

Cost readiness: Analysis of pre-implementation mobile banking

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Abstract— *An examination and analysis of the cost readiness element in relation to mobile banking deployment in Kurdistan is the major objective of this research. The research is presented here as an abstract. The study will investigate the aspects of cost preparedness and cost efficiency that have an impact on the effective adoption of a mobile banking system, and it will provide prospective and long-term solutions that would go a long way toward overcoming cost barriers in the future. In order to ascertain whether or not pre-implementation mobile banking will be financially viable, the researchers turned to a quantitative study approach. There were a total of 516 individuals from different private banks in Kurdistan that took part in this survey. The findings indicated that cost readiness possesses a significant predictive value for mobile banking and will have a direct and positive link with it in the future. One of the drawbacks of the study is that the survey questions may not necessarily generalize to the larger community of teachers and administrative workers at private banks. This is one of the limitations of the survey questions.*

Keywords—*Mobile banking, Mobile banking system readiness, Cost readiness.*

I. INTRODUCTION

As a result of technology improvements, certain activities, such as education, health care, agriculture, business, and military operations (Yalley, 2021), have seen significant transformations. Education, which involves both working performance (Mishra & Prashar, 2021), is seen as a vital component for attaining a competitive edge in the modern, globalized digital world (Hamza et al. 2021). Individuals and companies are becoming more knowledge-intensive (Shakina et al. 2021) in order to get a competitive advantage. This enables them to focus more on acquiring and retaining information in order to obtain a major advantage over their competitors (Mugambi & Imaita, 2022). To put it another way, technical advancements lead to higher educational standards; to put it still another way (Hasan & Al-Ramadan, 2021), students can enhance their academic performance by making use of various forms of

technological apparatus (Gardi et al. 2021). The learning environment and atmosphere produced by banks that create new technologies are both enhanced for greater effectiveness (Mujahed et al. 2021). Since the 1950s, technology has played an important part in the process of developing educational guidelines and standards (Shakeel & Siddiqui, 2021). Since the year 1998, there has been a rise in the amount of interest shown in the implementation of technology in the classroom (Qader et al. 2021).

Individual connections are important, as are links between persons and information (Milosevic et al. 2021), but simply possessing the association is not enough (Mohanty & Singh, 2021). In the always shifting setting (Hamza et al. 2021), technology plays an important role in supporting learners in whatever they decide to pursue as a learning activity (Hamad et al. 2021). Technology is now flexible (Long Nguyen & Megargel, 2022), sensitive (Vovk et al.

2021), and easily adaptable in accordance with the necessities of this environment; in addition, it is no longer the factor that chooses or restricts the alternatives for action (Supriyatni, 2021). Kurdistan banks (Alkhazaleh & Haddad, 2021), like any other bank, will provide an education in which employees at all levels benefit from studying in a research environment (Hamza et al. 2021). This will result in graduates who are well prepared for work, further education, and making a valuable contribution to society (Smith, 2022).

II. LITERATURE REVIEW

There are several aspects involved in making decisions; we need to consider Advantages, disadvantages and costs involved (Mugambi & Imita, 2022). The financial, managerial, operational, Should be considered in the choice of the most Efficient. The Economy of the Costs initially was introduced by (Hasan & Al-Ramadan, 2021), with the publication of the work *The Nature of the Firm*, in which it investigated the reason of the existence of the. Management of costs is defined by (Gardi et al. 2021) as a branch of the accounting that defines questions of strategically costs that are moved in such a way by how much not financial information. Therefore, the objective of the management of costs is to supply to conditions them companies to take decisions finally to increase the competitiveness of the company. Knowledge of costs is important for the survival of companies. Managers need knowledge about the costs of the organization. However, the organization must ensure that the sales price covers Costs and expenses of the product and that can generate a desired profit margin. A Cost System is the monetary parameterization of the production system of a company. The Accounting of costs possess is an extreme importance when collecting, processing and to inform how the resources applied in the productive system of goods or services of affect the results of a company. For, cost is a sacrifice of resources, expenditure, a launching against the prescription in one determined countable period, generally with the objective of presentation of external financial reports, cost is relative expense to or service used the well in the production of other goods or services. As (Mujahed et al. 2021), the accounting of costs is the branch of the accounting that if destines to produce information for the diverse management levels of an entity, with the intention of assisting the functions of determination of performance, planning and control of the operations and of taking of decisions (Shakeel & Siddiqui, 2021).

