

Motivation as A Way of Reducing Financial Crimes and Other Unethical Practices in the Banking Industry (A Case Study of Fidelity Bank Bauchi Branch, Nigeria)

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ABSTRACT

The study investigated the role of motivation in the reduction of financial crimes and other unethical practices in the Nigeria banking industry with Fidelity Bank Bauchi, Nigeria, as a case study. The population for the study includes all the staff of Deposit Money Banks in BauchiState. Data employed for the study include both primary and secondary data. Data was analyzed using the mean method and the OLS(Ordinary Least Square) method of regression analysis. Result from the study indicated a positive significant relationship between Performance of Bank staffs and motivation.The study recommended a deliberate effort on the part of management of banks to make adequate provision for incentives for bank workers as it plays a great role in motivating them and dissuading them from involvement in financial crimes.

KEYWORDS: Motivation, Financial crimes, Unethical practices, Banking industry.

I. BACKGROUND OF THE STUDY

In the banking industry today, there are many challenges that the management stand to fight against and one of these challenges has been identified as high rate of financial crime and unethical behavior discovered among the bank staff. These problems have been seen to be affecting the entire economy of Nigeria and the world at large.

It has been reported by the Nigeria deposit insurance commission (NDIC) that up to 75% of those cases of financial crimes in the commercial bank are aided by the bank staff. Most employees engage in fraudulent activities either because they do not enjoy maximum satisfaction or they felt that what they earn are not commensurate with the kind of effort.

Management cannot achieve their objectives in the environment where there is no good relationship between the lower staff and the management staff and to ensure this friendly relationship, management need to use good motivational policies which will make their staff attain a high level of satisfaction and invariably reduce the financial crimes in the banking industry.

Motivation generally includes rewards show in cash, kind, encouragement, appreciation or otherwise which will help an employee to appreciate his work and also the employer and will not allow him or her do anything that will affect the profitability of the business. So management has to be mild and friendly in dealing with affairs that affect its workers, given the benefits derivable from highly motivated workforce. Therefore, there is need for proper motivation as a panacea for the reduction of financial crime in the banking industry.

1.2 Statement of the Research Problems

In the course of writing this report investigation revealed that most organizations find it difficult to see motivation as being capable of making a meaningful contribution to their profitability. And this in turn resulted in the employees aiding and involving in financial crime.

The negligence of focused motivational strategies that would have impacted positively on the moral life of employees could be felt in the banking industry especially in the areas of inefficiency and ineffectiveness. In this way, a lot needs to be done to put the industry on a sound state through motivation in order to boost profitability, transparency and accountability.

This motivation problem is not only seen in the banking industry, but also in other industries in the economy so it needs to be addressed otherwise fraudulent practices will continue to increase in the economy.

1.3 Objectives of the Study

The objective of this study includes the following:-

- ❖ To determine the effect of motivation on the performance of the bank staff.
- ❖ To ascertain the relationship between motivation and level of financial crimes in the bank
- ❖ To examine the extent to which motivation have been able to contribute to financial crimes reduction
- ❖ To make recommendation on how to improve the efficiency and effectiveness of the bank staff through motivation.

1.4 Statement of Hypothesis

H₀: Motivation does not have positive effect on the performance of the bank staff.

H₁: Motivation has positive effect on the performance of the bank staff.

H₀: Motivation has not contributed immensely to the reduction of financial crime in the banking industry

H₁: Motivation has contributed immensely to the reduction of financial crime in the banking industry.

1.5 Significance of the Study

This research will serve :

- ❖ As a secondary source of data to any one interested in carrying out research on related topics.
- ❖ To benefit the economy in general because any entrepreneur that will read it will know the importance of staff motivation and apply it.

- ❖ As a tool used by bank managements to make amends if they have not discovered the importance of motivation
- ❖ As a tool to policy makers who will provide more of motivational policies to be implemented by bank management.

1.6 Scope of the Study

This research work covered the area of motivation and provides a clear explanation on how employees can be motivated to achieve higher performance hence reducing financial crimes and unethical behaviors in the banking industry.

The researcher couldn't have reached all the banks in the country and this narrowed the research work to (**FIDELITY BANK PLC**) as the case study.

II. LITERATURE REVIEW

- ❖ Motivation can be said to be the incentive/ inducements and rewards given to workers on regular basis so as to boost their moral for an enhanced productivity. It is a common word that is mostly applied in any given organization to affect workers performance positively. It can also be said to be anything done to encourage the behaviors of employees towards performance to achieve organizational goals.
- ❖ Different people have defined motivation as one of the management function and a driving force that stimulates individuals to act towards achieving the desired goals of an organization.
- ❖ According to Rita Ejiofor (1986:16) motivation is a process of instigating followers to work for a course desired by the motivation. It is the function of the management to see motivation as a process of stimulating people to work for the achievement of a set goal.
- ❖ However, Howell and Dipboye (19820) are of the view that workers satisfaction heavily depends on the organization's ability to discover sustain and meet their workers need. Productivity also to a large extent is influenced by the level of workers motivations. So the role of workers motivation in controlling financial crime and unethical behaviors can never be played down.

