

KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY

**THE METHODS OF PAYMENT AND THEIR IMPACT ON FEES PAYING IN
TERTIARY INSTITUTION: A CASE OF TAKORADI POLYTECHNIC**

BY

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of

COMMONWEALTH EXECUTIVE MASTERS OF BUSINESS

ADMINISTRATION

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CERTIFICATION

I hereby declare that this submission is the result of my own original work towards CEMBA and that no part of it has been presented for another degree in this university or elsewhere, except where due acknowledge has been made in the text.

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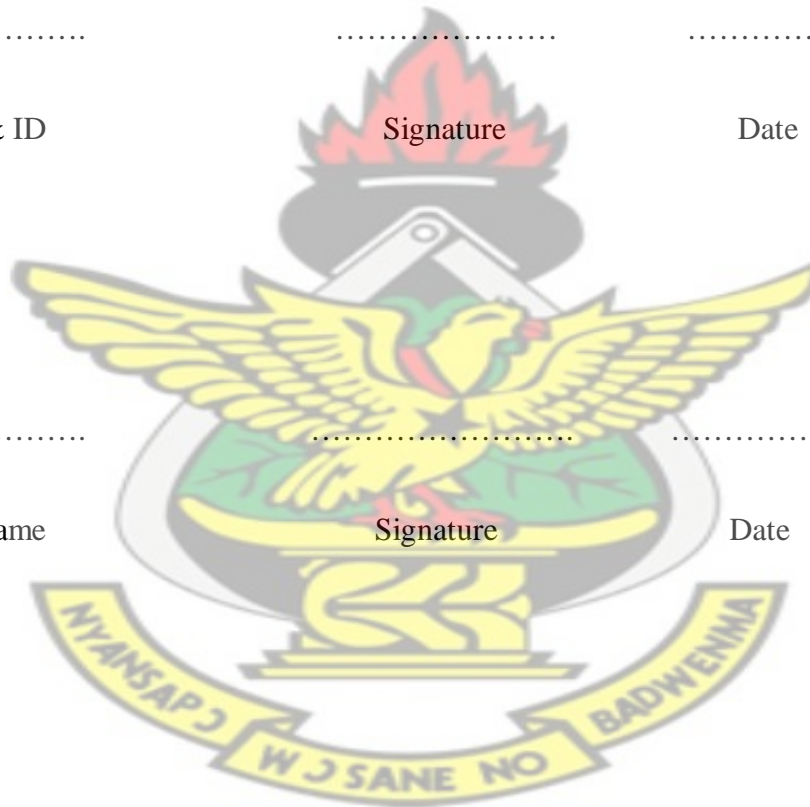
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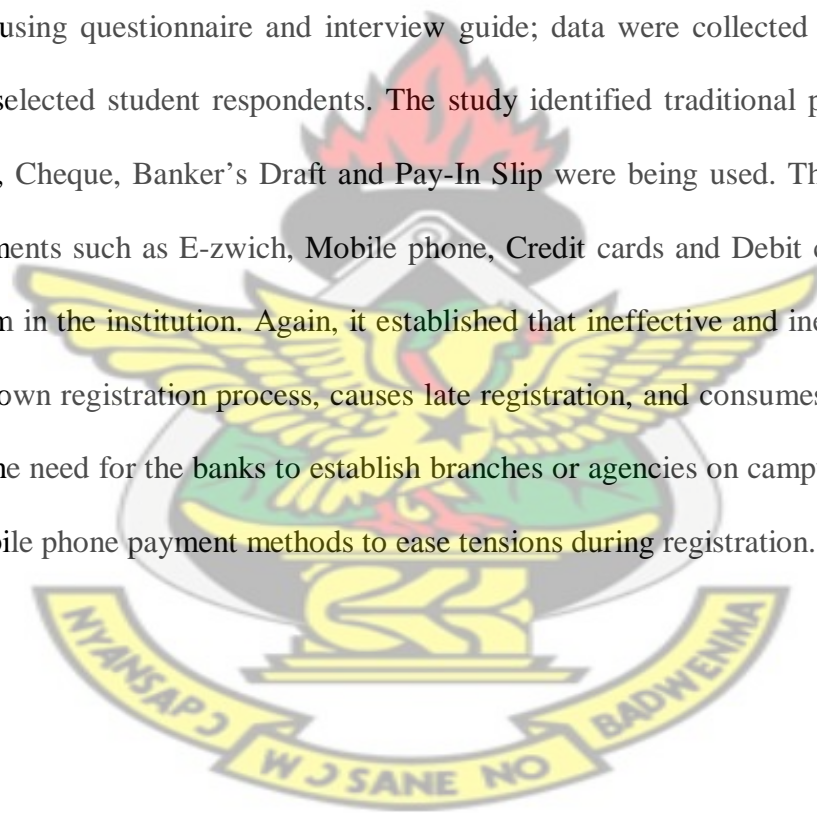
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ABSTRACT

The study assesses the methods of payment and its impact on fee paying in Takoradi Polytechnic. Two channels are investigated. The payment methods use in paying fees and has been categorized into traditional payment method and the new electronic payment methods which affect the performance of many institutions. Secondly, the impact of the payment methods on fees paying in Takoradi Polytechnic. This will help reduce the times it takes an average student to register and identify alternative methods available for use by management. The study was conducted using questionnaire and interview guide; data were collected from ninety-four (94) randomly selected student respondents. The study identified traditional payment methods including; Cash, Cheque, Banker's Draft and Pay-In Slip were being used. The new electronic payment instruments such as E-zwich, Mobile phone, Credit cards and Debit cards were yet to find their rhythm in the institution. Again, it established that ineffective and inefficient payment methods slow down registration process, causes late registration, and consumes time. The study recommended the need for the banks to establish branches or agencies on campus and also adopt E-zwich or Mobile phone payment methods to ease tensions during registration.



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DEDICATION

To My Late Father, Mr. John Kwabena Osei -Tutu and My Beloved Late Mother, Mrs. Veronica
Bimah Mensah.

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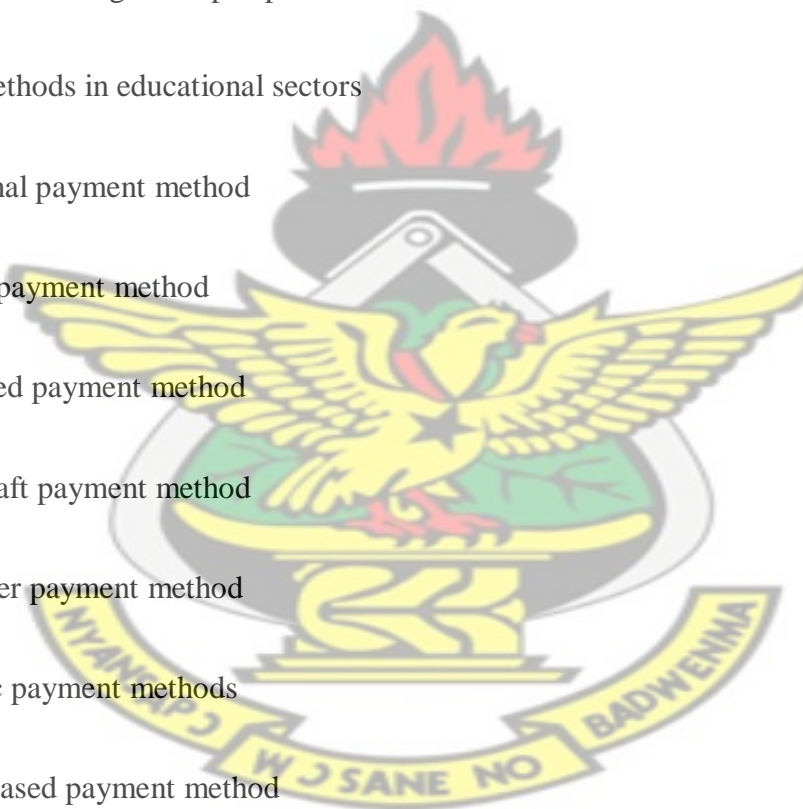


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LIST OF ABBREVIATIONS

ATM- Automated Teller Machine

EFTPOS- Electronic Funds Transfers at the Point Of Sales

HND- Higher National Diploma

KNUST- Kwame Nkrumah University of Science and Technology

PDA- Personal Digital Assistant

PIN- Personal Identification Number

PNDC- Provisional National Defense Council

POS- Point Of Sales

SPSS- Statistical Package for Social Science

TTI- Takoradi Technical Institute



CHAPTER ONE

1.1 Introduction

This chapter focused on the background of the study as well as problem statement. Again, it highlighted the research objectives, research questions, significance, scope, limitation and organization of the study.

1.2 Background to the study

Transition and change characterize the methods of payment for financial transactions during the past decade. Technological change is increasing the possibilities all the time. Development of more secure fee payment methods could help. The method of payment is the way one pays for a transaction, (Farlex Financial Dictionary, 2009). It is an acceptable term of remittance a person pays for services rendered.

Technological change to improve speed and capacity of the fee payment system is more important. Institutions of higher learning are examining and modifying their systems in response to the change in external environments. Specifically, the changes in many countries and recommendations from the professional accountants for the inclusion of flexible computer based applications and technology in the educational institutions.

Foreign educational institutions offer alternative methods for paying fees. But, Ghanaian students face challenges due to limited methods of payment used by the educational institutions in Ghana. There are situations where changes occur in the payment system, they happen only on yearly and semester basis. In 2010/2011, the Institute of Distance Education of Kwame Nkrumah University of Science and Technology (KNUST) within one academic year introduced two

different payment systems where students were restricted to only one method at a semester. Many students found it difficult meeting the deadline set for registration due to the numerous challenges that hinder the fee payment process. Most of these methods were cumbersome and too bureaucratic in nature.

It is well known that the methods of fee payment employed by the authorities of educational institutions are confronted with considerable number of problems, particularly when the location is rural. Students from the hinterland and small towns, most often, do not have access to specific fees payment method. These students struggle before getting access to some commercial banks. Most of them cannot pay their fees and had to wait till schools re-open due to unavailability of commercial banks in their areas of resident.

However, efforts are being made by government and institutional heads to evaluate the quality, efficiency and efficacy of the education fee payment system at all levels. It is within this context that the second cycle institutions in Ghana with the assistance of the banks introduced banker's draft as a mode of fee payment to replace the cash payment method. It was adopted as the instrument of choice to aid in the prevention of embezzlement by employees, stealing, regular cash losses by students and also reduces the effect of weaknesses on cash delivery. This has not yielded positive result since students sometimes cluster in the banking hall struggling to receive the necessary services.

The education sector of Ghana is established for the purposes of providing manpower resources. However, the organizational structures within which these sectors operate differ from one another. The basic and second cycle institutions are managed by the Ministry of Education while,

the tertiary levels education are managed by the institutional board and other agencies. However, the organizational structures of the educational sector permit heads to adopt and implement policies to manage the schools affairs. Efficient policies depend functionally on the school budget and management board. Therefore, the methods of fee payment employed must meet international standard. It is for this reason that students go through the dilemma of not meeting their expectations, especially registration deadline. Ineffective payment system can lead to the under listed effects:

- The institution inability to meet its revenue target within specific period;
- Students not able to meet registration deadline;
- Embezzlement due to cash and paper cheques; and
- Cash losses and theft among students.

Bank of Ghana Report (2010), described payment system as the entire matrix of institutional infrastructure arrangements and processes in a country for initiating and transferring monetary claims in the form of commercial and central bank liabilities. The concept covers the following:

- Payment instruments used to initiate and direct funds transfer;
- Network arrangements for transacting and clearing payments instruments;
- Institutional players in the system;
- Market conventions and regulations; and
- Legal and regulatory framework that govern the payment instruments.

However, the over-reliance on cash as a means of payment is gradually giving way to a range of cashless and safe payment instruments. The banker's drafts and slips are the major fee payment instruments which constitute about 95% of the educational sector payment both in terms of volume and value.

Mr. Emmanuel Asiedu Mante, the First Deputy Governor of the Bank of Ghana initiated a programme known as the Payment System Development. It is initiated to phase out the use of cash and paper payment through modern technology. It is also designed to reduce payment risks, promote non-cash payment instruments and improve the legal framework for electronic payments, (Ghana News Agency, 2011).

Numerous studies have shown that some of the fee payment methods in the educational sector are inadequate, inefficient, and subject to very cumbersome bureaucracies. There exists, however, very little information on the methods of fee payments and its impact. Students in rural areas especially, have very little access to few methods of fee payment and how these methods are implemented by the various agencies. The apparent lack of knowledge regarding the execution of specific methods of fee payment and its impact on students in the educational sector motivates this study. Within this context, and given the complex and non-uniform organizational structure, and the relative organizational autonomy of each institution, the study was conducted at Takoradi Polytechnic.

1.3 Problem statement

It is emphatically clear that the effects of methods of payment use in every institution on individual occur during and after school. Late registration of students is sometimes attributed to inappropriate or improper use of the payment systems. The methods of paying fees and students bills are the major problem area that has been the bane of many educational sectors.

However, Takoradi Polytechnic is not exception; the institution is faced with issues relating to payment. The current payment instrument for paying of fees is fading out due to the ever-increasing number of student population. The former Rector of the Polytechnic, Dr. Samuel O.

Apori at a meeting in 2007 proposed a Direct Deposit Approach to replace the existing cash payment instrument. He was of the view that the system should be made cashless. The method suffered several challenges including misplacement of pay-in slips after depositing the money into the Polytechnics' bank account, and difficulties in reconciling the cash and bank statement due to delays in submitting the slips. Again, payment by banker's draft was adopted to reduce, if not eliminate, the problems with direct payment method in 2008.

With regards, the payment system in many institutions has undergone considerable changes as the modern payment systems gained increasingly popularity, especially in the western world. Payment of fees in Takoradi Polytechnic is characterized by long distance travelling, long queues and time wasting in the banking halls that negatively affect academic activities and registration process. It is against this background that the study seeks to analyze the existing and new methods of paying fees to improve the academic activities in tertiary institutions.