Technology can have a mutual relationship with learning. The emergence of recent technologies motive lecturers to leverage and understand these technologies for classroom

use; simultaneously, the on-the-ground implementation of those technologies in the classroom will directly impact on how these technologies continue to take shape. Technology is incorporates a large result, not simply on banks, however on the community as an entire. Employees have the benefit of learning to use technology tools to conduct analysis, to find data or to browse through digital libraries. Technology is in an efficient educational aid. In the current age, it along with its numerous tools and applications has become a lot of integrated within the learning method. This will play a vital role in enhancing this method and creating it active rather than passive (Qader et al. 2021).

Information technology is a tem usually used to describe the elements of hardware and software that permit individuals to access, retrieve, store, organize, manipulate and present information electronically. Communication technology is a phrase utilized to describe telecommunications tools through that information are often sought, sent and accessed as an example, phone modems, faxes and computers. Information and communication technology (Mohanty & Singh, 2021) represented the convergence of information technology and communication technology. ICT is that the combination of networks, hardware and software as well as suggest that of communication, collaboration and engagement that enable the processing, management and exchange of knowledge, information and data. Information and communication has brought lots of potentials for business modification. Learning has become easier and purposeful for employees with the incorporation of ICT lecturers might learning directions and make employee-centered learning utilizing computer technologies. ICT has also impacted the educational access. With the advancement of technologies, schooling is often done anyplace and anytime. An incorporation of ICT in education has additionally played vital roles in getting ready individuals (Milosevic et al. 2021).

A number of different activities, including education, health care, agriculture, business, and military operations, have seen substantial changes as a direct result of advancements in technology. In the contemporary, globalized, and digital world, education, which includes both working performance, is seen as an essential component for achieving a competitive advantage. In order to gain a competitive advantage, both individuals and businesses are increasing their reliance on the application of knowledge. Because of this, they are able to place a greater emphasis on gathering and preserving information in order to gain a significant competitive edge over their rivals. To put it still another way, improvements in technology bring about greater educational standards. To

put it yet another way, students can improve their academic performance by utilizing a variety of types of technological gear. The learning environments and atmospheres provided by banks that are responsible for the creation of new technologies are both improved for increased efficacy. Since the 1950s, technology has been an essential component in the process of formulating educational recommendations and requirements. Since the year 1998, there has been an increase in the amount of interest expressed in the use of technology in educational settings (Hamza et al. 2021).

Individual connections are essential, as are linkages between people and information, but only having the association is not sufficient on its own. Technology plays a significant role in helping learners in whatever learning activity they chose to pursue in the ever-changing context. Technology also plays an important part in facilitating learning. Technology is now flexible, sensitive, and easily adaptable in accordance with the necessities of this environment; in addition, it is no longer the factor that chooses or restricts the alternatives for action. As is the case with other types of banks, Kurdistan banks will provide its workers the opportunity to participate in educational programs that allow them to learn in an academic setting (Long Nguyen & Megargel, 2022:17). As a consequence of this, graduates will emerge who are adequately equipped for employment, for continuing their education, and for making important contributions to society.

In the past, work performance in the classroom was evaluated using the conventional technique, which required both the teacher and the student to be physically present in the same room. In this approach, the instructor and the student will carry out their duties in close proximity to one another. This continues to be by far the most widespread approach to the distribution of instructional content, and it is used in nations all over the world. On the other hand, it would appear that the conventional approach to working performance has been rendered obsolete as a result of the rise of internet technology. The utilization of information and communication technology tools in the classroom, often referred to as mobile banking, has been recommended as the method of instruction of the future by a number of experts in the field of education. Mobile banking is described as "the practice of working performance through the use of technological equipment. The usage of computers to watch interactive learning films, electronic whiteboards for working performance, picture and video editing, and the utilization of sound during a presentation are some instances of mobile banking. As a direct result of this, making use of an interactive whiteboard, modifying

images and videos, adding audio in presentations, and viewing instructive films are all examples of apps that may be run on a mobile banking system. It is frequently supported by computer networks through a variety of channels. These channels include wireless and satellite systems, in addition to mobile technologies, such as cellular phones, laptops, and other mobile devices (Vovk et al. 2021).

