regarding the subject matter.

Similarly, the method gives the researcher the opportunity to engage key informants in exploring the questions raised without limitations. The interview method permits the collection of firsthand, detailed information about the study's themes. Additionally, it allows respondents to respond to questions in a flexible and limitless manner, making it a suitable method for gathering information from important informants. Semi-structured interviews facilitate the collection of methodical, thorough, and detailed data.

3.8 Validity and Reliability of Instruments

3.8.1 Validity

The degree to which the study accurately assesses what it is intended to measure is known as validity (Mugenda, 2008). Regarding the validity of the study questionnaire, the researcher sought the opinions of three experts, including the research supervisor. The Content Validity Index (CVI) was also applied. CVI = K/N, where K is the number of items deemed relevant or appropriate, N is the number of items taken into consideration in the instruments, and CVI = Content Validity Index (Amin, 2005). Mugenda (2003) suggests that an instrument's validity is acceptable if its content validity index is more than 0.5.

$$\text{CVI} = \frac{\text{Number of items declared valid}}{\text{total number of items}} = \frac{28}{34} = .823$$

This index was above 0.70, which is the acceptable validity index. This makes the items accurate and relevant to understand the aspect of electronic funds transfers and SMEs growth.

3.8.2 Reliability

Consistency is linked to reliability. The degree to which a research tool produces consistent results after multiple experiments is known as reliability (Kothari, 2004). It occurs when the method used can reliably produce comparable findings under comparable study circumstances. The researcher employed Cronbach's Alpha coefficient to measure the internal consistency of the study's words. According to Cooper and Schindler (2008) and Mugenda (2003), an alpha coefficient of 0.6 or higher is deemed suitable.

Table 3.8.1: Reliability Statistics

Variable list	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
EFT services	.826	.824	15
Business Growth	.875	.872	12
Overall	**0.851**	**0.848**	**27**

Source: Field data, 2022

The study yielded a reliability coefficient of 0.848, which exceeds the acceptable

threshold. This therefore suggested that the items used in this study were internally stable and reliable. Given a similar study, this instrument is capable of generating consistent results.

3.1 Research Procedure

The researcher will seek approval from the Chief Administrative Officer to conduct research in Kabale municipality after receiving a letter of approval from the Directorate of Research at Bishop Barham University College. Questionnaires were distributed to various business owners in the manufacturing, trade, and service sectors that the researcher had selected. The selected business owners who provided the researcher with data were given questionnaires by the researcher. The researcher gathered, sorted, coded, and modified the questionnaires, then input them into the computer system. Following data analysis and draft preparation, the researcher produced and submitted a final report.

3.1 Data Analysis

Data is sorted, edited, classed, and coded for analysis once it has been gathered from the field. The data is then summarized and entered into the Statistical Package for Social Scientists (SPSS version 20) for processing in order to produce inferential statistics in the form of regression analysis and Pearson correlation, which are used to ascertain the relationship between the degree of SMEs' access to financial services in Uganda and mobile money, automated teller machines, and debit cards. Additionally, frequency tables, percentages, and frequencies were represented using Microsoft Excel.

3.9 Ethical Considerations

The researcher took into consideration several ethical issues, including **Confidentiality.** By requesting that respondents not include their true names or contact information on the questionnaires, the researcher ensured the highest level of confidentiality. To restrict the amount of information that can be traced back to a specific respondent, key independent identification numbers are assigned to each respondent.

Post-research material custody, to ensure the proper storage of study materials, the data collection instruments are maintained in a secure location, with access restricted to the researcher. The identity of the business or SME, along with other important details, was kept completely private. Every piece of information collected was used only for this study. Before participating in the study, all respondents are informed of the research protocols based on their consent and willingness to participate.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1 Introduction

This chapter presents the study's findings. The findings are presented in tables and analyzed quantitatively and qualitatively. The analysis is presented according to the technique of analysis as opposed to an objective-by-objective approach.

4.2 Response rate

Only 158 of the 169 sample units intended for the study responded, yielding a 93.4% response rate. This response rate was sufficient to draw conclusions and extrapolate the results to SMEs in Kabale Municipality. The questionnaire that was not returned included 6.6% of respondents who did not reply. This might have happened as a result of losing the surveys and being unable to understand the questions.

4.3 Background characteristics

The researcher studied the participants' diverse backgrounds. Age group, gender, EFT service type, years in business, and business kind were among them. The background features are compiled in Table 4.3.1.

Table 4.3.1: Background characteristics

Variable List	Categories	Frequency	Valid Percent
Gender	Male	122	77.2
	Female	36	22.8
	Total	158	100
Age	18-34	14	8.9
	35-49	116	73.4
	50 and above	28	17.7
	Total	158	100
Experience in business	Below 1 year	30	19
	1 to 5 years	32	20.3

	Over 5 years	96	60.8
	Total	158	100
Nature of business	Manufacturing	66	41.8
	Trade	80	50.6
	Service	12	7.6
	Total	158	100
EFT service used	Mobile money transfers	72	45.6
	ATM	62	39.2
	Debit card	24	15.2
	Total	158	100

Source: Field data, 2022

Of those who participated, 77.2% were men and 22.8% were women. The majority of participants in this study were men, presumably because men own the majority of enterprises in Kabale Municipality.