1.4 Objectives of the study

The main objective of the study is to explore viable fees payment methods towards improving academic work in Takoradi Polytechnic. Specifically, the study sets out to:

1. Identify various methods of payment used in Takoradi Polytechnic;
2. Examine how the existing methods can be improved to meet the current standard;
3. Identify new and improved payment methods
4. Determine how the payment methods are being implemented;
5. Assess the impact of the payment system on student registration.

1.5 Research questions

The study sought answers to the following:

1. What are the existing methods of paying fees in Takoradi Polytechnic?
2. How can the existing methods of payment be improved to meet the current standard?
3. What are the new and improved payment methods?
4. How are the payment methods being implemented?
5. Does the existing method(s) of payment have any impact on students' registration in the Takoradi Polytechnic?

1.6 Significance of the study

The current climate in the educational sector especially the yearly growth in student population heightens motivation for effective payment system. Again, the change in social attitudes combined with development in payment system technology and quantitative methods have affected radically the environment within which the educational sectors operate today, thereby addressing the need to re-evaluate the method of payment in Takoradi Polytechnic of the Western Region of Ghana.

However, the outcome of the study will serve as a source of reference material for academia, researchers and practitioners of payment systems. It will also provide information to students within and outside Ghana about the need for effective fee payment systems. The study will also contribute to knowledge in the sense that the final outcome will bring out new ideas, recommendations, and solutions which can be used to solve identifiable problem of fee payment

system in the education sector. It will be useful for policy makers at all levels both in public and in private sectors interested in the subject of payment systems.

1.7 The scope of the study

There are many tertiary institutions in the country but the researcher chose Takoradi Polytechnic because of proximity and time constraints. Takoradi Polytechnic is located in the Western Region of Ghana. The institution has four schools namely; School of Business Studies, School of Applied Art, School of Engineering and School of Applied Science. The institution has a total population of nine thousand, three hundred and seventy (9,370) in the 2010/2011 academic year. This is made up of eight thousand, four hundred and thirty-seven (8,437) students and nine hundred and thirty-three staff (933), (Takoradi Registry, 2011). However, the study covered the four schools, audit and finance department.

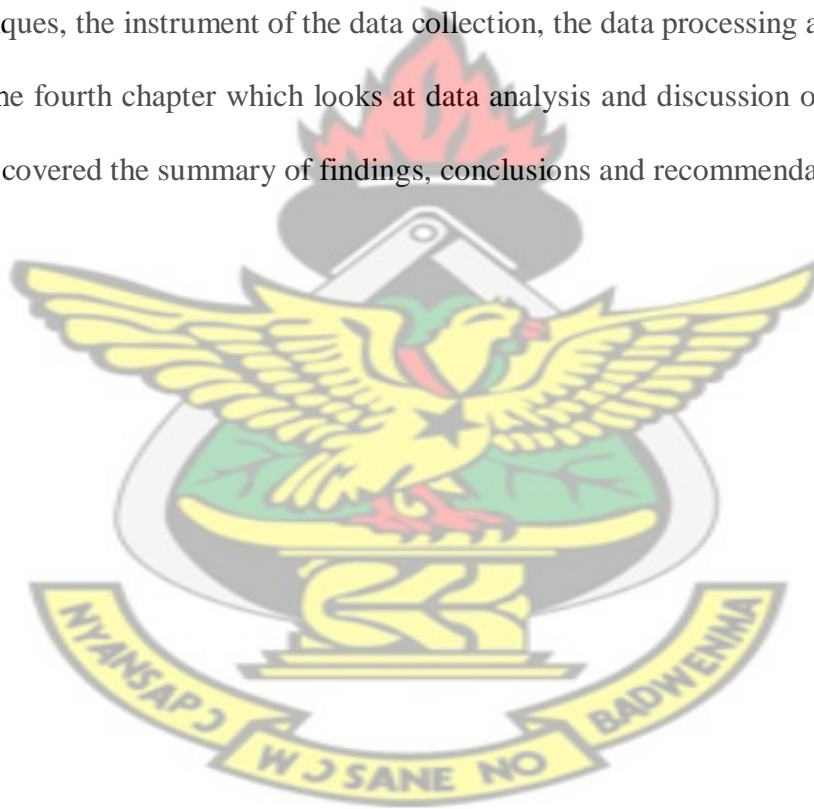
1.8 Limitation of the study

The limitation identified during the study included lack of time and financial constraints. Financing is an important part of every project, because it determines the pace at which programme would run as well as the success of the project. Time also constituted a major setback to the study because the researcher had to combine his job and course work.

Unwillingness on the part of some respondents to give adequate information due to privacy impeded the progress of the research work. In view of the stated factors, the scope of the study was restricted to selected areas within the institution.

1.9 Organization of the study

The study is organized into five chapters. The first chapter which is the introduction covers the background to the study, problem statement, objectives, research questions, significance of the study, and scope of the study, limitation of the study and organization of the study. The chapter two reviews the literature on payment and methods of payment. The third chapter, which deals with the methodology, focuses on the research procedures used in the collection of data for the study. It includes the setting of the study, the study design, the sampling procedure, the data collection techniques, the instrument of the data collection, the data processing and analysis. This is followed by the fourth chapter which looks at data analysis and discussion of results. Finally, the fifth chapter covered the summary of findings, conclusions and recommendations.



CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

A lot has been said and written about the inadequacies in methods of payments and its impact. This chapter seeks to review the definitions and views on payment, and systems of payment from the theoretical perspectives. The two major methods of payment would also be reviewed. It will review the literature on the traditional or conventional systems of payment as well as the modern electronic systems of payment.

2.2 Payment systems in general perspective

Payment system involves the transfer of money from one person to another, (Wikipedia, 2011). It observed that the payment system facilitates trade and commerce. The exchange of transaction depends on the efficient payment system which includes the traditional and electronic payment systems. It further argued that the payment system is used in lieu of tendering cash in domestic and international transactions and consist of a major service provided by banks and other financial institutions.

Payment system more than any other methods requires strict adherence to control procedures. It has universal appeal. Significantly, large amount of high-denomination currency can be exchanged within specific time frame, (Edmonds et. al, 2000). The good payment system is devoid of fraud and embezzlement. They argued that the payment system instruments possess certain characteristics distinguishing them from others. It includes all instruments used to exchange currency between individuals as well as nations.

According to Pankins (2003), payment systems support the discharge of financial obligations between two or more parties and facilitate the flow of funds in the sale of goods and services. He argued that the payment cycle involves a transaction initiated and received by two or more

payment parties. He noticed that the payment system may originate from the household sector, the business sector, government agencies or financial institution. He further explained that the component of payment system includes bill payment, purchases, expenses, dividend, taxes, license fees, interest, insurance claims, and securities transfer and vendor payments. He emphasized that the payment methods may include the following: Cash, Cheques, Direct debits, Credit transfers, Credit/debit cards, Store-valued cards and Postal /money orders.

A payment system is of systemic importance if it handles large aggregate or individual value transactions, and is used in the settlement of financial market transactions or for the settlement of other payment, (Bank for International Settlements, 2001). It raises the issue that the payment systems have the ability to transmit financial shocks to both domestic and international trade.

Humphrey (1984) noticed that the US Federal Reserve has been actively involved in providing payment processing services since its establishment in 1913, including the operation of cheque processing, and the automated clearinghouse, and a large-dollar wire transfer system. He further suggested that there should be a body established to recover all direct and indirect cost associated with the delivery of payment systems in every country. He noticed that the body should be mandated to carry out payment services such as;

- Commercial cheque collection
- Funds transfer and settlement
- Book-entry securities
- Non-cash collection; and
- Cash services

The US Federal Reserve (1998) examined the efficiency of payment by reviewing its policy approach in improving the overall payment systems through private participation. It argued that the payment system must be cost effective to promote efficiency and increase public interest.

A payment system defines the procedures, rules, standard and instruments used to exchange financial value between two parties discharging an obligation, (Listfied and Montes-Negret, 1994). It is very unique due to its size, legal system, business practices, communication, infrastructure, and stages of development of instruments. They argued that a payment system differs between countries and what is suitable in one country may not be suitable in other countries. They further proposed that African countries can adapt successful payment systems practices from more developed countries to suit their own needs. Emerging countries can learn from mistakes made in other countries and avoid them by introducing preventive measures early in the development process. They supported the view that payment transactions have two parts- the flow of information providing payment and the flow of funds. Each payment transaction has common elements:

- An obligation to discharge;
- A party to make payment (payer)
- A party to receive the payment (payee)

They suggested that a payment system can be developed under the following matrix:

Table 1: Payment Transaction Flow Chart

Payee/Payer	Consumer	Business	Government	Financial institution
Consumer	CC	CB	CG	CFi

Business	BC	BB	BG	BFi
Government	GC	GB	GG	GFi
Fin. Institution	FiC	FiB	FiG	FiFi

Source: Listfield and Montes-Negret, (1994)

From the matrix information about transaction may flow from consumer to consumer, consumer to business, consumer to government and consumer to financial institutions. Again, payment transaction may flow from business to consumer, business to business, business to government and business to financial institution and it goes on in that order. Thus, any element in the matrix can initiate payment transaction, (Listfield and Montes-Negret, 1994). They further argued that the payment instruments support the payment system and include cash, non-cash, paper-based payments, electronic payments; and card-based payment.

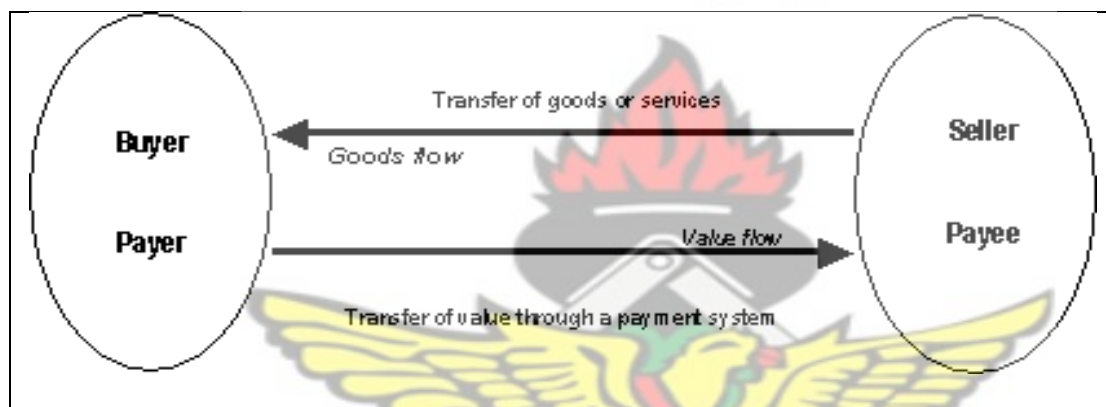
The resources cost of a nation's payment system can account for three percent (3%) of its gross domestic product (GDP). Modernizing a country payment system can certainly reduce the resource cost, (Humphrey et. al, 2001). They stressed that while a country continues to spend on roads, bridges, power supply etc, it must not neglect to invest in its payment system to improve efficiency of the economy, in general, and the financial system, in particular.

Ouarda and Erlend (2009) emphasize the role of payment systems as the means by which inside money is transferred between banks. They observed that the payment system of the former Eastern European bloc countries were mostly paper-based systems subject to long transportation and processing delays. They argued that a long and unpredictable payment systems times may be

a double sources of inefficiency. Cash will be major dominance as a payment medium and create excess reserves by the commercial banks.

A payment system is a method of transferring value between buyers (payers) and sellers (payees), (Humphrey, 1995). He argued that the payment system information flow in opposite direction and illustrated as below:

Figure 1: Buyers and Sellers, Payers and Payees



Source: Humphrey 1995

Guitian (1998), argued that the payment system is more than just a transfer of value and provided the following comprehensive description of a payment system as “a payment system encompasses a set of instruments and means generally acceptable in making payments; the institutional and organizational framework governing such payments (including prudential regulation); information from payer to payee and to settle payments”. He noticed that the payment and operating procedures and communications network used to initiate and transmit payment transactions involve the transfer of goods and services and the corresponding transfer of value.

2.3 Payment Methods in Educational Sectors

Many are payment methods/ instruments but few are applicable to educational institutions worldwide. Sometimes, these methods are wrongly and improperly administered by the various educational institutions. They include the following:

- Cash-based payment method;
- Cheque-based payment method;
- Bankers draft payment method;
- Direct deposit payment method;
- Money/postal order payment methods.

In order to achieve effective and efficient retail payment systems, the following considerations that shape the choice of payment method for consumers and businesses should be considered: the convenience, reliability and security of the payment method, the quality, involving features such as the speed with which payments are processed; taste and demographic; and technological advances which have improve the speed, convenience and flexibility of different payment systems, (Pariwat and Hataiseere,2004).

Mantel (2000) argued that the use of a particular payment instrument depends on the value of the business transaction. He also supported the view that the payment infrastructures determine the choice of payment instrument.

Many scholars and professional writers have been arguing on types of payment methods applicable in institutions where technology had undermined the existing methods. For the purpose of this study, the research will be limited to the two main types: the conventional and electronic payment method.

2.3.1 Conventional Payment Method

A conventional payment method takes the form of coins, currency, and notes to transfer money from one person to another or location to another. This includes:

- Cash payment method
- Cheque payment method
- Banker's draft payment method
- Money order payment method

(I) Cash-Based Payment Method

Cash is used as a means of payment and includes currency and other items that are payable on demand, (Edmonds et. al, 2000). Cash is used to pay employees, suppliers and creditors. They argued that the cash payment method is more sensitive than any other mode of payment and requires strict adherence to internal control procedures. They further noticed that cash is most susceptible to embezzlement at the points of receipt and disbursement. In order to reduce if not eliminate the likelihood of theft; customers should be given written copies of the receipts to signify evidence of payment.

According to Listfield and Montes-Negret (1994) cash is the simplest payment instrument. Cash is “still used for most payment transactions (in number, not in value) in developed countries”. They noted that cash has special features such as unique size and color, denomination, special paper and security features (ink, watermark, security thread, latent image, micro text, see-through features, silver lustrous surface, and protective line structures). They noticed that cash

payment method is backed by legal and regulatory standards including Government, convertibility in other currencies and transferability at full face value to other parties without further action.