2.1 Theoretical Framework

- ❖ Attempts have been made to weave the factors that affect crimes and unethical practices into comprehensive theories of crimes and animal behaviour theories of crimes. Babatunde (2009) posits that motivation to fraudulent behavior derives from number of causes. It

could be pathological or greed. Pathological theory states that culture demands on the cultivation of taste too expensive for the legitimate income of the individual criminal motivation with particular reference to fraud/fraudulent practice and when the state of mind of the criminal disposes and impels him to commit fraud, even though he/she is not in due need of the resources. Greed theory of crime states that banks have become persistent targets of men of the underworld mainly because bank are seen as the richest organization in the country. The theory goes further to enumerate some of the causes of fraudulent activities as instable instinct for wealth over concentration of authority, poor security arrangements for sensitive documents and so on. The development of fraudulent behaviour can be traced to middle childhood when moral behaviour start.

- ❖ Kohlber (2008) in his book titled “theory of moral development in the society” explained that conventional level of morality develops between the ages of 10-16years. He stated that this is the stage during which a child learns to understand the rules, differentiating wrong from right actions to accept and respect authority and to abide by societal rules in order to win the approval of others. Thus, the theoretical framework of this study is anchored on the impact of motivation in the banking industry.

2.2 The History of Fidelity Bank Plc and the Unethical and Financial Crimes Prevention Measures Within 2005-2009

- ❖ Fidelity Bank plc, was incorporated as commercial bank in 1987 and 1999 respectively.
- ❖ Today these banks perform full lending services universal banking, branch banking and offer comprehensive array of specialized product and services. They are well capitalized as they survived the recent bank recapitalization and reforms.
- ❖ According to a materials/ gotten from with the advent of universal banking, these bank adopted an organizational structure in cooperating investment banking products and services to complement well tested commercial and corporate banking services. These banks are registered by the security and exchange commission (SEC) to carry out issuing hose and financial advisory services including fund/ portfolio management function in the capital market.

- ❖ Fidelity bank has branch network distributed among the six geographical zones of Nigeria. Their management teams are comprised of experienced and highly skilled professional with combined banking experience. Their pride in the banking industry today has been attached with the high ethical standard which has been adjudged to be among the industry capacity building and staff motivation strategies. Their staff motivation strategies has accounted for the improvement of their staff versatility and proficiency in all departments. These banks motivation strategies are required to meet the objectives of the banks.
- ❖ As these banks promise good return on investment, they maintain a positive environment on which every employee of the bank should operate (Chinedu 2001).
- ❖ These banks make sure that their staff is highly motivated in order to prevent the occurrence of financial crimes and unethical behaviors.
- ❖ These banks take many measures to prevent financial crimes and unethical behaviors. Below are some of the measures taken by these banks according to Ugobueze 2003 they include.
 - i. **Hiring the Right People:** This involves the screening for the right personality by providing a sound employment policy to ensure that the right calibers of staff are employed.
 - ii. **Providing Opportunities for Growth:** This allow the workers make up qualifications they couldn't get before joining the work and make them develop a clear career interest in their work.
 - iii. **Motivation by Empowering:** These banks understand the relevance of continual empowerment and thereby empowerment programs for their workforce
 - iv. **Motivation with Money and Incentive:** These banks design incentive program where the staff will be paid some money at the end and this will automatically boost the effort of workers.
 - v. **Motivation through Recognition:** When a staff is commended for a work well done which tells the staff and others that management recognizes their effort and will make them do more to be recognized.
 - vi. **Motivation with Good Management:** The staff in the bank like management who listen to their opinions and accept the better/ good ones (Opinions). So a good manager will always interact with his or her staff.
 - vii. **Motivation through Training:** Training staff in their job area makes them appreciate the

work and also bring out the best in them so bank staff feel happy and accepted when trained.

viii. Salary and Allowance as at when Due: Employees are very conscious of their salaries once it is month end so employers should try as much as possible to pay their staff on or before last day of the month.

ix. Making it Fun to Work: These banks try every possible means to make their staff notice and understand the fun in performing their jobs efficiently and well.

x. Provision of Enabling Environment: The banks currently are working towards building a canteen for their staff in all their branches in the head to make their staff more comfortable during the working hours of the day.

xi. Flexible Work Schedules: These banks try as much as possible to make work easy for their staff by teaching them the easiest way of doing the work and providing them with the necessary materials they need for easy execution of their work.