As a result of technology improvements, certain activities, such as education, health care, agriculture, business, and military operations, have seen significant transformations. Education, which involves both working performance (Ismael et al. 2021), is seen as a vital component for attaining a competitive edge in the modern, globalized digital world. Individuals and companies are becoming more knowledge-intensive in order to get a competitive advantage. This enables them to focus more on acquiring and retaining information in order to obtain a major advantage over their competitors. To put it another way, technical advancements lead to higher educational standards; to put it still another way, students can enhance their academic performance by making use of various forms of technological apparatus. The learning environment and atmosphere produced by banks that create new technologies are both enhanced for greater effectiveness. Since the 1950s, technology has played an important part in the process of developing educational guidelines and standards. Since the year 1998, there has been a rise in the amount of interest shown in the implementation of technology in the classroom (Hamad et al. 2021).

Individual connections are important, as are links between persons and information, but simply possessing the association is not enough. In the always shifting setting, technology plays an important role in supporting learners in whatever they decide to pursue as a learning activity. Technology is now flexible, sensitive, and easily adaptable in accordance with the necessities of this environment; in addition, it is no longer the factor that chooses or restricts the alternatives for action (Alkhazaleh & Haddad, 2021). Kurdistan banks, like any other bank, will provide an education in which employees at all levels benefit from studying in a research environment. This will result in graduates who are well prepared for work, further education, and making a valuable contribution to society (Supriyatni, 2021).

The traditional method of working performance in the classroom, which requires both the instructor and the student to be physically present in the same room (Hamza et al. 2021), was utilized in the past. In this method, the learner and the teacher must work together in the same

space. This is still by far the most common method of educational delivery, and it is utilized in countries all over the world. However, it would appear that the traditional method of working performance has been rendered obsolete by internet technology. A number of academics have proposed that education through the use of information and communication technology tools, also known as mobile banking, is the way of the future. According to (Smith, 2022), mobile banking is defined as the practice of working performance through the use of electronic equipment. Some examples of mobile banking include the use of computers to view interactive learning films, electronic whiteboards for working performance, photo and video editing, and the utilization of sound during a presentation. As a consequence of this, utilizing an interactive whiteboard, altering photographs and videos, including audio in presentations, and viewing instructional movies are all instances of mobile banking system applications. It is often supported by computer networks through a range of channels, including wireless and satellite systems, as well as mobile technologies, such as cellular phones, laptops, and other mobile devices (Taneja et al. 2021).

Research Hypothesis: Cost readiness has a positive and significant influence on pre-implementation of mobile banking in Kurdistan.

III. METHODOLOGY

The study was carried out in private banks in Erbil. The researchers employed quantitative research method to find the cost readiness in implementing mobile banking. Currently there are seven private banks in the Erbil city. The questionnaire was distributed randomly among 700 administrative staffs of private banks. The participants of the present study were 516 participants from different private banks in Kurdistan region of Iraq. The questionnaire included of 15 items of cost readiness and 15 items of mobile banking, all items evaluated by using five point Likert scale ranging from 1=Strongly Disagree, 2= Disagree, 3= Neutral, 4= Agree to 5= Strongly Agree. After the completion of data gathering, all data were examined by SPSS to find out cost readiness level of pre-implementation mobile banking.

IV. DATA ANALYSIS

Table 1: Reliability analysis

Variables	Cronbach's Alpha	Number of items
Cost readiness	.806	15
mobile banking	.878	15

Table 1 shows the reliability statistics for two variables; cost readiness as independent variable and mobile banking as dependent variable. It was found that the Cronbach's Alpha for cost readiness = .806 > .6 this indicates that 15

items used for cost readiness were reliable, the Cronbach's Alpha for mobile banking = .878 > .6 this indicates that 15 items used for mobile banking were reliable for the current study.

Table 2: Correlations Analysis

Correlations

Items	Pearson Correlation	Cost readiness	mobile banking
Cost readiness	Pearson Correlation	1	.677**
	Sig. (2-tailed)		.000
	N	516	516
Mobile banking	Pearson Correlation	.677**	1
	Sig. (2-tailed)	.000	
	N	516	516

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

Table 2 presents the correlations between the scales using person correlation. Correlations analysis presents the values of the identified correlation tests; the researchers attempted to find the correlation between cost readiness as independent variable and mobile banking as dependent variable.