Cash payments are usually associated with face-to-face transactions of low value between individuals or between an individual and a retail firm. In most countries legislation or regulation requires currency to be accepted as payment for all types of transactions, subject possibly to minimum denomination limits. The transactions do not usually require further identification. Cash payment system is an immediate and final transfer of value and the currency received in the payment can be re-used by the recipient immediately for further payments, (Bank for International Settlements, 1999).

Cash is the oldest and most widely used payment instrument. In terms of number of transactions, “cash is (still) king”; the average person makes some \$500 payments a year, and cash is used for the majority of these. Cash is the most frequently used payment method by consumers, accounting for 62% of payments in Australia. Cash is particularly dominant for low-value payments by individuals, making up around 80% of transaction of \$25 and under, and 47% of transactions between \$25 and \$50, (Bagnall and Flood, 2011). They argued that as payment values rise, consumers increasingly use other methods, so that cash accounts for a relatively small share of payments above \$100. They further supported the view that cash payment method makes up a larger share of payment that are made in person, accounting for 68% percent overall and the majority of in-person payment up to a value of around \$50.

Cash is a value based instrument. In cash payment transaction, the payer, the one making the payment, transfers value to the payee, the one receiving the payment the value is backed by a

third party, for example, a central bank, a financial institution, or the seller. The proportion of in-store cash purchases remained stable at around a third of all transactions from 2001 to 2005, (American Bankers Association and Dove Consulting, 2005).

Consumers use cash to buy goods and pay for services. Upon receiving cash from customers, merchant may deposit the cash at their financial institutions or use it for subsequent transactions. Unlike other types of payment instruments, cash transaction can take place without third party inter-mediation hence; no relationship with a financial institution is required for the payer or payee, (Charkravorti and Lubasi, 2006).

(II) Cheque-Based Payment Method

The cheque payment instrument is safe and convenience way of paying money, (Campbell and Bruce, 1999). They supported their argumentation vividly illustrating that; “after all, you would not think of stuffing, say, \$4896.47 in bills and coins in an envelope and dropping it in a mail box to pay a debt. But to write and mail a cheque for a large sum is a commonplace”.

They revealed that a cheque is nothing more than a means for transferring the ownership of deposits in banks and other financial institution. A cheque payment system has become the dominant form of payment in our economy and account for about 60% of all economic transactions, (Campbell and Bruce, 1999).

Cheque is a written document prepared and signed by an authorized person for the payment of a transaction. It serves as an alternatives method for making cash payment. It provides a record of payments and facilitates the payment process. Cheque discourages dishonest employees from running the documents through the payment system for a duplicate payment, (Harrison and Horngren, 2006).

Edmonds et. al, (2000) supported the view that cheque should be used as a substitute for cash payment. They argued that a cheque is a paper-based payment method involving three parties:

- The person or business writing the cheque(the payer);
- The bank on which the cheque is drawn, and
- The person or business to which the cheque is made payable (the payee).

Cheques are often multicopy, prenumbered forms, with the name of the business issuing them preprinted on the face. A cheque authorizes the bank to transfer the face amount of the cheque from the payer's account to the payee when signed by the person whose signature is on the signature card at the bank. A cheque essentially instructs the payer's financial institution to debit the payer's account for a specified amount and either to transfer that value to the payee's financial institution for credit to the payee's account or to pay out cash. Cheque may be used for remote or face-to-face payments, single transactions and recurring payments, as well as for any sizes of payments. The acceptance of a cheque in a face-to-face transaction usually depends on valid identification and evidence of the payer's creditworthiness, such as a credit card. The payee may also require some form of payment guarantee from a reputable third party, especially in a non-recurring face-to-face transaction (Bank for International Settlement, 1999).

Cheque payment services are available from financial institutions or from non-financial institutions that have a clearing and settlement arrangement with financial institutions. Users are usually required to have a deposit account with the service provider to aid the transfer of values between them.

According to Listfied and Montes-Negret (1994), cheque payment system provides a mechanism for Bank-to-Bank transfer. They noted that the cheque payment requires the use of one or more

banks to complete a transaction. A cheque payment system is not only a mere exchange of value between payer and payee, but by transferring deposit money between the payer's bank and the payee's bank. Unlike cash, cheque payment method transactions have two process flows: the flow of the physical cheque and the flow of funds. They suggested that the cheque must specify the payment amount, the names of the payer and the payee and their banks. They observed that the cheque payment system accounted for about 10% of all cashless payment transactions (in Germany and Switzerland) and to over 50 % (in USA, Canada, France and UK).

Cheque payment system is by far the most prevalent system for non-currency retail payment in the united state. In a cheque transaction, a buyer instructs a bank or similar financial institution to transfer the buyers deposit claim on a bank. The buyer does so by transferring an order to pay, or cheque, to pay the seller. The seller or seller's bank then presents the check to the buyer's bank for payment. In such a transaction, the bank plays the role of issuer, although the cheque is considered a liability of the buyer and not of the bank on which it is drawn. He noticed that the cheque payment system is target for fraud as they can be written for large amounts and are relatively easy to alter or forge at the point of sales. He noted that the clearing and settlement of transaction under cheque payment system involves physical delivery or presentment (Roberds, 1998).

A cheque is a security that allows one to dispose of money held by a specific actor, bank or financial institution, (Dikanovic, 2011). He argued that a cheque is a legal document and is closely related to the bill of exchange. He observed that a cheque possess security element including records kept on every issued cheque, the print quality, hologram as a counterfeit protection system, personal ID document and the signature. He further emphasized on the following types of cheques: pay cheque, crossed cheque, uncashable cheque, certified cheque,

travelers cheques, circular cheques, visa cheque, letter of credit, commission cheque and postal cheque. This cheque payment system involves the payee and payer authorizing the bank or financial institution to effect payment as and when submitted, (Dikanovic, 2011).

(III) Bankers Draft Payment Method

Traditionally, a bank draft is a cheque drawn on a bank's fund, such as cashier's cheque, (Pritchard, 2011). When paying bills the term bank draft is sometimes used to refer to an automatic transfer from your bank account to your service provider. He subsequently argued that the use of bank drafts in making payment to somebody serves as a guaranteed fund for a transfer of value between two parties. "If somebody pays you with a bank draft, you cannot always assume you will get the money", (Pritchard, 2011). He explained that plenty scams use fake bank draft cheque to swindle victims.

According to Vohwinkle (2011), a bank draft is a cheque that is issued and guaranteed by the bank. He argued that a bank draft is used in transaction involving larger sums of money for real estate, vehicle purchases, or other situation where the person or entity cashing the cheque wants a guarantee that the funds are good.

Banker's draft is a sight or demand draft, drawn by one bank as drawer upon another bank as drawee. This is purchasable at small fees by a bank's customers. It provides a highly acceptable instrument of domestic exchange, (Woelfel, 2011).

Bank draft is a cheque that tells the bank to move funds from a particular bank account to a different account, (Ibrahim, 2010). He supported the view that the bank draft is used for making big payment. The bank draft payment method offers blending cash and more security than

cheque payment method. He substantiated his argument by saying “a personal cheque is drawn on the person’s account, but the bank draft is drawn on the bank”, (Ibrahim, 2010).

(IV) Money order payment instrument

A money order is essentially a direct credit transfer instrument involving payment to a specified recipient. It may be used for both domestic and foreign currency remote payments. In some payment systems a money order is a paper-based instrument; in others it is transmitted and processed as an electronic credit transfer, similar to a wire transfer (Bank for International Settlement, 1999). Money order services are usually provided by non-banking institutions. These providers operate transnationally, acting through foreign subsidiaries or affiliates.

2.3.2 Electronic Payment Methods

Electronic payment method often uses electronic means in transferring money from one person to another or location to another. This includes:

- Debit card payment method
- Credit card payment method
- Mobile payment method (M-pay system)
- E-zwich payment method

(I) Debit Card- Based Payment Method

Debit cards are usually used for non-recurring electronic funds transfers at the point of sale (EFTPOS) to initiate payment to the vendor with an immediate debit to the cardholder’s account.

As with card payment in general, debit card transactions usually require the payment to be initiated by the rightful cardholder (authentication) and authorized by the card issuer. Authentication may occur online or offline. Online cardholder authentication is done through the entry of the cardholder's Personal Identification Number (PIN) directly into the merchant online terminal. Authentication for offline debit card payments usually takes place by means of the cardholder's written signature or other actions, (Bank for International Settlement, 1999). Debit cards usually require users to have a deposit account with a financial institution that issues cards or acquire payments.

According to Roberds (1998), a debit card involves a buyer transferring deposit claim from the buyer's bank account to that of the seller. The transfer is effected as a debit transaction, in which funds are pulled by the seller (via the card network) from the buyer's bank account. He observed key differences between a debit card transaction and a cheque transaction. A debit card payment system is subject to electronic verification process, which varies according to the type of card. The debit card transaction is cleared and settled electronically through the card issuer's network rather than through a traditional paper-based cheque clearing process. That is, in contrast to cheque, the clearing and settlement of transactions does not have to wait for physical delivery but can begin more or less immediately. He further noted that a debit card transaction differ from credit card transactions in that the amount of a purchase is automatically debited from the buyer's bank account within a few days of the time of purchase.

A debit card is a form of value transfer where the card holder after keying in a PIN, uses a terminal and network to authorize the transfer of value from their account to that of a merchant, (Pierce, 2001). When a payment is made through a debit card, the funds are immediately

withdrawn from the purchaser's bank account. This gives an opportunity for the buyer to make purchases and pay upright.

(I) Credit Card Payment Instrument

A credit card payment involves a short term fixed-period credit arrangement, and cards with revolving credit arrangements. With charge cards, the accumulated credits must be fully paid at the end of the charge or billing period, generally around one month. Cards with revolving credit arrangements allow a minimum partial payment at the accumulated credits charged to the cardholder's revolving credit line. Credit cards are most frequently used for non- recurring face-to-face payments but can also be used for:

- A series of preauthorized payments to meet a contract obligation;
- Mail and telephone order (MO/TO) payments to vendors;
- Payments in electronic commerce systems using the internet, and
- Automated teller machine (ATM) cash withdrawals against the cardholder's unused credit line.

Credit cards are used in both online and offline systems to initiate and authorize payment. Online payments are usually face-to-face payments involving direct communications link through a network switch for real-time authorization of the payment. Also, offline credit card payments are different from online payments with respect to authorization and the posting of debits and credits to the payer's and payee's account. They are generally used by merchants for remote payments (Bank for International Settlement, 1999). Credit card services are available from a financial institution, usually through its association with a credit card network. The card holder is required to have some type of credit arrangement with either the institution or its affiliate, thus its

sponsor. A financial institution or its affiliate issues credit cards and acquire payments for merchant. Visa and MasterCard are the largest credit card networks worldwide.

Laudon et. al, (2002) noted that the online credit card payment system seeks to extend the functionality of existing credit cards for use as online shopping payment tools. This payment system has been widely accepted by consumers and merchants throughout the world, and by far the most popular methods of payments especially in the retail market. This form of payment system has several advantages including privacy, integrity, compatibility, good transaction efficiency, acceptability, convenience, mobility, low financial risk and anonymity.

In credit card payment system, the payee's bank account is credited with the transaction value before the payer's account is debited. Credit card systems allow customers to make purchases up to a prearranged ceiling. The credit that is granted is either settled in full by the end of a specified period, generally a month, or can be settled in part, with the remaining balance extended as credit, (Asokan et. al , 2000).

According to Vassiliou (2004), credit cards are internationally known to customers and accepted by merchants. Credit cards are used on the internet, as it only provides detail information necessary to be sent to the beneficiary in order to effect a payment. Roberbs (1998) also supported the view that the credit card system is widely used in retail payment situations, especially when informational asymmetries make payment by check impractical. In credit card transaction, the buyer pays for a purchase by drawing on a line credit from the credit card issuer. The card issuer pays the seller for the purchase, and the balance on the credit card is then paid down by the buyer. He noted that the claim presented in payment is considered a liability of the

credit issuer. This transfers much of the risk of insufficient funds in the original transaction from the seller to the credit card issuer.

Pierce (2001) argued that a credit card is a plastic card which assures a seller that the person using it has a satisfactory credit rating and that the issuer will see to it that the seller receives payment for the goods delivered or services rendered. This automatically captures the transaction against a revolving credit account.

(II) Mobile Phone Payment System

Mobile phone payment system is also known as m-payment system. It is a means by which mobile phone is used to effect payment of a transaction (Vassiliou, 2004). M-payment system follows a simple model where the customer (payer) first identifies him/herself to the merchant (payee) by providing his/her phone number or by calling the merchant (payee). The merchant or supplier forwards the payment and customer information to the payment service provider (thus, through the mobile network providers). The service provider then sends the payment details to the payer for confirmation with a PIN number and upon confirmation records the transaction. The communication between the customer and the payment provider and /or merchant can take place through phone calls and short messages. The paid amount is collected by direct debit from payer's account and credited to the payee's account.

M-payment has dominated the payment system in recent time mostly in developed countries. Emergence of M-payment in developing countries is facilitating the flow of transactions between individuals and improved business processes. M-payment has been introduced by TIGO and MTN in Ghana. Mobile payment devices are well positioned for making payments, because the penetration level of digital mobile phones is higher than that of personal computers. "it is also

possible to use mobile phones for all types of payments, both at manned and unmanned payment terminals, for internet payments and possibly for payments between consumers” (Vassiliou, 2004).

Technological advancement has led to the emergence of new and improved payment method of which mobile payment cannot be overlooked. Mobile technology has been the forefront and now many businesses rely on mobile telephone for making payment transaction. A mobile payment (M-payment) is any payment transaction, whether remote in-store or remote, executed on a mobile device, usually a mobile telephone. The growth and viability of mobile payment relies heavily on the existence of a payment utility that is convenience, easy to use, traceable and secure. In the United States, ‘mobile device penetration has passed 75%, with 235 million mobile people users, compared to 176 million people who actively use credit/debit cards’ (Microsoft & M-com, 2011). There is a general acceptance that the mobile device represents a unique opportunity to innovate and deliver customer value in the payment realm. Mobile payment (M-payment) process unlike other traditional payment method uses a distinct step.