2.3 Concept of Financial Crime and Motivation

- ❖ Financial crime has become a serious issue of thought for many corporation bodies banking industry to be précised. This is a result of time and resources spent in attempts to find lasting solutions to persistent fraudulent activities among all levels of management and non-management staff of the banks. The speed with which these crimes raise its ugly head in any bank will determine the long lasting or failure of the bank.
- ❖ Achibong (1992:40) described financial crimes as predetermined and planned deceptive process to obtain ill-gotten monetary advantages financial crimes are committed by employee, customers, and individuals operating separately or in conjunction with others inside or outside the bank.
- ❖ Arnold et-al (1994:14) said “the main causes of financial crime in Nigerian banks are increasing due to general dishonesty in the society and among the bank staff”. In as much as there is corruption in the country, bank can never be an exception even they are at the top level in corruption practices as rightly said by Kanu N.O.N and Okezie B.N (2005.151) “cash is introduced into the banking system by scammers” this means that without the help of employees in the bank scammer will surely find it difficult to operate.
- ❖ In order to propose remedies for eliminating financial crimes in the banks, it is useful to

identify the commonest causes of financial crime. Financial crime can be grouped into two major factors according to NDU 2001.

- Institutional factors and
- Environment/ societal factors.

Institutional Factors: These are those factors that can be traceable to the internal environment of the banks which include employee negligence poor recruitment policies and lack of staff training, undue exposure, frustration, infrastructural inadequacies, inadequate banking experience poor quality management, inefficient control and incompetent staff.

2.4 Types of Financial Crimes and Unethical Behaviors that can be seeing the Banking Industry

Financial crimes in the banking industry according to Nnaji 2004 and Ugobueze 2003, take so many different forms they include:

- **Bribery:** This is a crime in which money, a favor or something else of value is promised, given to or collected from an individual or corporation in an attempt to influence his/its views, opinions or decision about something or someone.
- **Embezzlement:** This type of crime occurs when one who has been entrusted with a public or an association fund, diverts the fund for his personal use or for his own benefit.
- **Insider Trading:** This occurs when someone, usually a staff of a company who has confidential information meant for the consumption of the company hoards it so as to make use of the information just for himself.
- **Investment Crimes:** This is an intentional deception of investors which will financially benefit the proprietor. There are so many ways and tactics of manipulations and misrepresentation which can constitute investment crimes.
- **Trade Secret Crime:** This occurs when a person or group of persons among a universal group steals a confidential plan, formula, idea or information that is meant to benefit the general group for his or their own benefit.
- **Mail Fraud/Crimes:** This involves the use of a different postal address that does not in any way relate to the user just to deceive the recipient of the mail and obtain a monetary value from him (the recipient).
- **Insurance Crimes:** This occurs when one fill artificial or exaggerated claims to an insurance company just to obtain a reimbursement from the company.

- **Identity Fraud/Crimes:** This involves the stealing of one's personal information code or secret pin so as to use it for the operations of the formers accounts, apply for loans make purchase (with credit cards) etc.
- **Counterfeiting:** This can be said to be the act of manufacturing fake currencies or altering genuine ones so as to confuse the mass and introduce the fake ones which will look almost exactly like the genuine one.
- **Bankruptcy Fraud/Crimes:** This is committed by individuals who conceal assets, instead crediting file multiple bankruptcy crimes or launch petitions mills.
- **Money Transfer Crime:** This has to do with the moving of fund from a bank to a beneficiary account at any banking point where the proprietor can easily withdraw and use the fund.
- **Loan Crime/Fraud:** this involves the concealing of a loan from the head office staff or routine check so as to deceive them with a plausible but falsified statement and documents.
- **Forged Cheque with Forged Signature:** This type of crime arises when an individual who is not the owner of the account try to place a signature that looks like that of the owner's on the account owner's cheque leaf.
- **Money Laundering Crime:** This occurs when ill-gotten money is passed through so many channels that when the perpetrator starts using the fund, he / she may not be suspected of fraud.

All these are most of the financial crimes that can be seen in the banking industry and it can also be reduced with the use of some instrument. "Once we talk about financial crime, our minds must be focused on one thin which is the danger of accommodating these crimes in our various firms and companies" (Nnaji 2004).

2.5 Financial Crime and Unethical Behavior, Prevention and Control through the use of Motivation

According to Agbelusi T.O. (2001L30) financial crime and unethical behavior can be minimized if there is a good atmosphere in which people are treated fairly motivated and also given assurance that the firm really cares about their wellbeing.

In the recent days, the government has made it clear that reduction of financial crime should be a key priority to individuals, staff and management of every organization or firm.

So in this view that Leonard. E. (2000:85) said, for a company/ firm to uphold their ethical standard and reduce insider trade (crimes): the management must hold unto motivation: below are some of the instruments of motivation which a company can hold unto according to Nnaji: 2004.