According to the age distribution, the bulk of participants, or 73.4%, were between the ages of 35 and 49. 17.7% of participants were 50 years of age or older, compared to 8.9% who were under 35 but older than 18. Perhaps as a result, adults predominated the study more than youths and the elderly. Due to the nature of SMEs, adults over 50 are not more involved, and this is ascribed to the fact that the majority of adolescents (1834) lack access to financing.

Considering business experience, the majority, 60.8%, had been in business for more than five years. Consequently, there is a good chance that you have dealt with EFT applications. Because most SMEs rely on their owners for continuity, it's possible that those with five years or more experience dominated our survey. Once the owners have departed for other positions, the majority of these businesses cease to exist.

The bulk of EFT service users, 45.6%, mostly used mobile money transfers. Just 15.2% of people use debit cards, compared to 39.2% who use ATMs. The prevalence of mobile phones among the population may be the reason why mobile money transfers are so prevalent in business transactions. Because so few businesses and service providers in Kabale municipality accept debit cards, debit cards are used infrequently.

The majority of participants (50.6%) ran trade firms, which is consistent with the type of business under investigation. Trade enterprises were more prevalent in the study, perhaps because they are simpler to launch than manufacturing and service businesses, which require more funding and expertise to launch and are hence shunned by the majority of SME owners.

4.4 Descriptive statistics

The researcher used percentages and counts to describe EFT and business growth. EFT was presented in three dimensions: mobile money, ATMs, and debit cards.

4.4.1 Electronic Funds Transfer

The researcher asked participants to indicate the frequency with which they use the electronic money transfer service when conducting financial transactions. Participants were asked to indicate the frequency using the following options: always, often, sometimes, rarely, and never. The table below summarizes the findings.

Table 4.4.1: Electronic Funds Transfer

Variable List	Never (%)	Rarely (%)	Sometimes (%)	Often (%)	Always (%)
Mobile Money					
1. Payments					
	3.8	3.8	4.4	67.1	20.9
2. Receiving cash	0	15.2	13.9	58.2	12.7

3. Lending	2.5	10.8	19	47.5	20.3
4. Saving	1.9	7	12	47.5	31.6
5. Borrowing	1.3	8.2	12	39.9	38.6
Average	**1.9**	**9.0**	**12.3**	**52.0**	**24.8**
ATM					
1. Saving	1.3	3.8	8.2	51.9	34.8
2. Receiving cash	1.3	10.1	14.6	50.6	23.4
3. Payments	3.8	10.8	12	50	23.4
4. Borrowing	2.5	7.6	13.3	46.8	29.7
5. Lending	1.9	3.8	7.6	41.1	45.6
Average	**2.2**	**7.2**	**11.1**	**48.1**	**31.4**
Debit Cards					
1. Saving	1.9	7	8.9	57	25.3
2. Lending	1.9	6.3	10.1	52.5	29.1
3. Borrowing	0.6	15.8	9.5	51.3	22.8
4. Receiving cash	0	10.8	5.7	49.4	34.2
5. Payments	1.3	7.6	9.5	46.8	34.8
Average	**1.1**	**9.5**	**8.7**	**51.4**	**29.2**

Source: Field data, 2022

The researcher looked into various applications for computerized money transfers. The findings indicate that, in comparison to debit cards (51.4%) and ATMs (48.1%), the majority of participants frequently use mobile money (52.0%). Since most SME owners have a registered mobile money line, it is likely that the majority of participants use mobile money in their transactions, as it is user-friendly.

However, there are no notable variations between the percentages of people who use mobile money (52.0%) and debit cards (51.4%), which may be due to the fact that some people who use debit cards also frequently use mobile money and ATM services.

The majority of participants (67.1%) use mobile money for payments, while only 39.9% use it for borrowing. Participants use mobile money to receive cash in addition to making payments (58.2%). The widespread use of mobile phones, mobile money agents, and the service's user-friendliness may all contribute to the domination of mobile money in payment processing. The data suggests that mobile money transfers are more effective than borrowing as a method of payment.

Few participants (41.1%) use ATMs for loan services, whereas the majority (51.9%) frequently use them for savings. In addition to saving, users utilize ATMs to make payments (50.0%) and receive cash (50.6%). Participants who use mobile money to save or deposit cash are more numerous than those who use ATMs to make payments. According to these facts, ATMs are frequently used for saving money, even though they are also useful for making payments. The prominence of ATMs as a savings tool may be due to their ability to be used "after banking hours," which allows small business owners to make withdrawals whenever they choose. The data, however, show no appreciable variations in the proportion of participants who use ATMs for payments, borrowing, and saving. This may be because several SMEs found it difficult to differentiate these services.

Few people use their debit cards to make payments, whereas the majority (59.0%) frequently use them for savings. In addition to conserving money, participants use their debit cards for borrowing (51.3%) and lending (52.5%). Debit cards are not as frequently used for payments as mobile money and ATMs, according to a comparison of the number of participants who use EFT. However, when it comes to saving money, individuals tend to prefer using debit cards and ATMs over mobile money. In general, the data suggests that debit cards are useful tools for saving money. This may be due to the fact that most SMEs are unaware of, and there are typically few debit card point-of-sale businesses. The data, however, show no appreciable

variations in the proportion of individuals who use debit cards for borrowing and lending. This may be due to the fact that SMEs in Kabale Municipality hardly ever employ them.