Table 2: M-Payment Taxonomy

1	2	3	4	5
Service	payment	payment	payment	payment
Registration	request	authorization	confirmation	report

Source: www.microsoft.com/financial services (2011)

At stage one; a payer registers for mobile payment services with a bank via a physical form (for example as part of the signature required account set up process). Upon making a purchase

online or receiving services, the payer decides to use his/her mobile phone to effect the payment (for example choosing mobile pay during the check out process at amazon.com). A payment request is then made to the payer's mobile, which he/she authorizes through the device. A successful or otherwise payment outcome is received within the payer's phone. The payment information is finally view as a receipt or transaction history or event within the payer's mobile phone.

Mobile payments systems are for goods, services and bills with a mobile device (such as a mobile phone, smart-phone, or personal digital assistant (PDA) by taking advantage of wireless and other communication technologies, (Dahlberg et. al, 2007). Mobile devices can be used in a variety of payment scenarios such as payment for digital content (eg ring tones, logos, news, music & games), tickets, parking fees and transport fares, to access electronic payment services to pay bills and invoices. They categorized the mobile payment services into two: payment for daily purchases and payment of bills (credited payment). They also noticed that the mobile payment system completement or compete with cash, cheques, credit cards and debit cards. In the early 2000s "mobile payment services became a hot topic and remained so even after the burst of the internet hype. Hundreds of mobile payment services, including access to electronic payments and internet, were introduced all over the world", (Dahlberg et. al, 2007). They further emphasized that the fast pace of development in mobile payment services were influenced by environmental, legal, cultural and financial factors. They described the situation through the following matrix:

Changes in
Socio-cultural
Environment

Changes in
Commerce
Environment

Traditional
Payment
Services

Consumer
Power

Merchant
Power

Mobile
Payment
services
Competition
b/n in-payment
Service
providers

New e-
payment
services

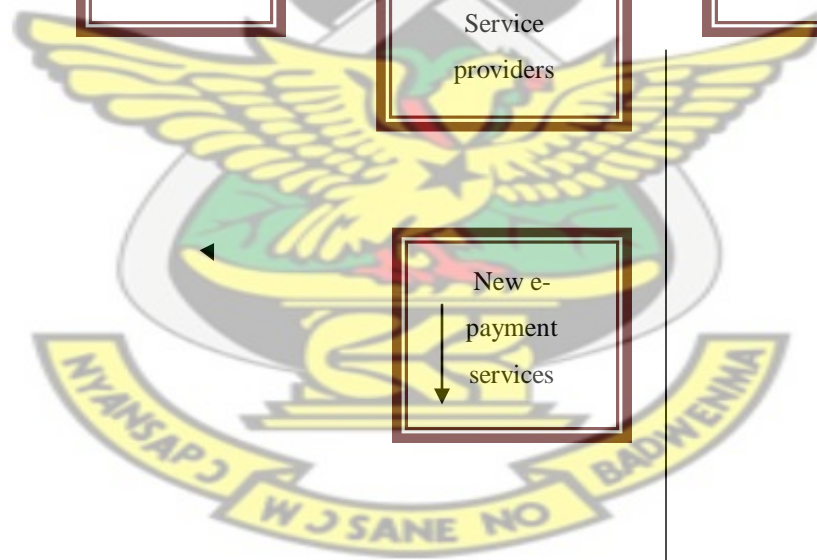




Figure2: Framework of factors impacting the mobile payment services market

Source: Dahlberg et. al (2007)

As emphasized by Zika (2005), a mobile payment system is an electronic payment made through a mobile device such as a cell phone. A mobile device is use to initiate and confirm electronic payment. This uses a device such as a SIM (smart) card to store users' information on their mobile phone for daily payment of bills.

A survey conducted by Costello (2003), also revealed the development of mobile payment in the near future. He emphasized that a mobile payment device is used for micro-payment such as parking, tickets, and other minor bills in advanced countries.

(IV) E-zwich Payment Method

Changes in
technological
Environment

Hesse (2011), defined e-zwich payment system as an electronic clearing and payment system designed to establish a common platform and thereby link the payment system of all banking and financial institutions

Changes in
legal,
regulatory and
standardization
Environment

in Ghana. It is an innovative and very secure way of paying for goods and services throughout Ghana. He observed that the e-zwich payment system uses biometric(finger print) identification technology and allows smart cardholders to perform business and financial transactions such as fund loads, transfers, and payment for goods and services including bills both online and offline.

He further noticed that an e-zwich card holder does not need to be a customer of a bank or have an account with the bank. All one requires to obtain the e-zwich smart card is ones fingerprints and any photo identification such as passport or driving license. Paying for goods and services, money transfers, cash withdrawals, bills payments, receiving salaries and pension pay can be done at any e-zwich POS terminal in Ghana (point of sale).

E-zwich is a biometric electronic smart card system that serves both as an automated teller machine card usable at any bank branch and as an electronic payments card accepted at thousands of merchant outlets around a country, (Ahovi, 2011). He noticed that the transactions carried out through the e-zwich payment system are settled the same day that the transactions are carried out and by the start of the work the next day. He further observed that under the Ghana Interbank payment and settlement systems initiative more than 310000 e-zwich cards had been issued and 3000 merchants have also registered to accept payment through e-zwich card payment system. He emphasized on the current development of the e-zwich payment where the National Service Scheme, the National Youth Employment Programme, the Students Loan Trust and even Civil Service were being registered unto the system. Fred France, chief executive of GhIPSS, cited in Ahovi (2011) said “Despite its use of sophisticated technology, it is in rural Ghana rather than the urban areas, which people stand to get the most benefits from e-zwich”. E-zwich offers the opportunity for those in hinterlands to participate in nation economic activities. With e-zwich “access to your money is not a problem in, say, Accra because there are a lot of banks and bank branches all around the city but when you travel to the village you may not have any branch of your bank available for several kilometers which means you have to have cash with you from the city. But with e-zwich, you can simply load value unto your card before you travel and cash it even at the closest bank to your destination”, emphasizes Fred France, GhIPSS Chief Executive.

To sum it up, rapid technological growth has led to the difference in payment methods of many countries. Most business entities including educational sectors have been diversifying various ways that will help minimize the risk of using the payment methods. It is however clear that there are similarities in the administration of the payment methods. However, neither the institutions concern nor the accounting professionals seem to be aware of the future payment methods and how faster they will be administered to meet the needs of businesses. Hence, the various payment methods options for educational sectors have been explained based on the needs and requirement for improvement.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter focuses on the procedures used in the collection of data for the study. The setting of the study, the study design, data sources, the sampling procedures, and the data collection techniques, the instrument of data collection, the data processing and analysis are discussed.

3.2 The study area

Takoradi Polytechnic was formerly called Takoradi Technical Institute (TTI) between 1954 and 1991. During that period, it offered programmes mainly at the craft and technician certificate levels in commercial and technical subjects.

As part of the Ghana Educational Reforms, Takoradi Polytechnic among six institutions was upgraded by the Polytechnic Law 1992(PNDC 321) as amended by the Polytechnic Act 2007,

(Act 745) to become part of the Ghana Tertiary Education System. Takoradi Polytechnic began to offer Higher National Diploma Programmes in the 1992/93 academic year.

Takoradi Polytechnic is situated in the Sekondi-Takoradi, the regional capital of the Western Region of Ghana. The institution is close to the Ghana Oil Company Limited and Ghana Port and Harbour Authority round-about. Currently, Takoradi Polytechnic has two campuses at Effiakuma (Takoradi) and Butumagyebu (Sekondi). The Takoradi campus is the main campus and houses the Central Administration, the School of Applied Science, Applied Art, and Engineering while the School of Business Studies is situated at the Sekondi campus.

The academic building has taken the biggest portion of the school land of the polytechnic campus. The land areas have been classified into student residential accommodation (halls), lecture halls, staff bungalows and staff offices. Takoradi Polytechnic is one of the hubs of academic activities in Ghana. To be precise, the institution is the second best Polytechnic in the country. The major programmes, with a few exceptions include; HND Accountancy, HND Graphic Design, HND Electrical/Electronic Engineering, Mechanical Engineering and Hospitality Management. Other programmes are HND marketing, HND Tourism. Bachelor of Technology (top-up) programmes e.g. Procurement, Industrial Arts, and Tourism.

3.3 Study Design

Research design refers to the plan for carrying out a study, McMillan (2008). Following the formulation of the research problem, as well as, the elaboration of the objectives, and the significance of the study, the researcher needs to outline the various stages and tasks to be executed as part of the study. Thus, research design serves as a model for the research work,

which assists the researcher to seek information and analyze the evidence, Osuala (1993). The types of research design include survey, case study, longitudinal, cross-sectional research and others.

The study assesses the methods of payment and its impact on fee paying in tertiary institution. For the purpose of this study, survey method was used because it allowed a group of respondents to be selected from larger population through probability sampling, which enhanced accurate inference about the larger population from a small sample. The survey method enables many respondents to be reached with a short space of time considering the size of the study.

3.4 Study Population

Population of a study is the elements or people to be studied and from whom data will be obtained. It is the entire group of persons that have the characteristics needed by the researcher. The study population included two staff and students at the Takoradi Polytechnic in the year 2010-2011. The staff population at the polytechnic can be categorized into academic and administrative staff. The student population can also be grouped into first, second and third year group. Aside this categorization, the population of Takoradi Polytechnic is classified into schools and departments. The heads of Finance and Audit Departments were expertly chosen to represent the staff population because of their background in the field of payment methods. A representation of the student population was selected from each school at the Takoradi Polytechnic. In all one hundred (100) students were selected and two (2) staff interviewed because of time and cost constraints.

3.5 Sampling technique

Takoradi Polytechnic had a total population of 9370 in 2010 and projected population of 8500 by December 2011, Takoradi Polytechnic Planning Department (2011). To get the individual respondents, a multi-stage sampling technique consisting of cluster and simple random sampling was used. Given the size of the study, the first stage involved dividing the area into cluster based on the polytechnic classification such as; School of Business, School of Applied Art, School of Engineering, School of Applied Science for the student population. This is because the population was very large and scattered. Being an evaluative study, the heads of Audit and Finance Departments were purposely selected to represent the staff because they ensure monitoring and implementation of the payment methods.

Secondly, one hundred (100) students from the four schools were randomly selected. To ensure fair representation, each school was given a quota of twenty (20) respondents and forty (40) to the school of business studies because it is big and highly populated. An individual was selected from each school and the questionnaires were administered to them. The staff was purposively selected to enable the researcher obtain the necessary information about the types of payment methods, differences, merits and demerits.

Table 3: Types and Number of Respondents

Types of respondents	number
School of Business Studies	40
School of Engineering	20
School of Applied Art	20
School of Applied Science	20

Head, Finance Department	1
Head, Audit Department	1
Total	102

Source: field survey, 2011.

3.6 Data sources

The researcher reviewed a number of secondary sources. The secondary sources comprised published studies, articles, conference papers, and the internet. The second source was obtained from Takoradi Polytechnic records on existing infrastructure, including Planning office, the Registry department, and the four Schools of Takoradi Polytechnic, and Finance and Audit Departments. Data concerning types of payment methods were obtained from the banks and other financial institutions.

To generate the necessary primary data for the study, field work was undertaken in the Takoradi polytechnic. The primary data were collected using instruments such as interview schedule and questionnaire. The details of the survey covered the existing characteristics in the payment methods and the willingness to accept the new and improve payment methods.

3.7 Instrumentation of data collection

Structured questionnaires and interview schedule were used to collect the primary data. The questionnaire contained both close and open-ended questions, and were self-administered. Whereas the respondents had to respond “YES” or “NO” to some items in the questionnaire, in

others they were provided with alternatives from which to choose one that best reflected their options. However, the respondents also provided their own information when required on the questionnaire. The questionnaire for the student were grouped into five sections namely; the existence of the payment method, ways of improving the existing methods of payment, the new and improved payment methods, the means of implementing the payment methods, and the assessment of the impact of payment methods on student registration. The interview schedule for the staff assessed the types of payment methods available and the impact of the payment methods on the institution revenue. In short, a viable payment methods and its sustainability was assessed.

The survey method was further supported with direct observation at the School and Banks by the researcher to highlight problems student encountered during registration. These methods were selected to help obtained the necessary data which fairly represented the study area, Takoradi Polytechnic.

3.8 Data collection procedure

The questionnaire method was used to collect primary data for the study and was supplemented by structured interview schedule. The interview method was employed to enable the researcher meet the two experts face to face and to enable the respondents freely express themselves in their own language.

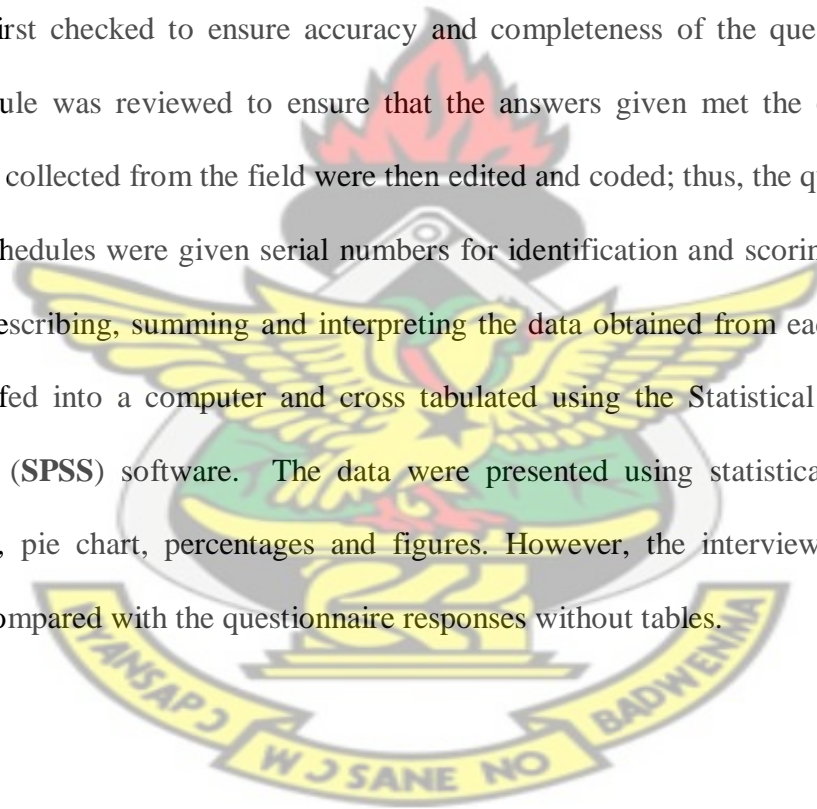
Giving the nature of the survey, it could not be ruled out that students within the Polytechnic may be hesitant to answer the questionnaire because of academic work. The heads of Audit and Finance Departments were also reluctant to the interview questions asked especially when some of them were bordered on sensitive issues. So, the objective of the study was made transparent to

enable them freely expressed their views in a way that would not jeopardize the quality of the data collection. In order to satisfy the objective of the study, the responses from the student were compared with that of the expert respondents.