- **Salaries and Wages:** The classical carrot and stick method of motivation pre- suppose that people work harder and produce more if substantial financial rewards are placed before them. The positive review of salaries and wages help to achieve this easier because workers standard of living depends so much on the wages they receivers hence, workers agitate for it.
- **Fringe Benefits:** This refers to the additional pay or other services provided by organization for its workers just to make them more comfortable and relaxed within their working environment and also make it fun to work. Such provisions include the following: medical facilities, school for staff children, canteen services, staff squatters, etc.
- **Promotion:** This involves the movement of worker from a lower level to a higher level it comes up in a firm once in a while. As we all know that every living thing have the ability to grow, develop and mature, so also workers expect the management of the firm to promote them from one level to the other.
- **Reward:** According to Ngwu and Ojiuko 2005 a good reward system based on fairness and justice will encourage people to aspire to be reorganized and rewarded. Anyone who qualifies to be rewarded should not be denied of it as such will kill the persons moral.
- **Praise:** This has to do with acknowledgement and recommendation when the management of a firm acknowledges the hardworking of their staff and praises him/her, it adds strength to the staff and this will also make the staff not to have the mind of misbehaving or defrauding the firm even if he/she meets the opportunity to do that.
- **Incentives:** The management can organize some programs which will end up in appreciating the staff for work well done. Also other program can be for staff generally and make appreciate their chosen career.
- **Compensation:** According to Osubor 2004, compensation is when a staff loses out because of offices engagement, he/she scarify such next time this can either be done with money on material gifts.
- **Public Recognition:** According to Ndu (2001) this involves using a staff performance or

achievement in the firm as an example to other staff both within and outside the region.

According to Uzoka 2007 all the theories of motivation concern themselves with the explanation on why workers of seemingly the same or similar skills differ in the way they perform their work. Some show a lot of vigor, initiatives and conscientiousness, other are just dependent on instructions and hence must be pushed also to avoid inefficiency, often, this difference tied to the workers choice of goals and their extent of determination and perseverance in pursuing such goals.

The theories endeavor to comprehend the vigor, persistence and direction of behaviors, which the motivation theorist sees inside the people to the motivated.

Different people have contributed selflessly to the development of the motivation theories which are currently in use now. According to Osubor 2004 below are some of the motivation that is available for management and the people that compounded them.

Abraham Maslow's need hierarchy theory one of the most widely mentioned theories of motivation is the hierarchy, ascending from the lowest to the highest and he concluded that when one set of need is satisfied, this kind of need ceases to be a motivator.

According to this theory the needs include:

- **Psychological Needs:** These are important needs for sustaining human life e.g. food, water, warmth, shelters, sleep, medicines, and education, maintain life, no other motivating factors can work.
- **Security or Safety Needs:** These are the needs to be free of physical dangers and of the fear of losing a job, property, food and shelter, it also includes: protection against any emotional harm.
- **Social Needs:** Since people are social they need to belong and be accepted by others, people try to satisfy their needs for affection, acceptance and friendship.
- **Esteem Needs:** according to Maslow, once people begin to satisfy their need to belong they tend to want to be held in esteem both by themselves and by others. This kind of need produces such satisfaction as power, prestige, status and self-confidence.
- **Need for self-actualization:** Maslow regards this as the highest need in his hierarchy. It drives to become what one is capable of becoming.

2.6 Empirical Review

There have been an extensive studies conducted in many countries on motivation and the effect on bank performance while there is empirical evidence on the social impact of motivation on the Nigerian banking industry. For instance,

Adewunmi (2007) in his explanation of bank fraudulent activities identified socio-economic lapse in society such as misplacement of societal values, the unquestioning attitude of society towards the sources of wealth, the rising societal expectations from bank staff and the subsequent desire of the staff to live up to such explanations as contributory factors of crimes. Akinfala (2005) conducted a research on job involvement/ experience factors and fraudulent behaviours among serving and convicted bank staffs. He discovered that the level of job involvement is a function of three factors: motivation, identification and a feeling of pride that people achieve in their jobs.

Nwude (2006) investigated bank crimes using methodology of an interaction with bank staff of various cadres with structured questionnaire to identify the crime forms and characteristics in the banking industry. The study reveals that some staff get involved in fraudulent activities due to greediness and arrogance and because they are not appreciated (motivated). In a different study, Otusanya (2008) investigated the role of Bank CEO in the perpetration of corporate executive crimes in the Nigerian Banking sector. The study reveals that recent banking crises in Nigeria have exposed the activities of bank executives in corruption and fraudulent practices using institutional anomie theory called American dream theory, whereby the pursuit of monetary success has come to dominate society. Idowu (2009) did a research on the means of minimizing the incidence of crime in Nigerian banking industry using motivation. Findings of the study revealed that, so many factors contributed to the incidence of crime in banks which are poor management of policies and procedures, inadequate working conditions, bank staff staying longer on a particular job and staff feeling frustrated as a result of poor remunerations and majorly, lack of motivation of employees.