4.4.2 Characteristics of EFT channels

Regarding financial accessibility, participants were asked to rank the significance of the following attributes (last appendix). As reflected in the table below, the researcher collectively reported "not important at all" and "not important" as not important, and "important" and "very important" as important.

Table 4.4.2: characteristics of EFT channels

Variable List	Not Important	Not sure	Important
1. Speed of service delivery	9.5	9.5	81.1
2. Technological know-how	15.2	5.7	79.1
3. Level of Income	17.1	8.9	74
4. Security	12.6	14.6	72.8
5. Customer Perceived Value	13.3	14.6	72.2
6. Compatibility with lifestyle	17.1	15.8	67.1

Source: Field data, 2022

According to the results, the majority of participants stated that EFT channels were crucial for service delivery due to their speed (81.1%). EFT channels are crucial for those with technological know-how and those who belong to a specific income bracket, in addition to their speed. Otherwise, EFT methods degrade customer perceived value and security, and are less lifestyle-compatible (67.1%). This was noted during an interview.:

"…you can find one with a mobile money account, an ATM, and a debit card, and wonder why all these, yet he has to pay for the applications. Some consider themselves to be in their own class, a class that utilizes all these applications…I will wait for my business to grow before it joins that class…as he laughs…"

This passage suggests that EFT is particularly relevant to a specific group of people, possibly those who are familiar with technology. A particular class will always be excluded and less included in the EFT channels of financial inclusivity, according to the excerpt.

4.4.3 Reliability of EFT channels

Participants were asked to indicate the reliability of the service providers in providing the Electronic Funds Transfer Service.

Electronic Funds Transfers	Categories	Frequency	Valid Percent
Mobile money	Very unreliable	4	2.5
	Often unreliable	20	12.7
	Sometimes reliable	24	15.2
	Often reliable	65	41.1
	Very reliable	45	28.5
	Total	158	100
ATM	Very unreliable	77	48.7
	Often unreliable	19	12.0
	Sometimes reliable	26	16.5
	Often reliable	14	8.9
	Very reliable	22	13.9

	Total	158	100
Debit card	Very unreliable	92	58.
Often unreliable		11	7.0
Sometimes reliable		18	11.4
Often reliable		6	3.8
Very reliable		31	19.6
Total		158	100

Source: Field data, 2022

The results show that mobile money is often reliable, a view shared by 41.1% of the participants who use mobile money. Additionally, 28.5% confirmed that mobile money is very reliable, while 2.5% regretted that mobile money is a very unreliable channel for transferring money. The reasons for the reliability of mobile money as a transfer channel relate to the wide distribution of mobile money service agents and its ease of use.

The circumstances of the unreliability of mobile money relate to scams involved in some transactions, as one participant observed:

"…I received a call from someone claiming to be calling from the MTN customer center. Someone told me that something had gone wrong with my account and I needed to reset the PIN immediately. He gave the steps to follow to reset my PIN, which were a combination of digits and hashes, which I did…hmmm, only to find my account swept off UGX 4,130,000…It was not easy following up the transaction, and indeed I lost that money… "

There was evidence of the unreliability of using mobile money to transact, even though the study did not generalize the scams involved. Despite its instability, the majority of participants attest that mobile money is trustworthy because

it has reached the lowest tier of business transactions.

48.9% of participants reported that the ATM was unreliable, and 58.0% indicated that the debit card was untrustworthy. The poor dispersion of ATM locations and the rarity of shops that accept debit cards for transactions are two examples of the variables that contribute to this money transfer channel's unreliability.

Nevertheless, only 22.8% of respondents believed that ATMs were generally reliable, while 23.4% believed that debit cards were. These figures show no discernible variations in the reliability of ATMs and debit cards, which are services primarily used by the banked population. The majority of SMEs either use SACCOs or do not utilize banking services at all. The most reliable of the three money transfer methods, mobile money, is used by the majority of participants.

4.4.4 Business growth

The researcher aimed to identify the areas of business operations in which EFT had made significant contributions. The researcher considered various business operations, including payments to suppliers, sales, rent payments, salary payments, and loan repayments. The findings are summarized in the table below.

Table 4.4.3: Business Growth

Variable List	Disagree	Not sure	Agreement
1. Sales	13.3	10.8	76
2. Rent Payments	13.3	12.7	74.1
3. Loan Payments	20.9	14.6	64.5
4. Salary Payments	26.6	13.9	59.5
5. Payments to suppliers	25.3	16.5	58.2
Average	**19.9**	**13.7**	**66.5**

Source: Field data, 2022

The results show that the majority of participants see EFT as having a substantial impact on their sales operations (76.0%) and a minimal impact on supplier payments (58.2%). EFT makes a substantial contribution to rent payments in addition to sales operations. According to the statistics, EFT has a major role in firms' increased sales. Customers may find it easier to move money from their mobile money accounts to the business account, which is one reason why EFT significantly contributes to the increase in sales. Additionally, some SMEs offer mobile money withdrawal and deposit services, and they have a mobile money merchant code that enables clients to easily deposit money owed to the company.