3.9 Data processing and analysis

The data was first checked to ensure accuracy and completeness of the questionnaires. The interview schedule was reviewed to ensure that the answers given met the objectives of the study. The data collected from the field were then edited and coded; thus, the questionnaires and the interview schedules were given serial numbers for identification and scoring. Analyzing the data involved describing, summing and interpreting the data obtained from each unit. The data collected were fed into a computer and cross tabulated using the Statistical Package for the Social sciences (SPSS) software. The data were presented using statistical tables such as frequency table, pie chart, percentages and figures. However, the interview responses were discussed and compared with the questionnaire responses without tables.

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CHAPTER FOUR

DATA ANALYSIS AND DISCUSSION OF RESULTS

4.1 Introduction

This chapter focuses on the presentation, analysis and discussion of data collected from the students and staff of Takoradi Polytechnic. In the study, statistical tables and figures were used to illustrate and support the findings.

4.2 Research objectives

The main objective of the study is to explore viable fee payment methods towards improving academic work in Takoradi Polytechnic.

Specifically, the study set out to:

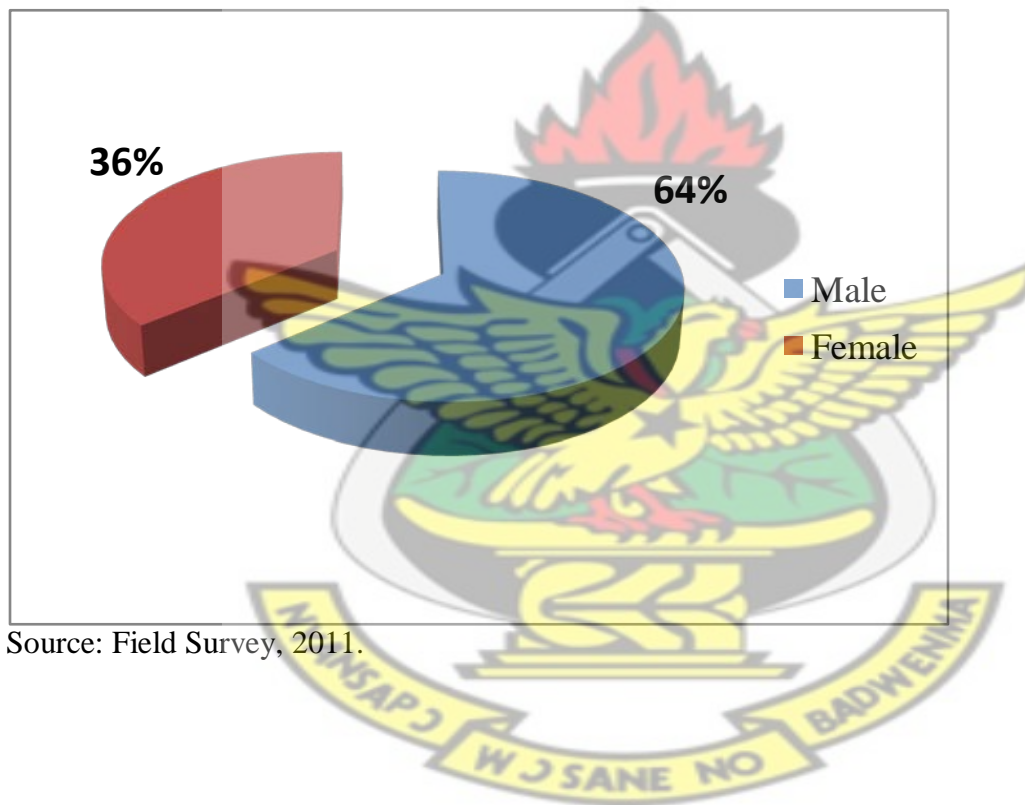
- ❖ Determine how the payment methods are being implemented;
- ❖ Identify the various methods of payment used in Takoradi Polytechnic;
- ❖ Examine how the existing methods of payment can be improved to meet the current standard;
- ❖ Evaluate viable and sustainable payment methods for Takoradi Polytechnic; and

- ❖ Assess the impact of the payment system on student registration.

4.3 Background characteristics of the respondents

The Polytechnics in Ghana fall within the Technical Education and usually the male population supersedes that of female. As shown in figure 3, male respondents constitute 64% of the population while the remaining 36% were female.

Figure 3: Pie chart showing sex distribution of the respondents



Source: Field Survey, 2011.

Table 4: Age Distribution of Respondents

Age group	Frequency	Percentage (%)	Cumulative percentage (%)
Below 18	0	0	0
19-22	31	33	33

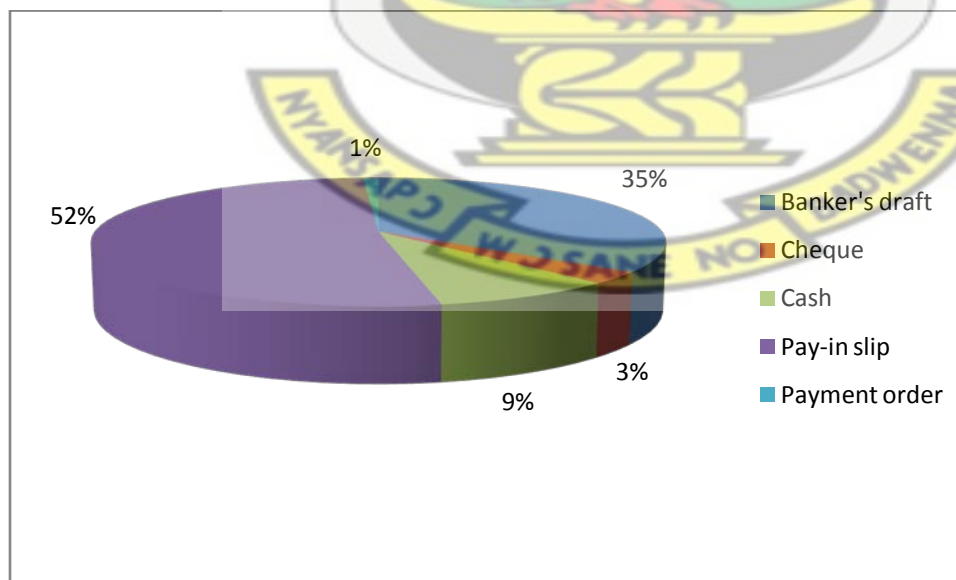
23-26	49	52	85
27-30	12	13	98
31 and above	2	2	100
Total	94	100	

Source: Field Survey, 2011.

As shown in Table 4, 2% of the respondents were above thirty-one (31) years while none were below the age of nineteen years. However, it is evident that majority (52%) of the students in Takoradi Polytechnic fall within the 23-26 age group. This might enable them recognize and appreciate the need for future decisions concerning payment method in Ghana.

4.4 Existence of payment methods

Figure 4: Pie chart showing payment methods used by Takoradi Polytechnic.



Source: Field Survey, 2011.

The methods of payment according to Pankins (2003) include: cash, cheques, credit transfer, credit/debit cards, and store-valued cards and postal/money orders. As shown in Figure 4, the polytechnic has different payment methods but mostly prefer students to pay fees using pay-in-slip or direct payment system. About 52% of Takoradi Polytechnic students pay fees directly into the institution's bank account and present the pay-in-slips to the school Account Office for official receipt. The details show that about one third (35%) of the students use banker's draft in paying their school fees. Only 9% of the students pay cash directly to the school Account Officers for official receipt while 3% pay fees using cheques. The remaining 1% of the student pays fees through payment order. However, the heads of audit and finance department in an interview confirmed the existence of payment methods but placed less emphasis on the use of cash. The Head of Finance Department said the use of cash as a payment instrument should be discouraged in order to reduce fraud and embezzlement. This supports Edmond et. al,(2001) findings that cash is most susceptible to embezzlement at the points of receipt and disbursement. Again, the head of audit department suggested that banker's draft payment method could be used in place of alternative methods to reduce risk of theft.

In Table 5, 28% of the respondents strongly agree and 58% agree that the institution's current methods of payment are willfully adequate. Only 10% of the total respondents disagree to the notion that the current methods of paying fees are better and needs to be reformed. The result absolutely reflects on the existence of payment methods and its acceptance by students as shown in Table 5. An interview with the Head of Audit Department revealed that all the payment methods have positive effects on the institution's revenue generation if properly managed. Less than 4% of the student respondents strongly disagree that the school payment method is perfectly

good. It can be concluded that the institution payment methods need some improvement in order to achieve its perfection.

Table 5: Level of Satisfaction with the Polytechnic's Fees Payment methods

Good payment methods	frequency	percentage (%)	Cumulative percentage (%)
Strongly agree	26	28	28
Agree	55	58	86
Strongly disagree	4	4	90
Disagree	9	10	100
Total	94	100	

Source: Field Survey, 2011.

4.5 How to Improve the Existing Payment Methods

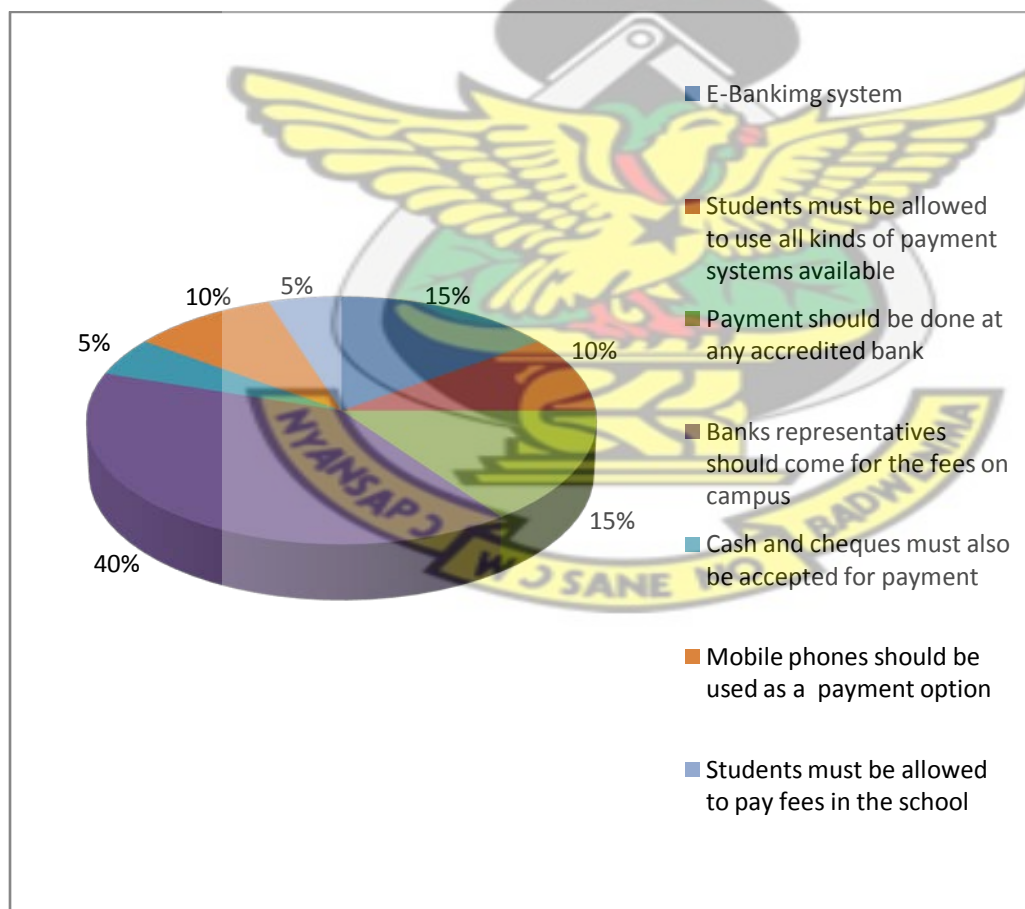
Table 6: The needs to Improve Current Payment Methods

Improvement	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly Agree	22	23	23
Agree	57	61	84
Strongly Disagree	7	7	91
Disagree	8	9	100

Source: Field Survey, 2011.

In Table 6, majority (61%) of the students agree to the improvement in the current fees payment methods. Only 8% of the respondents disagree that the payment methods need not to be improved. This indicates numerous problems confronting the existing payment methods which need to be addressed by the school authorities. In addition, 23% strongly said that the existing payment methods must be improved to reduce payment irregularities. However, it is believed the issue of improvement in the method is a serious concern to student of Takoradi Polytechnic.

Figure 5: Pie chart showing ways of improving the current methods



Source: Field survey, 2011.