According to correlation analysis, the researchers found that cost readiness has significant correlation ($r=.677^{**}$, $p<0.01$) with mobile banking. Concerning the strength of the linear relationship is moderate between cost readiness and elearning. Regression analysis is analyzing relationships among factors. $Y=f(x_1, x_2...X_c)$. Regression analysis is to estimate the how Y will influence and change X and predict. In this section the cost readiness as

an independent variable and elearning as a dependent variable. The mobile banking's overall difference could be measured by its variance. The differences are measured as the sum of the square between participant's forecasted mobile banking values and the total mean divided by the number of participants. After division it will clarify variance by the total variance of mobile banking, the researchers found that the amount or the number of total difference or variance that is accounted based on regression calculation. The number should vary between 0 -1 and is symbolized by R Square. Table 3 shows the value of R square = .677 this indicates that 68% of total variation in elearning has been explained by cost readiness.

Table 3: Model Summary Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.677 ^a	.459	.458	.45588

a. Predictors: (Constant), Cost readiness

Table 4: ANOVA

ANOVA

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	90.562	1	90.562	435.758	.000
	Residual	106.822	514	.208		
	Total	197.384	515			
Dependent Variable: Mobile banking						
Predictors: (Constant), Cost readiness						

Table 4 explains F value for cost readiness as independent variable =435.758, since (435.758>1) this indicates there is a significant relation between cost readiness and mobile banking.

Table 5: Coefficients Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.745	.152		4.897	.000
	Cost readiness	.802	.038	.677	20.875	.000

a. Dependent Variable: Mobile banking

A single regression analysis was used to find the relationship between cost readiness and mobile

banking. As seen in Table 5 the result of research hypothesis, it was found that the cost readiness has

significantly predicted mobile banking (Beta is weight .802, $p < .001$) this indicates that the cost readiness will have a direct positive association with mobile banking.

V. DISCUSSIONS

This section concludes the findings and the analysis based on the research objective and purpose in order to give answer to the research question. The researchers were able to discuss in detail the concept of mobile banking, its features and characteristics, the benefits and limitations. Taking into consideration all barriers to Pre-implementation mobile banking are discovered and within each category of barrier are different critical factors. Research has pointed out critical barriers in mobile banking system implementation, which lead to its failure during the implementation process hence negatively or positively affecting the employees' achievement.

This study concentrated on cost readiness as one of the critical barrier of implementing Mobile banking. The research is seeking for not only the cost readiness for implementing elearning rather than whether implementing mobile banking achievements are worth the cost (Thompson, 2000). One of the main benefits of implementing mobile banking in private banks is to set a channel to achieve graduate degree. One of the essential concerns that private banks should take into consideration is the cost analysis. There are many thoughts and opinions regarding the cost readiness and cost effectiveness during implementing elearning in education sectors. Among different concerns, the vital consideration the education sector utilizes to judge the financial performance of implementing mobile banking is cost.

Whether education sectors are ready or not is essential information for additional decisions regarding the implementation of mobile banking. This research is significant in that it reminds scholars or education practitioners of the significance of cost readiness of pre-implementation mobile banking which became an essential educational form of education field. However, the study is not limited to highlighting the significance of cost readiness of an pre-implementation mobile banking. It shows how the cost is ready for an electronic educational program. The finding revealed that private banks' budget and capital are ready for implementing mobile banking to enhance achievement. It was found that the cost readiness has significantly predicted mobile banking this indicates that the cost readiness will have a direct positive association with mobile banking.

VI. CONCLUSIONS

The study aims to investigate the cost readiness of implementing mobile banking in Kurdistan. Many developing countries have implemented mobile banking applications to deliver education to employees through the Internet. As the population grows, several developing countries' education sectors try to facilitate sophisticated web sites by providing many features to perform in better way to help employees.

The finding revealed that an increase in readiness of cost should lead to increase in chance of implementing elearning.

The employee segment of online education system understands the benefits of the new process in its usefulness, and it is ease of use. The finding is significant for private banks in developing countries that desire to initiate mobile banking for the purpose of improving and increasing the access to quality education at reasonable costs. It was found that the cost readiness has significantly predicted mobile banking (Beta is weight .802, $p < .001$) this indicates that the cost readiness will have a direct positive association with mobile banking.

VII. LIMITATIONS

The limitations of this study were that the survey questions may not necessarily generalize the larger population of teachers and administrative staffs of private banks, and the research question is not enough to show a clear association between cost readiness and pre-implementation mobile banking. Therefore, to expand and support the findings of the present study, it is recommended that followup studies be conducted, with larger sample size and a broader diversity of the sample groups included in the population.

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