4.5 Inferential statistics

Inferential analysis involves statistical techniques that help draw conclusions about a population based on sample results. This study used correlation to draw conclusions on the relationship and regression to draw conclusions on the predictive influence of EFT on business growth.

4.5.1 Correlation tests.

To determine whether EFT and corporate growth are related, this study employed correlation analysis. The degree of strength between two numerical variables is measured by correlation. The range of the correlation coefficient is 0.00 to 1.00. Regardless of the direction, coefficients near 0.00 are often weak, whereas those near 1.00 are typically powerful. When two variables have a positive correlation, they change in the same way; when they have a negative correlation, they change in opposite directions. A relationship is considered significant if the correlation's significance value is smaller than 0.05. The relationship isn't important otherwise. The correlations are summarized in Table 4.5.1.

Table 4.5.1: Correlations

Variable List		1	2	3	4	5
Mobile money	Pearson Correlation	1				
	Sig. (2-tailed)					
	N	158				
Automated Teller Machine	Pearson Correlation	.612(**)	1			
	Sig. (2-tailed)	.000				
	N	158	158			
Debit Card	Pearson Correlation	.445(**)	.483(**)	1		
	Sig. (2-tailed)	.000	.000			
	N	158	158	158		
Electronic Funds Transfer	Pearson Correlation	.844(**)	.856(**)	.766(**)	1	
	Sig. (2-tailed)	.000	.000	.000		
	N	158	158	158	158	
Business Growth	Pearson Correlation	.246(**)	.092	.037	.156	1
	Sig. (2-tailed)	.002	.249	.647	.051	
	N	158	158	158	158	158

** Correlation is significant at the 0.01 level (2-tailed).

There is a weak but significant correlation between the use of mobile money and business growth (r = 0.246; p-value < 0.05). According to the data, a slight correlation exists between variations in mobile money usage and variations in business growth. It follows that the more business owners use mobile money in their operations, the more they can expand, albeit slowly. This may be due to the fact that, aside from convenience, mobile money adoption can reduce operating expenses; however, in the absence of other factors, such as stable prices and favorable macroeconomic conditions, it typically has no effect on business growth.

ATM use and business growth have a modest and insignificant association (r = 0.092; p-value > 0.05). According to the statistics, the degree of business growth is not significantly impacted by the deployment of ATMs in businesses. Debit card use and business growth have a negligible and statistically insignificant link (r = 0.037; p-value > 0.05).

There is no discernible correlation between the use of debit cards and business expansion, according to the figures. Possibly because they are not accessible to SMEs and are expensive to use due to transportation expenses to ATM locations and to access Debit Card merchants, both ATMs and debit cards do not significantly correlate with business growth.

Overall, there is little to no significance in the association between using EFT and business growth (r = 0.051; p-value > 0.05). According to the statistics, business growth is unaffected by changes in EFT applications. In general, employing EFt and business growth are not significantly correlated. This may be the case since these platforms provide access to capital and money in addition to generally boosting revenues and cutting costs, which in turn boost SMEs' profitability and expansion.

4.5.2 Regression tests

The study employed multiple regression analysis to examine the impact of EFTs on the growth of SMEs in Kabale Municipality. Multiple regression measures the effect of a set of predictor variables on a dependent variable. This study used Mobile Money, Automated Teller Machines, and Debit Cards as predictors and the growth of SMEs as the dependent variable. Table 4.5.2 summarizes the effect.

Table 4.5.2: Regression coefficients

Unstandardized	**Standardized**	**Coefficient**		**Coefficient**	T	Sig.
Model		**B**	**Std. Error**	**Beta**		
1	(Constant)	2.748	.524		5.241	.000
Mobile money		.421	.132	.320	3.182	.002
	Automated Teller Machine	-.091	.137	-.068	-.666	.507
	Debit Card	-.107	.134	-.073	-.801	.424

A: Predictors: (Constant), Debit Card, Mobile money, Automated Teller Machine b: Dependent Variable: Business Growth

According to the table, a unit shift in the use of mobile money for commercial purposes has a 32.0% impact on business development (Beta =.320; p-value <.05). Business growth is lowered by 6.8% for every unit change in the use of ATMs for conducting business (Beta = -.068; p-value >.05). (Beta =.073; p-value <.05) indicates that a unit shift in the use of debit cards in business transactions lowers

business growth by 7.3%. According to the data, utilizing mobile money in the workplace has a bigger impact for company expansion than using debit cards and ATMs. This may be due to their widespread user acceptance and distribution, simplicity of use, and perceived value in comparison to the uncommon ATM and debit cards.

A comparison of the significance values reveals that variations in how mobile money is used in business operations have a significant impact on a company's size. However, there is no discernible impact on business growth from variations in the use of debit cards and ATMs in corporate operations. Using ATMs and debit cards appears to hinder business growth, regardless of the application. This could be because, according to the respondents, the expense of finding ATM and debit card merchants, as well as the maintenance fees for these services, could even make it more expensive to operate already struggling enterprises.

The model summary shows the aggregated effect of the predictor variables on the dependent variable.