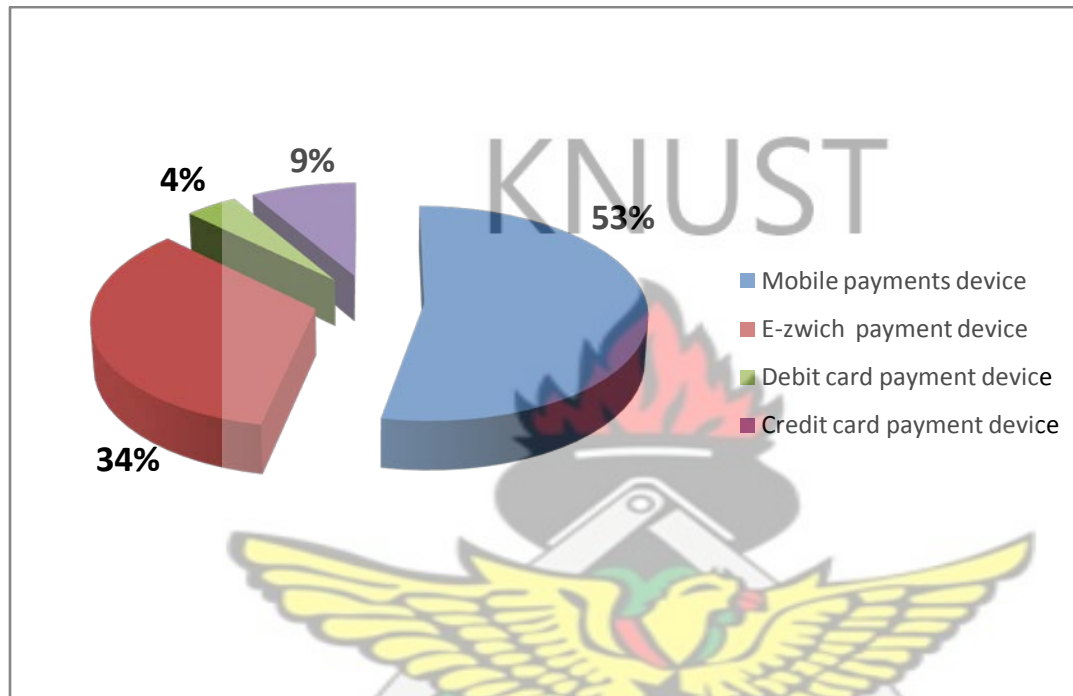
The major improvement in payment methods can reduce the numerous stresses that students go through when paying fees. In Figure 5, about 40% of the total respondents want the various commercial banks to establish branches or bring their representatives or agents to collect the student fees on campus. Also, 15% of the respondents want the school management to accept cash and cheque at the School Account Office while 15% of the respondents support the view that payment should be done at any bank without limitations and 10% agree that the institution must allowed them to pay fees using any of the payment methods. This will help student avoid carrying fees from their town/villages to the school for payment. However, 10% of the respondents prefer to use the mobile phone payment services in paying fees while only 5% agreed to carry their money to the school before making payment.

4.6 New and Improved Payment Methods

Figure 6 illustrates the students' accessibility to various electronic payment devices. Majority (53%) of the respondents have access to mobile devices in their towns and villages. This implies that mobile phone services are found in major cities and towns nationwide. E-zwich payment method was introduced in the country not long ago but it has gained popularity. About 34% of the total respondents can access e-zwich devices in their places of residence. Again, less than 9% of the total respondents have access to credit card payment device and only 4% of the student can access debit card devices in cities, towns and villages. This confirms the research conducted by Bank for International Settlement (1999) that both credit and debit cards payment methods are

frequently used for nonrecurring payment transactions. From the findings, it is believed that both debit and credit cards devices are not generally used in Ghana.

Figure 6: Pie chart showing students' accessibility to electronic payment devices

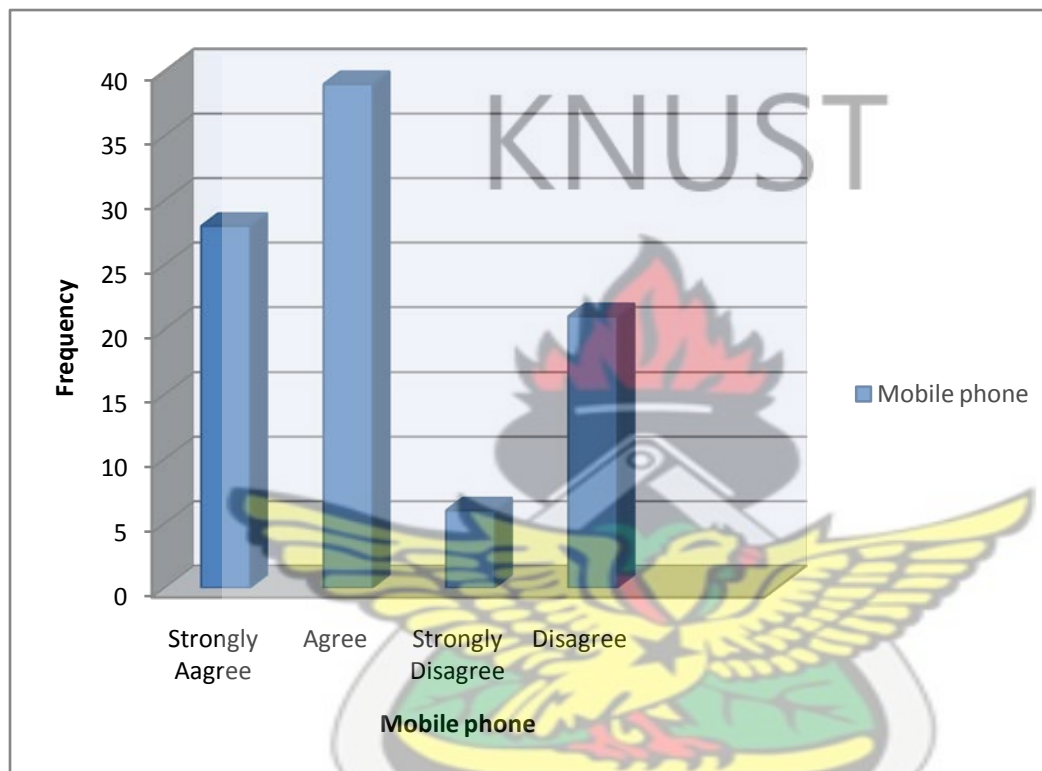


Source: Field Survey, 2011.

According to Vassiliou (2004) mobile payment devices are well positioned for making payments, because the penetration level of digital mobile phones is higher than that of personal computers. Figure 7 show that 39, representing 42% of the total respondents agreed that mobile phone payment method is the fastest among other payment methods. Considering the number of students, thus 28(30%) who strongly agreed, it presupposes that simple text message can register and confirm payment of fees within few seconds through mobile phone payment services. Furthermore, the Head of Finance and Audit Departments in an interview confirmed that mobile payment method is fast, credible and very inexpensive to use. They admitted that the use of mobile phone payment services have both high and low risk depending on the value of

transactions. However, only 21 representing 22% of the respondents disagreed to the fact that mobile payment method is fastest among payment methods in Ghana considering its availability.

Figure 7: Bar chart showing the Respondents' Perception of Mobile Phone Payment Method.



Source: Field Survey, 2011.

In Table 7, 43% of the total respondents agreed that the e-zwich payment method is most affordable among other payment methods. This emphasizes much on cost-benefit analysis where institution or organization considers the cost and its associate benefit before choosing any of the payment methods. An interview with the Head of Audit Department confirmed that, the use of e-zwich gives the student the opportunities to avoid payment of commissions and reduces the risk of carrying cash. This is supported by Hesse (2011) findings that an e-zwich card holder does not

need to be a customer of a bank or have an account with the bank. All one requires to obtain the e-zwich smart card is ones fingerprints and any photo identification such as passport or driving license. Again, 38% of the respondent disagreed to the notion that e-zwich is affordable compared to other payment methods. E-zwich payment system is yet to gain popularity in Ghana but it could be deduced from the table that an average respondent have some idea about the e-zwich payment method.

Table 7: Affordability of E-zwich Payment Method

E-zwich affordability	Frequency	Percentage (%)	Cumulative frequency (%)
Strongly agree	8	8	8
Agree	40	43	51
Strongly disagree	10	11	62
Disagree	36	38	100
Total	94	100	

Source: Field Survey, 2011.

Table 8 gives an indication as to how common the credit card payment device is in Ghana. Only 8% of the total respondents agreed that credit card payment device is commonly used in Ghana as against 50% who disagreed. Credit card usage is mostly used in developed countries where technology had been the forefront of their economy. However, many developing countries like Ghana are yet to experience total dominance of high powered technological infrastructures to boost its economy. This reiterates the assertion made by Bank for International Settlement (1999)

that the credit card payment is used by merchants for remote payments. As indicated in the table, it could be deduced that majority of the respondents have neither come across credit card payment device nor realized its usage. The interview conducted with the Head of Finance Department revealed the emergence of credit card payment device and its usage in Ghana. The Head indicated that, the use of credit card can reduce the time, cost and risk of making payment involving huge values.

Table 8: Credit Card Payment device is very common in Ghana

Credit card is commonest	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	7	8	8
Agree	21	22	30
Strongly disagree	19	20	50
Disagree	47	50	100
Total	94	100	

Source: Field Survey, 2011.

Table 9 gives an indication as to how reliable the debit card payment system is in Ghana. Majority of the respondents constituting 54% disagreed that the debit card payment method is very reliable in Ghana. This implies that the debit card is not being used or popular in Ghana. Less than 19% of the total respondents agreed that the debit card is much reliable when being used in making payment. The interview with the Head of Audit Department confirmed the low demand for debit card payment services and attributed it to high risk of system failure. This is an

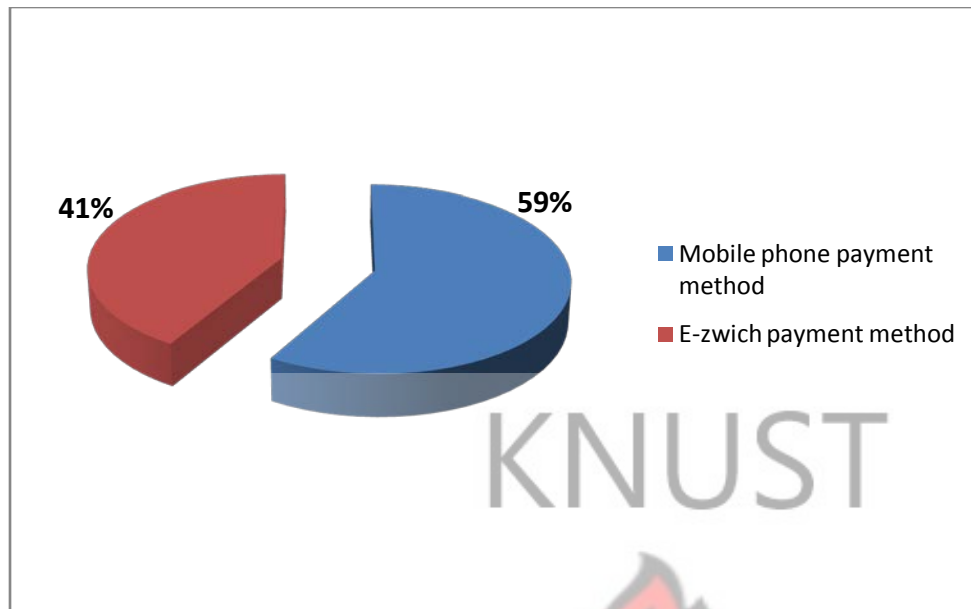
electronic payment device issue by banks to customers for prompt and fast payment. More importantly, the quality of services provided by these banks falls short of demand and mostly leads to low patronage of the debit cards payment mechanism. As shown in table 9, it is believed that the students are not receiving the necessary benefit from the use of the debit card. This confirms the results in figure 6 where only 4% of students have access to the debit card device.

Table 9: Debit Card Payment System is very reliable in Ghana

Debit card reliability	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	6	7	7
Agree	18	19	26
Strongly disagree	19	20	46
Disagree	51	54	100
Total	94	100	

Source: Field Survey, 2011.

Figure 8: Pie chart showing the replacement of existing payment method with mobile phone or e-zwich payment method.



Source: Field Survey, 2011.

E-zwich and mobile phone payment are the two main electronic payment systems currently gaining popularity in Ghana. Its usage has created much desire driving individuals, institutions and business organizations to intensify effort in developing good payment methods while increasing efficiency. However, e-zwich as payment instrument is an innovative and very secure way of paying for goods and services throughout Ghana. It uses biometric (figure print) identification technology and allows smart cardholders to perform business and financial transactions such as fund loads, transfers, and payment for goods and services including bills both online and offline (Hesse, 2011). As indicated in Figure 8, 59% of the total respondents gave preference to the use of e-zwich payment method which is slightly ahead of mobile phone payment system. The remaining 41% of the respondents supported the use of mobile phone as a medium of payment. From the results, it is believed that the availability of electronic payment devices determine the level of demand as shown in Figure 6 and 8.

The use of electronic payment instruments afford students opportunities to pay fees anywhere in Ghana. The Head of Audit in the interview supported the use of mobile phone as payment instrument. He admitted that the use of mobile phone for payment services gives users access to 24 hour services and fast delivery of transactions. However, the Head of Finance made assertion that students will no longer carry cash to campus for payment of fees but can load them on the e-zwich card for payment.

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4.7 Means of Implementing the Payment Methods

Table 10: Students' awareness of the School Payment Method

Students' awareness	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	39	41	41
Agree	37	39	80
Strongly disagree	9	10	90
Disagree	9	10	100
Total	94	100	

Source: Field Survey, 2011.

Table 10 shows the respondents' awareness of the school's payment methods. About 41% strongly agreed that every student is aware of the school payment method. Based upon the finding, it seems students knew the exact payment method being used by the institution. The

procedure for the payment may seem not clearly defined. Again, 10% strongly disagreed that all students are aware of the school payment system. The degree of response provides the need to adequately educate the individual student on the characteristics and features of the payment methods.

Table 11: Payment Methods are properly addressed before Implementation

Proper information	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	14	15	15
Agree	36	38	53
Strongly disagree	20	21	74
Disagree	24	26	100
Total	94	100	

Source: Field Survey, 2011.

Adequate information on existing payment method creates greater opportunities for those students who have no or little knowledge to reduce mistakes and errors in the process of paying fees. From Table 11, 38% of the total respondents agree that the payment methods are well addressed before implementation. This constitutes less than half of the total responses indicating lack of education on payment methods. In addition, less than 26% disagree that the payment methods are properly addressed before being implemented, while 21% of respondents strongly

disagree to the issue. However, the conditions at which students find themselves during registration could be boredom as shown in table 11.

Table 12: Management inform Students about changes in Payment Methods

Information on changes	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	15	16	16
Agree	38	41	57
Strongly disagree	21	22	79
Disagree	20	21	100
Total	94	100	

Source: Field Survey, 2011.