Adepoju and Alhassan (2010) opined that bank customers have come to depend on and trusted the Automated Teller Machine (ATM) to conveniently meet their banking needs, but that in recent times; there have been a proliferation of ATM frauds in the country. Managing the risks associated with ATM fraud as well as diminishing

its impact is an important issue that face banks as fraud techniques have become more advanced with increased occurrences.

Akindele (2010) conducted a research on the “challenges of Automated Teller Machine (ATM) usage and crime occurrence in Nigeria banking industry”. The study posits that lack of motivation and poor leadership skills were the greatest causes of crimes and unethical practices in banks. He advised that adequate internal control be put in place and that workers satisfaction and comfort be taken care of

Onuorah and Ebimobowei (2011) investigated fraudulent activities and forensic accounting in Nigeria. The study found that there is need for the banks in Nigeria to adopt more proactive measures such as the use of forensic accounting techniques in banks.

Abdulrasheed, Babaitu and Yinusa (2012) examined the impact of motivation on bank performance in Nigeria. Result of the study showed that, there is a significant relationship between banks profit and total amount of funds involved if properly checked, will improve staff performance and reduce crimes.

Kanu and Okorafor (2013) investigated the nature, extent and economic impact on motivation on bank deposits in Nigeria using descriptive and inference statistics. The study revealed that there is a positive significant relationship between bank deposit and motivation in Nigerian banking industry. Thus, this study was carried out to fill the gap in literature.

III. RESEARCH METHDOLOGY

3.1 Research Design

The type of design used in this report is survey method because the researcher made use of questionnaires, personal interview and telephone interview to source for information.

3.2 Sources of Data

The sources of data collection used for this work is grouped into two major areas which include the primary and secondary sources.

The Primary Sources: The primary sources include all of the following which the researcher derived himself.

Questionnaires: This involves a case where the researcher puts down questions concerning the relevant issues he/she needs to know about the topic and distribute them to the population which they will answer and send back to the researcher.

The questionnaire was made up of two sections which are A and B. A consists of the biography of the respondent while B consists of the questions relating to the researcher work.

Personal Interview: This involves the researcher’s oral questions and this is to reduce the rigidity associated with designed questions used. The question asked during this work deals with the motivational polices put in place to improve the staff performance and how they have help in the minimization of financial crimes and unethical behaviors.

Observation: This has to do with the researcher moving down to the population of study to observe the occurrence of some things that he or she may need.

The Secondary Sources

The secondary sources used include the following which are gotten from a work done already by another scholar:

Internet Research: The researcher visited some web site in the internet which includes the following.

Textbooks: Most of the secondary data used in this work were sources from text books which includes; Osubor and Uzoka, 2006 Ojiko and Ngwo 2003 and so many others.

3.4 Population of the Study

Population consists of the entire convincible elements, subjects or observation relating to a particular phenomenon of interest to the researcher.

For the purpose of this project, the populations cover staff of Deposit Money Banks in Bauchi metropolis. Sample were drawn in such a way that only the upper and middle level staff of the bank was used because the researcher presumes that the necessary and relevant information needed for this study can be obtained from them. And the sample size is eighty(80).

Table 4.1
Name of respondent

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 – 25	16	20.0	20.0
	25 – 30	29	36.3	56.3
	30 – 35	24	30.0	86.3
	40 above	11	13.8	100.0

Total	80	100.0	100.0	
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Source: Field Data SPSS Version 23, (2019)

From the above table 4.1 shows that 16 of the respondents are 20 - 25 years which represents 20.0%, 29 are 25 - 30 years, 24 are 30 - 35 years

which represents 30%, 11 are 40 and above which represents 13.8%.

Table 4.2
Bank and location

	Frequency	Percent	Valid Percent	Cumulative Percent
Fidelity Band	80	100	100.0	100.0
Valid				
Total	80	100.0	100.0	100.0

Source: Field Data SPSS Version 23, (2019)

From the above table 4.2 shows that 80 of the respondents are Fidelity Bank staffs and customers

of main branch located in Wunti which represent 100%.

Table 4.3
Sex

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	65	85	85	85
Female	15	15	15	15
Valid				
Total	80	100.0	100.0	100.0

Source: Field Data SPSS Version 23, (2019)

From the above table 4.3 shows that 65 of the respondents are males which represents 85%, 15 are females which represents 15%.

Table 4.4
Bank and position occupied

	Frequency	Percent	Valid Percent	Cumulative Percent
Marketer	10	12.5	12.5	12.5
Cashier	16	20.0	20.0	32.5
Customer care	12	15.0	15.0	47.5
Other Staff	5	6.3	6.3	53.8
Internal Security	5	6.3	6.3	60.0
External Security	5	6.3	6.3	66.3
Staff	9	11.3	11.3	77.5
Accountant	8	10.0	10.0	87.5
Clerk	6	7.5	7.5	95.0
Manager	4	5.0	5.0	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.4 shows that 10 of the respondents are marketers which represents 12.5%, 16 are cashier, which represents 20.0 %, 12 are customer care which represents 15.0%, 5 are other staff which represents 6.3%, 5 are

international security which represents 6.3%, 5 are external security, which represent 6.3%, 9 are staff which represent 11.3%, 8 are Accountant, which represent 10.0%, 6 are clerk, which represent 7.5%, 4 are Manager, which represent 5.0%.