Table 4.5.3: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.264(a)	.070	.052	.81484

A Predictors: (Constant), Debit Card, Mobile money, Automated Teller Machine

Based on R-squared = 0.070, it is clear from the above table that EFT accounts for only 7.0% of the variance in business growth. This small contribution of EFT to business growth raises the possibility that there may be additional elements beyond EFT that could impact business success. These include the costs of operating a firm, laws and prices, and the nation's overall macroeconomic climate. EFT's minimal impact on business growth may be due to the fact that these services are also expensive, and when compared to physical cash transfers, these EFT channels may incur additional expenses that raise the total cost of operating the business.

4.6 Chapter Summary

This chapter presents the dominance of mobile money in driving business growth compared to ATMs and debit cards. Mobile money facilitates payments and receiving cash, while ATMs and debit cards facilitate mostly savings and favor businessmen with large funds in their accounts. Mobile money has a significant influence on the growth of SMEs, whereas ATMs and debit cards do not have a substantial impact on SME growth.

CHAPTER FIVE

DISCUSSION, CONCLUSION, AND RECOMMENDATIONS

5.1 Introduction

This chapter presents a discussion of the findings, a summary of the key points, the conclusion, and the contributions to knowledge, along with recommendations and areas for future research. The summary of the discussion, findings, and conclusions is based on the objectives. The recommendations and areas for future research are based on the findings.

5.1.1Mobile money and growth of SMEs

Rajiv et al. (2015), who cite several significant achievements of mobile money transfers, such as Vodafone/Safaricom's M-Pesa in Kenya, concur with the findings that mobile money transfer is the most effective EFT application. According to the report, five years after its debut, M-Pesa had 15 million users, or 37.5% of the nation's population, and was handling $10 billion annually. This is comparable to MTN Mobile Money's level of success in Uganda. Although the current study was unable to determine the extent of mobile money usage, there is some indication that Kabale municipality's business community finds it to be quite popular.

The popularity of mobile money transfers in Kabale municipality for fostering business expansion is consistent with the World Trade Organization's (2010) assertion that mobile money has emerged as a key tool for conducting business in SSA in recent years. According to the survey, due to the relatively low cost of mobile phones and the mobile banking services they provide, the majority of small and medium-sized businesses have adopted mobile payments as a means of conducting business. With a total transaction growth of 21% from $26 billion in December 2016 to over $31.5 billion in December 2017, a related study by Mbogo (2010) attests to the mobile money industry's ongoing strong growth in transactions. The current study could not establish the level of business transactions via mobile money due to participants' unwillingness to disclose their business figures. However, there is evidence that mobile money transactions are constantly growing and proving beneficial in conducting business.

Customers utilize mobile money services to pay bills, top up airtime, and perform other activities using their mobile money accounts, according to GSMA (2017), which also found a substantial correlation between mobile money transactions and business growth. The top-ups done and the airtime load help businesses operate throughout the municipality, even if these transactions are not directly related to small enterprises. This opinion is in line with what one interviewee saw:

"*…am just a mobile money operator. I give money and accept deposits from any person. I don't know how my customers use the money they withdraw from me but*

I guess they spend it in shops and markets…is that not promoting business?"

This view also supports USAID (2012) who show that mobile money has rapidly increased which has contributed to economic growth and poverty reduction, especially in rural areas where it has helped SMEs dealing in agriculture access better market information, payments and fetch higher prices for their products. In another interview, one respondent commends the penetration of mobile money to the unbanked population in rural areas:

"*…you will not imagine how the rural poor find comfort in transacting using mobile money. They have their children in towns who send them money, and they get it on mobile money. They don't know how to operate the transaction, but get help from the agent. They can shop for everything they want after getting the money…*" This is what Torero. Et al. (2005) pointed out that when they reported that mobile money attracted those who were not initially in the mainstream banking systems. In line with financial inclusion, the findings agree with Kakwa (2012) and Muzi *et al*. (2017) report that the adoption and use of mobile phone technology among SME"s meets

customers' needs, increases internal efficiency, access to new markets, and lower operational costs, besides improving liquidity in doing business since there is easy access to funds. Similarly, Odyek (2020) reports that the growth in mobile money services in Uganda has deepened financial inclusion among SMEs, incurring lower transaction costs, improving rural access to financial services, and integrating greater customer convenience.

Mobile money is a bank of its own because people own personal accounts:

"*…I have two accounts, one with MTN and another with Airtel. When I don't have cash on hand, I use the one on my mobile account to pay my suppliers. They even find it secure compared to moving with paper money…*"

From these excerpts, it emerges that mobile money is contributing significantly to the growth of business in Kabale. It has brought the initially unbanked population into the banking economy. More so, the users of mobile money find the accounts secure compared to paper money.

5.1.2 ATM and growth of SMEs

The conclusions that Automated Teller Machines (ATMs) have no discernible impact on business growth are at odds with those of Odusina (2014), who claims that ATMs are made to carry out the most crucial tasks for banks, including cash withdrawal, deposit, mini-statement printing, and bill settling. Since many business owners, particularly those who do not seek out commercial bank funding, do not have bank accounts, the findings in Kabale appear to contradict the author's findings. The limited penetration of ATM services is evident in the fact that some business owners do not have bank accounts. In contrast to traders, Kabale manufacturers are more likely to pay their suppliers via ATM services.