Table 12 illustrates whether management inform students about changes in payment methods. About 41% of the respondents agreed that management gave information to students concerning any change in the payment methods. It could be deduced that a change of payment method is announced yet not adequately communicated as indicated in the result. Again, 16% of the respondents strongly agreed to the issue while 22% strongly disagree. The degree of responses testifies lack of proper communication channel between the student body and school authorities. With regards to the few students who had information, 21% of the total respondents disagreed that they do not receive first hand information about changes in payment methods by management.

Table 13: Payment methods are imposed on Students

Force implementation	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	35	37	37
Agree	34	36	73
Strongly agree	12	13	86
Disagree	13	14	100
Total	94	100	

Source: Field Survey, 2011.

Table 13 gives an indication as to whether the payment systems are imposed on students. About 37% of the total respondents strongly agreed that the payment methods were imposed on them. In addition, 36% of the respondents agreed that the payment method is imposed on the student. Usually, management decisions evolved the entire students' body since they form pillars of educational sector. From the results, it is believed that not even student leaders are included in the decision on payment system by the institution. The payment methods are selected by the management without considering the plight of an average student. Majority of the students lives outside the regional capital or near the school. They risk carrying money along to school in the current wake of arms attack in both small and big buses. A good payment method should be accessible to students in every part of the country. The imposition of the method of payment without student involvement could adversely affect the institution total revenue in future. With

regards, only 14% of the total respondents disagree that the payment methods are imposed on the students while 13% strongly disagree.

Table 14: Existence of Procedures in Resolving Payment Problems

Existence of procedures	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	14	15	15
Agree	46	49	64
Strongly disagree	17	18	82
Disagree	17	18	100
Total	94	100	

Source: Field Survey, 2011.

Every institution has laid down procedures in resolving conflict. Organizational grievances are channeled through the appropriate Heads of Units, Sections and Departments for clarification. These measures include the establishment of an interim committee or reliance of existing School Board and Student Representative Council. In Table 14, 49% of the total respondents agreed that the institution has procedure in addressing payment problems. Again, 15% of the respondents strongly agreed that there are procedures in resolving payment conflict. This testifies that the institution is usually confronted with payment methods problems but is frequently resolved through the existing procedures. However, the number of respondents who strongly disagree was

equal to those who disagreed constituting 18% each as shown in the table. This implies that few students are not aware of existence of procedures in solving payment problems.

4.8 Impact of the Payment Methods on Student Registration

Usually, payment transactions are made through banks and other financial institutions. In educational institutions, these payments are done at cashiers or accounts offices for official receipts. Banks transact business with both the general public and students. Some of the banks have small offices with limited staff to offer quick and fast services to their client. This contributes to long queues and unnecessary delays in making simple payment. As shown in Table 15, 71% of the total respondents strongly agree that they join queue at the various banks before finally paying their fees. The issue under investigation also revealed that, 25% of the respondents agree that paying fees is subject to queuing even if the value involve is small. This absolutely indicates total concern in relation to the institution payment methods and calls for immediate solution.

In this era of technology, educational institutions are offering online programmes which students from different countries can decide to pay their fees despite the distance. The current payment method needs to be flexible and accurate for any form of business transaction to take place. Again, less than 3% of the respondents disagreed that paying fees at banks is more of a queuing process. It is believed that the institution always select payment methods which demand students to pay fees directly at the bank.

Table 15: Paying fees at the Bank is Subject to Queuing

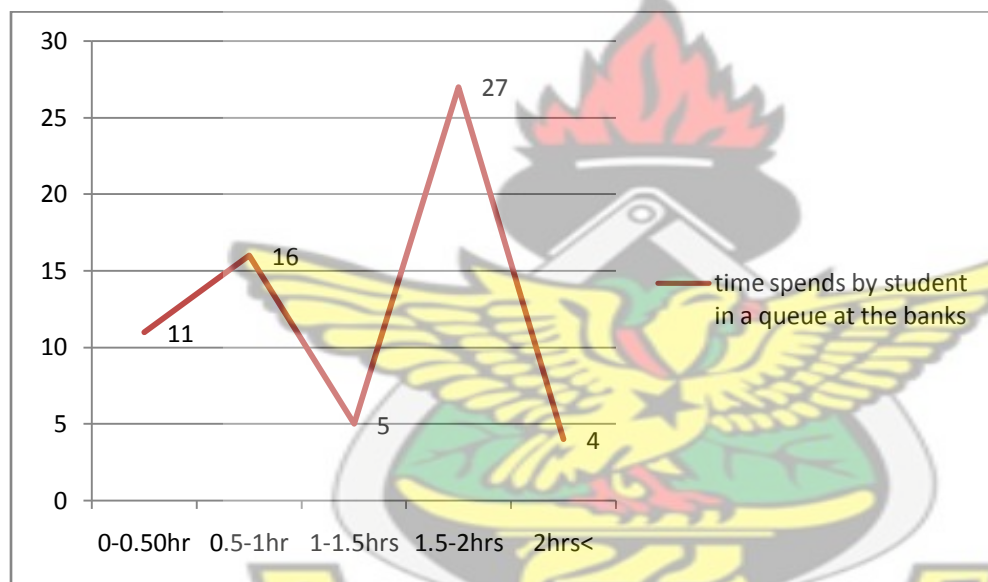
Responses	Frequency	Percentage (%)	Cumulative percentage (%)
Strongly agree	67	71	71
Agree	23	25	96
Strongly disagree	1	1	97
Disagree	3	3	100
Total	94	100	

Source: Field Survey, 2011.

Paying fees in banks is not limited only to students but the general public. The general interference and combination of activities slows the delivery of services to clients. In Figure 9, 27 out of the total respondents who make payment through banks spend 1 - 2hours in a queue before being served. The result shows that the majority of students do not enjoy better services from the banks involved in the fees collection. This menace creates unnecessary tensions and sometimes deters students from patronizing banking services. This reiterates Ouarda & Erlend (2009) findings that a long and unpredictable payment systems times may be a double sources of inefficiency. Technically, modern payment system has taking new dimension where hundreds of clients can be served at the same time. The findings in Figure 9 also depicts that, 16 of the respondents who pay fees via banks spend thirty minutes to one hour in queue. Field observation also revealed that an average customer to commercial banks spends more than 30 minutes in the banking hall. Mostly, the long queues in the banks affect students who do not have access to the

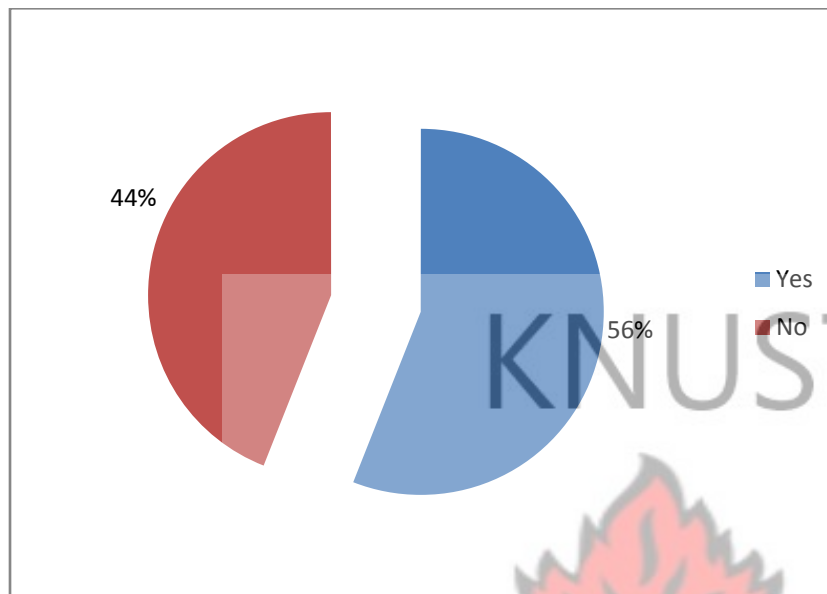
institution banker's in their town or cities. Many students travel to regional capitals for the purpose of paying their fees and return tired due to poor services provided by the banks. Furthermore, 11 out of the total respondents spend less than 30minutes in a queue in the bank. This is more than the standard time that an average client is expected to spend in a banking hall. A student out of frustration may decide to register late and end up not being registered within the stipulated period.

Figure 9: Line graph showing the time spends by student in a queue.



Source: Field Survey, 2011.

Figure 10: Pie chart showing banks within student location

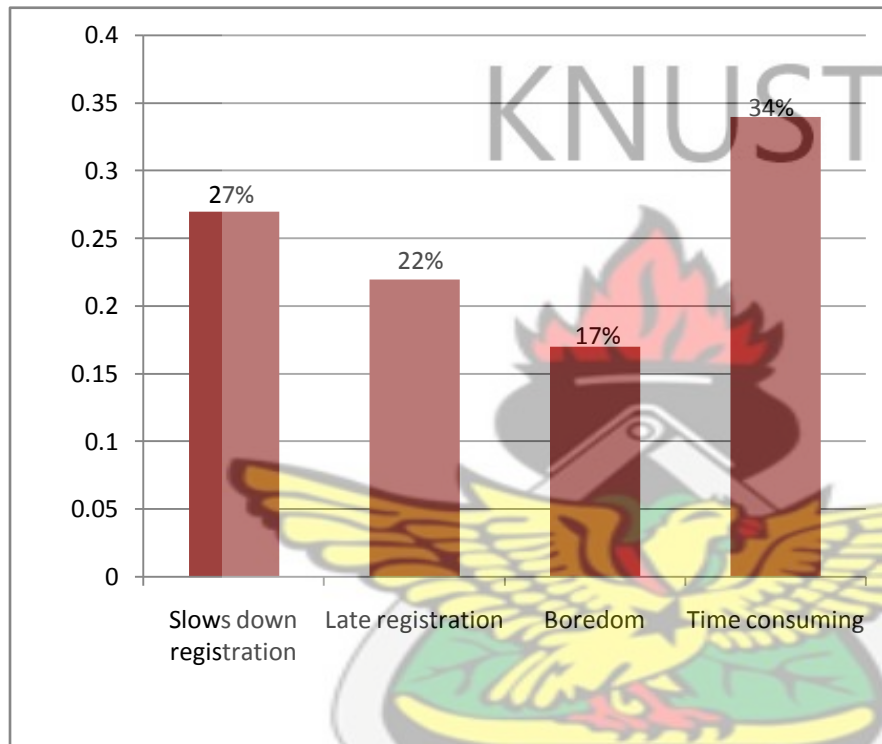


Source: Field Survey, 2011.

In Ghana, most of the commercial banks are located in the cities and regional capitals. The locations of the banks demand students to travel distance away for payment of their fees. However, the few students who are close to the banks struggled before locating them. The period within which student use to register can be reduced if the institution bankers are near students' location. The information provided in Figure10 indicates that, 56% of the student respondents said they have banks in their places of residence or town. This implies that, majority of the students live in cities or urban areas where banking services are readily available. These students pay their fees at the designated banks to avoid carrying the money to school before making payment. Again, 44% of the student respondents said there are no banks assigned by the institution to collect fees in their town or places of residence. They further explained that, majority of them travel with the money to school or campus before making payment. However,

few of the student respondents pay their fees before reporting to school and mostly travel to regional capitals or neighbouring cities before locating the banks.

Figure 11: Bar chart showing the effects of current payment method on students' registration



Source: Field Survey, 2011.

Concerning the impact of the payment methods on student's registration 34% of students admitted that the current method of paying fees is time consuming considering the number of hours they spend in queues. They further testified that being in a long queue slows down the registration process. Less than 17% of the student respondents said they feel bored using the current payment methods. Hence, meeting the registration deadline becomes a difficult task. As indicated in Figure 11, 22% of the student respondents said they are unable to register within the specified period and end-up registering late. Consequently, the delay forces the school authorities

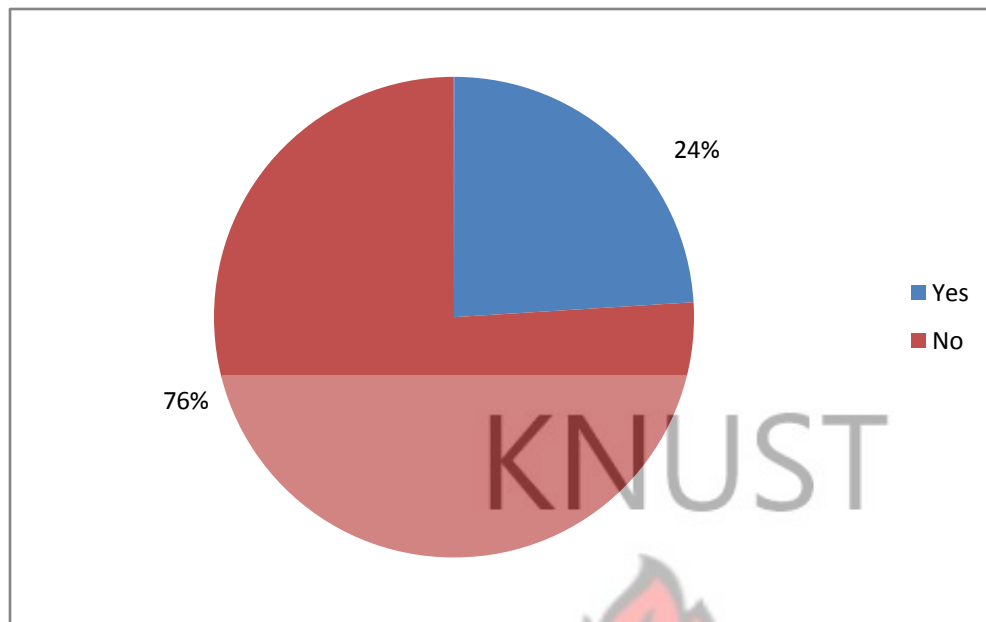
to extend the registration period which eventually impact negatively on the academic calendar. It is believed that majority of the respondents go through trauma and hardship during registration.