Table 4.5

Age		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 -25	11	13.8	13.8	13.8
	25-30	15	18.8	18.8	32.5
	35-40	19	23.8	23.8	56.3
	40-45	21	26.3	26.3	82.5
	50 above	14	17.5	17.5	100.0
	Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.5 shows that 11 respondents are range between 20-25 age which represent 13.8 percent, 15 are 25 - 30 which represent 18.8 percent, 19 are 35 - 40 which

represent 19 percent, 21 are 40 - 45 which represent 26.3%, 14 are 50 and above which represent 17.5%.

Table 4.6
No of years spent on job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - 5 years	16	20.0	20.0	20.0
	6 - 10 years	29	36.3	36.3	56.3
	11 – 15years	24	30.0	30.0	86.3
	16 – 20years	11	13.8	13.8	100.0
	Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.6 shows that 16 of the respondents are between 1 – 5 years which represent 20.0%. 29 are 6 – 10 years which

represent 36.3%, 24 are 11 – 15 which represent 30.0%, 11 are 16 – 20 which represent 13.8%.

Table 4.7
Qualification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	WAEC	16	20.0	20.0	20.0
	NCE/OND	29	36.3	36.3	56.3
	HND/BSc	24	30.0	30.0	86.3
	Others	11	13.8	13.8	100.0
	Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.7 shows that 16 of the respondents are WAEC which represent 20.0%, 29 are NCE/OND which represent 36.3%, 24 are

HND/BSc which represent 30.0%, 11 are others which represent 13.8%.

Table 4.8
Do you agree that financial crimes has an effect on the economy of our country

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agreed	42	52.5	52.5
	Strongly agree	19	23.8	76.3
	Disagree	12	15.0	91.3
	Strongly disagree	7	8.8	100.0
	Total	80	100.0	100.0

Source: Field Data SPSS Version 23, (2019)

From the above table 4.8 shows that 42 of the respondents agreed which represent 52.5% 19 Strongly agree which represent 23.8%, 12 disagree which represent 15.0%, 7 strongly disagree which represent 8.8% .

Table 4.9
Do you agree that financial crime is a deliberate deception to gain advantages over others

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	42	52.5	52.5
	Strongly agree	19	23.8	76.3
	Disagree	12	15.0	91.3
	Strongly disagree	7	8.8	100.0
	Total	80	100.0	100.0

Source: Field Data SPSS Version 23, (2019)

From the above table 4.9 shows that 42 of the respondents agreed which represent 52.5% 19 Strongly agree which represent 23.8%, 12 disagree which represent 15.0%, 7 strongly Disagree which represent 8.8%

Table 4.10
Do you agree that the Bank face serious constraint whenever their staff starts engaging in unethical practices

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	42	52.5	52.5
	Strongly agree	19	23.8	76.3
	Disagree	12	15.0	91.3
	Strongly disagree	7	8.8	100.0
	Total	80	100.0	100.0

Source: Field Data SPSS Version 23, (2019)

From the above table 4.10 shows that 42 of the respondents agreed which represent 52.2% 19 strongly agree which represent 23.8%, 12 are disagree which represent 15.0%, 7 are strongly disagree which represent 8.8%

Table 4.11
What do you consider as the main reason for the bank staff involvement in financial crimes and unethical behaviors

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Lack of staff training	23	28.8	28.8	28.8

Frustration	25	31.3	31.3	60.0
Inadequate bank experiences	32	40.0	40.0	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.11 show that 23 lack of staff training are represent 28.8%, 25 are frustration which represent 31.3%, 32 are inadequate bank experiences which represent 40.0%.

Table 4.12
 Do you agree that motivation have a positive effect on the performance of the banks staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Agree	42	52.5	52.5	52.5
Strongly agree	19	23.8	23.8	76.3
Disagree	12	15.0	15.0	91.3
Strongly disagree	7	8.8	8.8	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.12 shows that shows that 42 of the respondents agreed which 9 are Strongly agree which represent 23.8%, 12 are disagree which represent 15, 0%, 7 strongly disagree which represent 8.8%

Table 4.13
 Do you agree that good motivational policy can curtail or definitely eliminate financial crime and unethical behavior in the banking industry

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Agree	42	52.5	52.5	52.5
Strongly agree	19	23.8	23.8	76.3
Disagree	12	15.0	15.0	91.3
Strongly disagree	7	8.8	8.8	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.13 shows that 42 of the respondents agreed which represent 52.5%, 9 Strongly agree which represent 23.8%, 12 disagree which represent 15, 0%, 7 strongly Disagree which represent 8.8%.