(Banker & Kauffman, 2018) Those who contend that ATMs give bank clients round-the-clock access to banking products and services, are simple to use, and are quicker than human tellers in banking halls, disagree with the findings that ATMs have no discernible impact on company growth in Kabale municipality. ATMs have increased bank operating efficiency and customer service, even for small and medium-sized businesses. Few small-scale firms have accounts with financial institutions that employ ATM services, despite the fact that ATM users perceive increased efficiency. According to one respondent, the majority of traders do not actually have commercial bank accounts that would allow them to access ATM services:

"*…you see this business; the suppliers deliver the goods that I want to the shop. Either I pay them cash on delivery, or they receive the cash the next time they supply the goods that I need. That is how I relate with the bread suppliers, maize flour suppliers, and the cosmetics…I do not make any transaction in the bank…*"

The ease of accessing money is key to the performance and development of SMEs worldwide, including those in developing countries, and this has been facilitated by the availability of mobile money services and automated teller machines.

However, not many SME owners use ATMs for transacting business:

"*…these small businesses survive on money at hand. The profits that we make are so little that we have nothing to save in bank accounts, where ATMs are very useful…even when I sell on credit, the sale is so small that the customer cannot pay through the bank…*"

These excerpts provide some evidence that ATMs are not so common among business operators who run businesses with small capital and serve a poor clientele that even when they take on credit, they pay directly to the business than through the accounts.

Aldred (2019) asserted that access to cash and bank branches is essential for small businesses to prosper and function without interruptions to sales or operational delays, and the findings that ATMs have no discernible impact on the business growth of SMEs support this assertion. However, he adds that this can occasionally become unfeasible due to the high operating expenses of ATMs, which prevent SMEs from having access to

them. Every ATM transaction in Uganda has a cost. Even if the account is charged on a monthly basis, this seems like a double charge. There is a fee for merely checking the account balance.

The results further support Mohammed (2010)'s claim that most SMEs still have difficulty obtaining financing since network failures occur when they most need money, which continues to have an impact on SMEs' operations. Furthermore, some SMEs are situated in rural locations, which makes it extra harder for them to function efficiently because the majority of ATMs are found in urban areas (Alfred, 2019). Although the study's participants were business owners from the municipality, there is proof that rural business owners are unable to access AMT's services because of network and location issues.

5.1.3 Debit Cards and the growth of SMEs stopped here.

Debit cards have no discernible impact on the expansion of SMEs in Kabale municipality, according to the current study. The results contradict those of UBA Bank (2020), which claims that the UBA Debit MasterCard is accepted everywhere in the world. Customers are free to go wherever they want, stay wherever they want, and shop online as much as they want. Nevertheless, UBA Bank is not available throughout Uganda. Consequently, its applicability to expanding companies is restricted to those in the regions where they are dispersed.

Shittu (2010) pointed out that bank customers with debit cards can make purchases or make payments from their accounts in person, online, or over the phone at stores that display the Visa logo. This finding contradicts the findings that debit cards do not significantly contribute to the growth of SMEs in Kabale municipality. Fund transfers from a customer's account are quick when using a debit card, but the customer must make sure they have enough money in their account to cover the purchase or payment. Although debit cards are becoming more and more helpful in influencing the expansion of businesses,

Since the majority of the SMEs under investigation have insufficient capital to leave large sums of money in their bank accounts, they are less applicable to SMEs in Kabale.

According to Centenary Bank (2020), the CenteVisa Debit Card is a widely accepted card that allows its clients to conveniently transact at any location where Visa is accepted. Point of sale machines, automated teller machines (ATMs), online payment platforms like Jumia, Amazon, and Bazaar, and any location where Visa services have been enabled are all examples of access points for the Visa Debit Card. The platforms on which the debit card can be used are the reason it is not significant. According to Centenary Bank, the types of SMEs investigated may not have access to these platforms. Rural SMEs are the least likely to use debit cards structurally, although some urban business owners may use them.

5.2 Summary of Findings

EFT use and business growth have a negligible and non-significant relationship (r =.051; p-value >.05). As little as 7.0% of the variance in business growth can be explained by EFT (R Square = 0.070). Business growth is impacted by mobile money use by 32.0% (Beta =.320; p-value <.05). Business growth is 6.8% slower when using ATMs for business purposes (Beta = -.068; p-value >.05). Debit card usage slows business growth by 7.3% (Beta = -.073; p-value <.05).

5.3 Conclusion

This study examined the relationship between Electronic Funds Transfers and business growth among SMEs in Kabale Municipality, Kabale District. Based on a response rate of 93.4%, the relationship between EFT and business growth is very negligible. SMES in Kabale Municipality that hope to grow by varying the usage of electronic funds are least likely to achieve their growth goals. Therefore, using electronic funds in conducting business is least likely to cause a visible business growth among SMEs in Kabale municipality. There are other factors that are likely

to account for the greater part of the growth of SMEs in Kabale Municipality. Such factors include the macro-economic environment within which the business operates. The study determined that there was a weak correlation between the two variables and the use of mobile money and business growth among SMEs in Kabale Municipality. Although the use of mobile money seems to be important for the growth of SMEs because it makes payments and cash receipts easier, its significance is very low

because, aside from making these transactions easier, SMEs are less likely to increase their profit margins and sales revenue.

Automated Teller Machines (ATMs) and business growth among SMEs in Kabale Municipality were the subjects of a study that found a weak and non-significant correlation between the two variables. In actuality, attempts to expand SMEs through the introduction and modification of ATM usage have no bearing on the expansion of SMEs. Few SMEs are likely to use AMTs to expand their business operations, even though using ATMs is one way to increase a company's savings. The low significance of ATMs in growing SME businesses is due to the fact that most of the SMEs do not have Bank accounts where they use the ATM and a few who have, incur operational costs in running ATM such as Transport to reach the nearest ATM and transaction fees.

Ultimately, the study looked at the connection between business growth among SMEs in Kabale Municipality and debit cards, and it discovered a small and insignificant correlation between the two variables. The least likely to succeed are SMEs that consider implementing and gradually changing the use of debit cards to expand their operations. Because there are so few point-of-sale (POS) merchants in Kabale Municipality that accept debit cards for transactions, the impact of debit card use on expanding SMEs is minimal, even though it encourages quicker lending and savings.

The current understanding of EFT and business expansion among SMEs is affected by this study. The role of EFT in fostering the expansion of small businesses has been the subject of numerous studies; however, there is a dearth of empirical data in Uganda and Kabale municipality. As a result, this study provides contextual evidence that EFT is not important for expanding SMEs in Uganda. This offers and adds to the existing conceptualizations of EFT. Electronic banking has been the subject of the majority of earlier research. EFT is the main topic of this study, which conceptualizes it in terms of debit cards, ATMs, and mobile money.

5.4 Recommendations

According to the study, ATMs have no discernible impact on the ability of SMEs to expand their businesses. Therefore, bankers should take the initiative to contact SMEs and inform them of the range of products available, as well as how they can support SMEs' expansion and lower their operating expenses.

According to the study, debit cards have no discernible impact on the ability of SMEs

to expand their businesses. These POS machines that accept debit cards can be installed in the business area where bank agents are widely dispersed, so that SMEs can take advantage of the service.

This study found little evidence of SMEs in Kabale municipality using EFT to pay suppliers. In the wake of COVID-19, when the Bank of Uganda emphasized the need for a cashless economy to reduce the spread of the virus transmitted by paper and coin money, this calls on SMEs to adopt EFTs in light of evolving business patterns. This may help SMEs grow in an indirect way.

5.5 Areas for Future Research

According to this study, EFT has a very small impact on the expansion of SMEs in Kabale municipality. Future scholars ought to think about investigating the elements that contribute to the expansion of SMEs in Kabale municipality.

The study was conducted in Kabale Municipality, a predominantly urban setting. Future studies should examine how EFT affects the growth of SMEs in rural Uganda. This will probably produce different outcomes.

According to the study, SMEs in Kabale rarely use ATMs or debit cards to drive business growth. Future studies should look into the difficulties in implementing debit cards and ATMs in Uganda's expanding small businesses.

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APPENDICES

APPENDIX A: QUESTIONNAIRE

Bishop Barham University

P.O Box 603, Kabale

Dear Respondent,

I am Muhumuza Martin student at Bishop Barham University pursuing a Bachelor's in Business

Administration Degree, carrying out a study on the effect of Electronic Funds Transfers on the Business growth among SMEs in Kabale Municipality in Kabale District. You have been chosen to participate in this study. Feel free to fill in this questionnaire, as your responses will be confidential and will only be used for academic purposes.

Thank You

SECTION A: BACKGROUND INFORMATION

1. SEX: Male ☐ Female ☐

2. AGE (years):
   - 16 – 20 ☐
   - 21 – 25
   - 26 – 30 ☐
   - 31 – 35 ☐
   - 36 – 40 ☐

3. Experience in this Business.....

4. Nature of business: Manufacturing ☐

Trade ☐

Service ☐

B: USE OF ELECTRONIC FUNDS TRANSFERS

1. Please tick (√) the EFT service you use to transact in your business Mobile

Money Transfers ☐

ATM ☐

Debit Card ☐

Choose the Frequency by which you use the Electronic Money Transfer Service chosen in Carrying out Financial transactions **6.** Using Mobile Money Transfers (**If used)**

Usage	**Always**	**Often**	**Sometimes**	**Rarely**	**Never**
Receiving cash					
Payments					
Borrowing					
Lending					
Saving					

7. **Using ATM (**If used)

Usage	**Always**	**Often**	**Sometimes**	**Rarely**	**Never**
Receiving cash					
Payments					
Borrowing					
Lending					
Saving					

8. **Using Debit Card (If used)**

Usage	**Always**	**Often**	**Sometimes**	**Rarely**	**Never**
Receiving cash					
Payments					
Borrowing					
Lending					
Saving					

9. Different Electronic Funds transfer channels have different characteristics. In the light of this statement, rate the level of importance of the following characteristics in regard to accessibility of finances. (**Use the scale of 1 – 5 where 5 is Very Important, 4=Important, 3= Not sure, 2 = Less important 1=Not Important)**

Statement	**5**	**4**	**3**	**2**	**1**
Customer Perceived Value					
Speed of service delivery					
Security					
Technological know –how					
Level of Income					
Compatibility with Life style					

10. How reliable is your service provider in providing the Electronic Funds transfer Service? **(**Use the scale 5= Very reliable, 4=Often Reliable, 3 Sometimes reliable, 2=Often unreliable, 1= Very unreliable**).** You can tick only regarding the service that applies