Table 4.14
 Which people are most likely involved in financial crimes in the bank

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Insider	15	18.8	18.8	18.8
Outside	48	60.0	60.0	78.8
Both	17	21.3	21.3	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.14 shows that 15 of the respondents chose insider which represent 18.8%, 48 outsider which represent 60.0%, 17 chose both which represent 21.3%.

Table 4.15

From your own view, what do you think can cause financial crime in the banking industry

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid poor recruitment	8	10.0	10.0	10.0
Mismanagement	57	71.3	71.3	81.3
Negligent of the employees	15	18.8	18.8	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above 4.15 shows that 8 of the respondents chose poor recruitment which represent 10.0%, 57 mismanagement which represent 71.3%, 15 negligent of the employees which represent 18.8%.

Table 4.16

Which status of the workforce normally engages in fraudulent activities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Single	64	80.0	80.0	80.0
Married	14	17.5	17.5	97.5
Both	2	2.5	2.5	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.16 shows that 64 of the respondents chose single which represent 80.0%, 14 married which represent 17.5%, 2 both which represent 2.5%.

Table 4.17

Which of the motivation strategy have the highest influence in the entire work force of your bank

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Through money and incentive	59	73.8	73.8	73.8
Through recognition	19	23.8	23.8	97.5
Through good management	2	2.5	2.5	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.18 shows that 59 of the respondents went for through money and incentive which represents 73.8%, 19 through recognition which represent 23.8%, 2 through good management which represent 2.5%.

Table 4.19

Do you agree that penalty can be a motivational strategy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Agree	68	85.0	85.0	85.0
Disagree	12	15.0	15.0	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.19 shows that 68 of the respondents strongly agree which represent 85.0%, 12 agree which represent 15.0%.

Table 4.20

Does your bank face constraints/ lose as regards to the implementation of her motivation strategies

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	54	67.5	67.5	67.5
No	26	32.5	32.5	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.20 shows that 54 of the respondents answered yes which represent 67.5%, 26 answered no which represent 32.5%

Table 4.21

Have motivation contributed to the reduction of financial crime in the banking industry

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	77	96.3	96.3	96.3
No	3	3.8	3.8	100.0
Total	80	100.0	100.0	

Source: Field Data SPSS Version 23, (2019)

From the above table 4.21 shows that 77 of the respondents answered yes which represent 96.3%, 3 answered no which represent 3.8%.

Table 4.22

Has increased salary and other welfare packages help to reduce fraudulent activities among members of staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	80	100.0	100.0	100.0

Source: Field Data SPSS Version 23, (2019)

From the above table 4.22 shows that 80 of the respondent's answered yes which represent 100.0%.

3.5 Test of Hypothesis

The techniques used to test the hypothesis is the Regression statistical techniques.

The sum of squares column shows the square sum of the responses, the Df column shows the degree of freedom of the variables, mean, square column shows the square mean of the variables, F column shows the fisher ratio and Sig. shows the significant level.

Model Specifications

Where;

- MO = Motivation
- PBS = Performance of Bank Staff
- FC = Financial Crimes

Hypothesis One

H0: Motivation does not have positive effect on the performance of the bank staff.

H1: Motivation has a positive effect on the performance of the bank staff.

Table 4.4.1

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.013 ^a	.026	.161	.46127

a. Predictors: (Constant), PBS

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	.081	1	.081	1.949	.167 ^b
	Residual	18.273	77	.237		
	Total	18.354	78			

a. Dependent Variable: MO

b. Predictors: (Constant), PBS

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	17.157	.120		9.642	.000
	PBS	17.273	.062	.1013	1.396	.167

a. Dependent Variable: MO

Source: Field Data SPSS Version 23, (2019)

From the regression result above, it can be clearly seen that the parameter of the model conforms to the a priori expectation. In other words, the sign of the variable performance of bank staffs is in line with a priori expectation. The expected and obtained sign of the parameter of the model can be seen in table 4.4.1 above.

The Coefficient of Determination (R²): - The coefficient of determination (R²) from our regression result is 0.13. This implies that 13% of the total variation in motivation is explained by performance of Bank staffs. This shows that the explanatory power of the variables is relatively very high and sufficient enough to conclude that there is a positive relationship between performance of Bank staffs and motivation.

The Adjusted R²: - The Adjusted R² supports the claim of the R² with a value .161 indicating that

0.0116% of the total variation in motivation is explained by performance of Bank staffs. Thus, this supports the statement that the explanatory power of the variables is sufficient.

Implication of the result

Since the probability at which the p-value of motivation is significant i.e. it is less than the chosen level of significance (i.e. 0.0116 > 0.05) the positive hypothesis is accepted. Motivation has effect on the performance of bank staffs.

Hypothesis two

H₀: Motivation has not contributed immensely to the reduction of financial crime in the banking industry

H₁: Motivation has contributed immensely to the reduction of financial crime in the banking industry.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.023 ^a	.001	-.013	.46726

a. Predictors: (Constant), MO

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	.008	1	.008	.039	.845 ^b
	Residual	15.938	73	.218		
	Total	15.947	74			

a. Dependent Variable: MO

b. Predictors: (Constant), FC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.286	.120		10.703	.000
	FC	.013	.064	.023	.197	.845

a. Dependent Variable: FC

Source: Field Data SPSS Version 23, (2019)

From the regression result above, it can be clearly seen that the parameter of the model did not conform to the a priori expectation. In other words, the sign of the variable non-performing loans is not in line with a priori expectation. The expected and obtained sign of the parameter of the model can be seen in table two 2 above

The Coefficient of Determination (R²): - The coefficient of determination (R²) from our regression result is .023. This implies that 0.0023% of the total variation in financial crime is too small and cannot explain the changes in motivation. Although this explanatory power is relatively low however, sufficient enough to conclude that

financial crime has significantly reduced due to motivation in banks.

The Adjusted R²:- The Adjusted R² supports the claim of the R² with a value -.013 indicating that - 0.0013% of the total variation in motivation is explained by financial crime. Thus, this supports the statement that the explanatory power of the variables is not sufficient.

Implication of the result

Since the probability at which the p-value of financial crime is insignificant i.e. it is less than the chosen level of significance (i.e. -0.0013<0.05) the null hypothesis is rejected. Financial crime has reduced due to motivation in banks.

4.7 ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	.003	1	.003	.012	.914 ^b
	Residual	18.352	77	.238		
	Total	18.354	78			

Source: Field Data SPSS Version 23, (2019)

Decision rule: the significance level 0.914 less degree of freedom level 1 (i.e. 0.914 < 1) the null hypothesis is rejected and the alternative hypothesis was accepted, this means that Motivation has contributed immensely to the reduction of financial crime in the banking industry

IV. DISCUSSION OF RESULT

From the above table 4.4 shows that 10 of the respondents are marketers which represents 12.5%, 16 are cashier, which represents 20.0 %, 12 are customer care which represents 15.0%, 5 are other staff which represents 6.3%, 5 are international security which represents 6.3%, 5 are external security, which represent 6.3%, 9 are staff which represent 11.3%, 8 are Accountant, which represent 10.0%, 6 are clerk, which represent 7.5%, 4 are Manager, which represent 5.0%. table 4.5 shows that 11 respondents are range between 20-25

age which represent 13.8 percent, 15 are 25-30 which represent 18.8 percent, 19 are 30-35 which represent 19 percent, 21 are 35-40 which represent 26.3%, 14 are 40 and above which represent 17.5%, table 4.6 shows that 16 of the respondents are between 20 – 25 years which represent 20.0%. 29 are 25 – 30 years which represent 36.3%, 24 are 30 – 35 which represent 30.0%, 11 are 35 – 40 which represent 13.8%, table 4.7 shows that 16 of the respondents are WAEC which represent 20.0%, 29 are NCE/OND which represent 36.3%, 24 are HND/BSC which represent 30.0%, 11 are others which represent 13.8%, table 4.8 shows that 42 of the respondents agreed which represents, 52%, table 4.9 shows that shows that 42 of the respondents agreed which represent 38.8%, 9 Strongly agree which represent 23.8%, 12 disagree which represent 15, 0%, 7 strongly Disagree which represent 8.8%.

Summary

This chapter focuses on the questionnaire and the responses by the respondents on the topic “motivation as a way of reducing financial crimes and other unethical practices in the banking industry”. This chapter entails Data Analysis, Data Presentation, Demographic Classification, and Test of Hypothesis one and two. After the analysis, it was observed that, security and privacy has a positive effect on consumer acceptance of information and communication technology.

V. SUMMARY OF FINDINGS

From the analysis of data collected on the questionnaire distributed and the personal interview carried out in the course of this work, it has been observed that good motivational policy or strategy plays a very important role on the enhancement of employee’s performance and reduction of (fraudulent) unethical practices among employees in the banking industry.

The provision of motivational policies can go a long way to enhance and achieve the organizational goal. And because of this, motivations have become an aspect of an organization that cannot be wave aside so far as the staff are concerned. It ensure proper commitment to the realization of goal and a means of abhorring negative vices among the workforce.

VI. CONCLUSION

The success and failure of any organization is largely dependent on the performance and efficiency of the employees.

It has been revealed that monetary incentive alone cannot fulfill the desires of productivity and performance enhancement all though money is important.

Motivation can come in so many divers ways it can come in the form of opportunity for advancement, etc in addition to these factors listed above are the hygienic factors which include physical environment, salary, supervisions of job etc.

The banking industry is required to consider the issues of motivation and human relation serious since it determines the level failure or success of the business. Since no one person can do everything an aspiring employer must engage workers who will assist him realize the organization goal because motivated employees are always achievers.

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