Electronic Funds transfer Service	5	4	3	2	1
Mobile money					
ATM					
Debit Card					

SECTION C: ELECTRONIC FUNDS TRANSFERS AND BUSINESS GROWTH

11. Give the performance in Sales revenue before and after the usage of the Electronic funds transfer service

Performance	Before the Usage	After the usage
Very Good		
Good		
Indifferent		
Bad		
Very Bad		

In questions 12 – 13, indicate your agreement with the statement. (Use the Key: 5= strongly agree, 4= Agree, 3=neither agree nor Disagree, 2=Disagree and 1=Strongly Disagree**)**

12. Effect of EFTs on the growth of SMEs

Statement	5	4	3	2	1
12. Mobile Money has improved the way I access the funds					
13. ATM has improved the way I access funds					
14. Debit Cards have improved/increased the way I access funds					

13. In which areas have Electronic Funds Transfers contributed to your business growth? (Use the Key for Options: 5= strongly agree, 4= Agree, 3=neither agree nor

Disagree, 2=Disagree and 1=Strongly Disagree**)**

Statement	5	4	3	2	1
A. Payments to suppliers					
B. Sales					
C. Rent Payments					
D. Salary Payments					
E. Loan Payments					

Thank you for your cooperation

APPENDIX B: INTERVIEW GUIDE

I am Muhumuza Martin, a student at Bishop Barham University, pursuing a Bachelor's of Business Administration Degree, and conducting a study on the effect of Electronic Funds Transfers on business growth among SMEs in Kabale Municipality, Kabale District. I have a few questions I would like you to answer regarding this study.

1. Do you use Mobile Money services to access funds for your business? [If Yes], how has the number of Mobile money customers and agents affected the way you transact and access funds?

2. Is your Mobile Money service Provider Reliable? Do you think the Reliability of Mobile money Services affects the way you access funds for your business?

3. Do you transact with Financial Institutions using Automated Teller Machines? [If Yes] How has the Money access limit on ATMs to withdraw from an ATM or deposit affected your daily access to finance?

4. [If Yes to Question 3] Are the ATMs easily accessible? Does the ease of accessibility of ATMs affect your transactions with customers and your Bank?

5. Do you use Debit Cards in Your Business [Such as Visa Debit Card or MasterCard, as some banks call it?] Banks have limits on the value of Transactions that can be made via a POS terminal. Do you think this transaction limit on Debit Cards affects the way you access funds?

6. [If Yes in Question 5], Are the POS terminals available in this area? How has the distribution of POS Merchants accepting the Visa Debit Card affected the way you transact with your clients using the Debit Card?

APPENDIX E: Krejcie and Morgan Table for Determining Sample Size

Table for Determining Sample Size from a Given Population

N	*S*	*N*	*S*	*N*	*S*
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	1000000	384

Note.—*N* is population size.
S is sample size.

APPENDIX F: ANALYTICAL TABLES

Table on growth anchored on a five-point Likert scale.

Variable List	Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree
Payments to suppliers	10.1	15.2	16.5	46.8	11.4
Sales	5.1	8.2	10.8	53.2	22.8
Rent Payments	3.8	9.5	12.7	45.6	28.5
Salary Payments	8.2	18.4	13.9	45.6	13.9
Loan Payments	6.3	14.6	14.6	43	21.5
Average	**6.7**	**13.2**	**13.7**	**46.8**	**19.6**

Table on characteristics of EFT channels anchored on a five-point Likert scale

Variable List	Not important at all	Not important	Not sure	Important	Very important	Total
Customer Perceived Value	2.5	10.8	14.6	48.1	24.1	100
Speed of service delivery	1.9	7.6	9.5	64.6	16.5	100
Security	0.6	12	14.6	53.2	19.6	100
Technological know-how	7.6	7.6	5.7	59.5	19.6	100
Level of Income	3.8	13.3	8.9	46.2	27.8	100
Compatibility with Life Style	3.8	13.3	15.8	43	24.1	100

UGANDA CHRISTIAN UNIVERSITY

A Centre of Excellence in the Heart of Africa

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DEPARTMENT OF BUSINESS AND ADMINISTRATION

6 May 2025

permission granted
28/7/2025

For TOWN CLERK
KABALE MUNICIPAL COUNCIL

Dear Sir/Madam,

RE: INTRODUCTORY LETTER FOR DATA COLLECTION

This is to introduce to you MUHUMUZA MARTIN REG NO: M22/BBUC/BBA/008 who is a student at Uganda Christian University, Bishop Barham University College. He/She is a finalist pursuing a Bachelor's Degree in Business Adminstration. It is a requirement of the University for students on this program to write dissertation in partial fullfilment of the award for the degree. For this purpose, he/she is conducting research on the topic: Electronic fund transfers of business growth in Kabale Municipality.

The findings and analysis of this research will be treated confidentially and will not be used for any other purpose other than the partial fullfilment of the award of the above qualification.

Please accord Him/Her every possible assistance.

Thank you.

Yours faithfully,

HEAD OF BUSINESS ADMINISTRATION DEPT.
B B U C

MS. PATIENCE NAJUNA

COORDINATOR,

BUSINESS & ADMINISTRATION

Tel: 0774266711 or pnajuna@ucu.ac.ug