Each payment method has its own associated benefit, risk and cost. The speed and accuracy determine the unit cost of each payment method. In Figure 12, 24% of the respondents confirmed that they pay charges or commission for making payment to the school through the banks and 76% said contrary. Majority of those who pay charges further explained that they pay GH¢5.00 or more for using banker's draft payment method which supports Woelfel (2011) findings that the banker's draft is purchasable at small fees by customers. Some of the student respondents also admitted that they pay commission for using the following:

- e-zwich payment method
- debit card payment method
- cheque payment method, and
- credit card payment method.

From the findings in Figure 12, it is believed that students incur additional cost for paying fees depending on the nature of payment instrument.

Figure 12: Pie chart showing the cost of using payment methods.



Source: Field Survey, 2011.

Several conclusions were highlighted from the discussion of results. It covered types of payment methods being used, improvement in the existing payment methods, payment methods accessibility, payment methods alternatives, payment method implementation, and the impact of current payment method on student registration and where necessary, supported them with literature.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The study focuses on analyzing the existing and new methods of paying fees with the view of improving academic activities in tertiary institutions

The main objective of the study was to explore viable fees payment methods towards improving academic work in Takoradi polytechnic. Specifically, the study sets out to:

- Determine how the payment methods are being implemented;
- Identify various methods of payment used in Takoradi Polytechnic;
- Examine how the existing methods can be improved to meet the current standard;
- Evaluate viable and sustainable payment methods for Takoradi Polytechnic; and
- Assess the impact of the payment system on student registration.

The results of the study would help assist efforts at exploring avenues towards finding solutions to the research problem. The study relied solely on both primary and secondary data. The primary data were collected from ninety-four (94) respondents out of one hundred (100) who were randomly sampled from the four schools of the Polytechnic and two (2) staff was purposively selected. A multi-stage sampling procedure (cluster and simple random sampling) was used for the selection of the elements in the study. The survey instruments used for the data collection included a questionnaire and interview schedule. The responses collected from the 94 respondents were put together and analyzed accordingly without cross-tabulation to arrive at valid conclusions.

Again, the chapter comes out with the major findings and the concluding remarks. Finally, there are recommendations that may be considered by stakeholders and researchers in finding solution to the payment methods used in tertiary institutions.

5.2 Summary of findings

The literature review, field survey and analyses that were undertaken have contributed to the following interesting findings:

The findings revealed existence of payment methods in Takoradi Polytechnic which includes; banker's draft, cash, direct payment or pay-in slip and payment order. However, majority of the students pay fees through pay-in slip payment method which constitutes 52%.

The existence of payment methods do not increase efficiency but how is being managed by the school authorities. About 61% of the total student respondents proposed to an immediate improvement in the current payment methods to meet the international payment standard.

Effective payment methods contribute to both student and staff satisfaction. However, the selection of payment methods should be done such that the plight of an average student is considered. In all, 40% of the student respondents suggested that the institution banker's should established branches or agencies on campus for fees collection to avoid general public interference.

Electronic payment system has become a major dominant recently overriding the traditional mode of payment. It offers the best payment practices and reduces payment delivery time to individuals, institutions and businesses. This has changed work processes and ease communication difficulties facing students at various school campuses of which Takoradi

Polytechnic is not an exception. 59% of the student respondents prefer using e-zwich payment method while 41% support the use of mobile payment technology instead of existing payment methods.

The major element that ensures growth in every institution is information. When students are given adequate information about ongoing changes in the management of payment methods, they would not be ignorant of issues regarding institutional decisions. However, majority of the student respondents said management announces changes where necessary which constitutes 41%.

Sometimes, group decision reduces or eliminates future conflict on issues pertaining to staff and student interest in every educational sector. The selection of mode of payment should not only be decided by management but student as well as stakeholders. The students are users of payment methods adopted by the school authorities and as such their views should be a major concern in order to select payment instruments suitable to all. In all, 73% of the student respondents said the payment methods are imposed on them while the remaining 27% said otherwise.

Also, the banks in charge of fees collection have roles to play. The inefficient and ineffective services can create danger and conflict during payment transactions. About 71% of the student respondents queue in the banks before paying their fees. Majority of these students spend 1:30hours to 2hours in the banking hall. This confirms Ouarda & Erlend(2009) findings that a long and unpredictable payment times may be a double sources of inefficiency.

A good payment system must be accessible to all despite the individual, institutions and /or businesses location. Hence, the institution payment system should be accessible by every student across the length and breadth of the country. It should not be limited to the few privilege students

living in cities and regional capitals. However, the research revealed that 56% of the student respondents have access to institution bankers in their town or cities while 44% of them had to travel to campus or regional capitals.

Improper payment methods may adversely affect individual's outcome even before, during and after school. According the field survey, the lack of credibility in administering payment methods may lead to the following; slows down registration process, late registration, boredom, and consume time.

Finally, every payment method has its own benefit, risk and cost. Therefore, the choice of payment method must basically take into consideration factors that contribute to its usage. A careful analysis would help identify both positive and negative effects on the users. Of all the factors mentioned only 24% pay additional charges or commission for using payment instruments while 76% said otherwise, because they use direct payment or pay-In slip method. This supports Woelfel (2011) findings that the banker's draft is purchasable at small fees by customers.

5.3 Conclusion

Emerging technologies have changed business processes and contributed to excellent performance through modern innovations. The change in methods and processes has reduced times for payment transactions. The payment systems in Africa, particularly Ghana has suffered many setbacks in recent years. They are mostly inadequate, lack credibility and above all do not meet international payment standard. The institutions concern has given low priority in developing more and efficient payment methods. What is being observed in Takoradi Polytechnic is no exception. The methods of paying fees discourage and even prevent students

from registering within the period assigned for registration. In addition, the long queues and banks locations deter student from making payment at the banks. Although, there are alternative methods the school authorities look unconcern. This is attributed to the unwillingness on the part of the management to involve students, especially leaders in payment methods selection process.

5.4 Recommendations

Based on the findings and conclusions of the study, the following recommendation can be made to help improve payment methods in Takoradi polytechnic so as to reduce the current challenges facing students. It will also help identify viable payment methods suitable for tertiary institutions in general.

There is the need for Takoradi Polytechnic to involve student leaders in decisions concerning payment methods selection. This will enable management to select and implement methods suitable to majority of students if not all.

Takoradi Polytechnic must engaged banks that have multiple branches in all the district capitals in Ghana. This will help students who live in the hinterland or rural areas to pay their fees before going to campus.

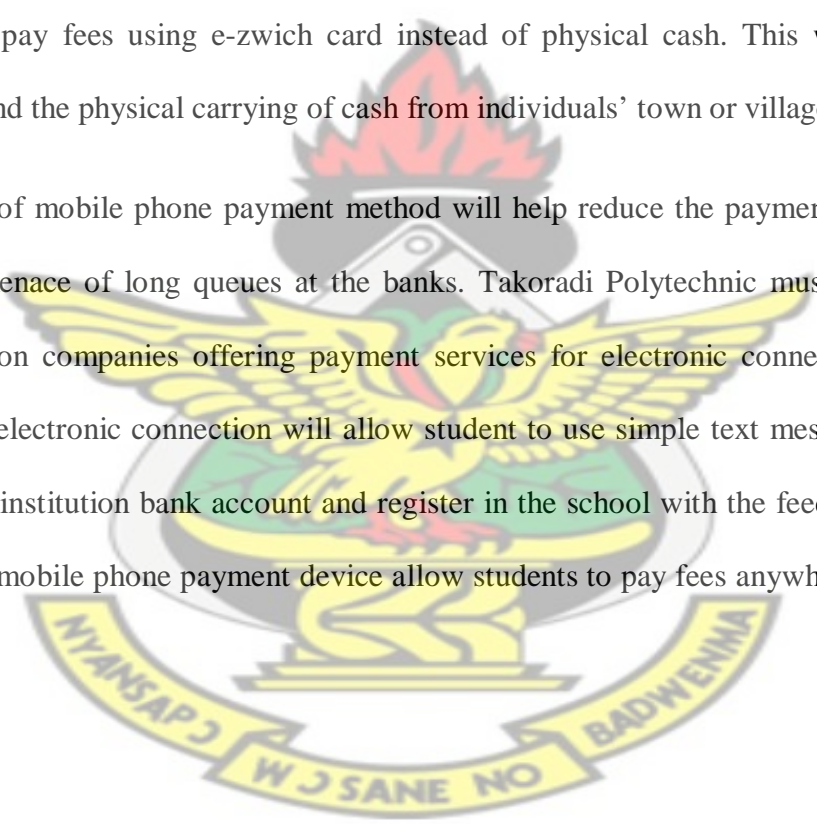
Again, Takoradi Polytechnic can negotiate with some commercial banks to establish branches or agencies on campus to serve both student and staff. This will however limit services to only student and staff so as to reduce long queues. It will also help avoid general public interferences if services are strictly limited to students and staff of the polytechnic.

There should be proper monitoring and evaluation of the payment methods to see how efficiently each one is performing and where necessary advice students about the new trend. The frequent

monitoring of payment methods will unveil new challenges and opportunities happening in payment world. The polytechnic playing the role as a research institution can use its available resources to seek views from researchers through workshops, seminars and conferences.

In this era of electronic payment technology, Takoradi Polytechnic can adopt e-zwich payment instrument where students can pay their fees and bills via e-zwich cards. It is a new technology which allows users to load their money onto an electronic card and use to make payment of any kind. The institution must have e-zwich payment devices at the various accounts offices so that the student can pay fees using e-zwich card instead of physical cash. This will help reduce embezzlement and the physical carrying of cash from individuals' town or villages to campuses.

Finally, the use of mobile phone payment method will help reduce the payment delivery times and eliminate menace of long queues at the banks. Takoradi Polytechnic must negotiate with telecommunication companies offering payment services for electronic connection of its fees account(s). The electronic connection will allow student to use simple text message to pay fees directly into the institution bank account and register in the school with the feedback PIN code. The mobility of mobile phone payment device allow students to pay fees anywhere even in their bedroom.



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APPENDIX I

QUESTIONNAIRE FOR TAKORADI POLYTECHNIC STUDENT

KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY

INSTITUTE OF DISTANCE LEARNING

This questionnaire is designed purposely for academic research work to seek your views on **“the methods of payment and its impact on fees paying in tertiary institution- a case study in Takoradi Polytechnic”**. I shall therefore be grateful if you spare part of your precious time to answer the items in the questionnaire for me. Your confidentiality is fully assured that your response will solely be used for the purpose of the research exercise. Thanks in advance for your cooperation.

(Please tick, circle and write where appropriate)

SECTION A

Personal Information

1. Sex: Male[☐] Female[☐]
2. Age: Below 18[☐] 19-22[☐] 23-26[☐] 27-30[☐]
31 and Above[☐]
3. Level : 1st year[☐] 2nd year[☐] 3rd year[☐]
4. School: Applied art[☐] Business[☐] Engineering[☐] Applied science[☐]
5. Programme.....

SECTION B

Existence of payment methods

6. Which of these payment methods do you used in paying your fees in the school?

- i Banker's draft ii. Cheque iii. Cash iv. Pay-in-slip iv. Payment order
v. Other (specify.....)

7. Do you often use similar payment method outside school? (A) Yes (B) No

8. If No, state the methods you use in making payment outside school

.....
.....
.....

9. The institution has good payment method in place

(A)Strongly Agree[](B) Agree[](C) Strongly Disagree [](D) Disagree []

10. If your answer to the question 9 above is option (C), kindly give two reasons

a.....

b.....

SECTION C

Ways of improving the existing payment methods

10. The current payment methods need to be improved.

(A) Strongly Agree [] (B) Agree [] (C) Strongly Disagree [] (D) Disagree []

11. If your answer to question 10 above is option (A), kindly suggest two ways of improving the current payment method.

i.....

ii.....

12. Banks must bring representatives to collect fees on campus during registration

(A) Strongly Agree [] (B) Agree [] (C) Strongly Disagree [] (D) Disagree []

13. Management must allow students to make payment using any of the payment methods

(A) Strongly Agree [] (B) Agree [] (C) Strongly Disagree [] (D) Disagree []

SECTION D

New and improved payment methods

14. Which of these electronic devices can you access in your village or town? *(Please tick as many as applicable)*

a. Mobile payment device [] b. E-zwich payment device []

c. Debit card payment device [] d. Credit card payment device []

15. Mobile phone is fastest among other payment devices

(A) Strongly Agree [] (B) Agree [] (C) Strongly Disagree [] (D) Disagree []

16a. E-zwich payment device is the most affordable among the payment methods

(A) Strongly Agree [] (B) Agree [] (C) Strongly Disagree [] (D) Disagree []

16b. If your answer to question 16a above is either option (A) or (B), kindly give reason(s)

.....

.....

17. Credit card payment device is very common in Ghana

(A) Strongly Agree [] (B) Agree [] (C) Strongly Disagree [] (D) Disagree []

18. Debit card payment method is extremely reliable in Ghana

(A) Strongly Agree [] (B) Agree [] (C) Strongly Disagree [] (D) Disagree []

19. If management decide to change the current method for any of these two payment methods which one would you prefer.

A) Mobile phone payment method B) E-zwich payment method

20. Please, kindly give two (2) reasons to support your answer in 19 above.

a.....

b.....

SECTION E

Means of implementing the payment methods

Tick the most appropriate option where **SA=strongly agree; A=Agree; SD=Strongly disagree; D=Disagree**

	<u>SA</u>	<u>A</u>	<u>SD</u>	<u>D</u>
21. All students are aware of the school payment method				
22. Payment methods are properly addressed before Implementation				
23. Management inform students about changes in payment methods				
24. Payment methods are imposed on students				
25. There are procedures in resolving payment problems				

SECTION F

Impact of the payment method on student registration

26. Paying fees at the bank is subject to queuing.

(A).Strongly agree [] (B). Agree [] (C). Strongly disagree [](D). Disagree []

27. If your answer to question 25 above is option (A), how long do you spend in a queue?

.....

28. Does the institution have its bankers in your town or place of residence? Yes or No

29. If No, how do you pay your fees when school re-open.....

.....

30. How does the current payment method affect your registration?

i.....

ii.....

31. Do you pay charges in using a particular method? (A)Yes (B) No

32. If Yes, state the method(s)

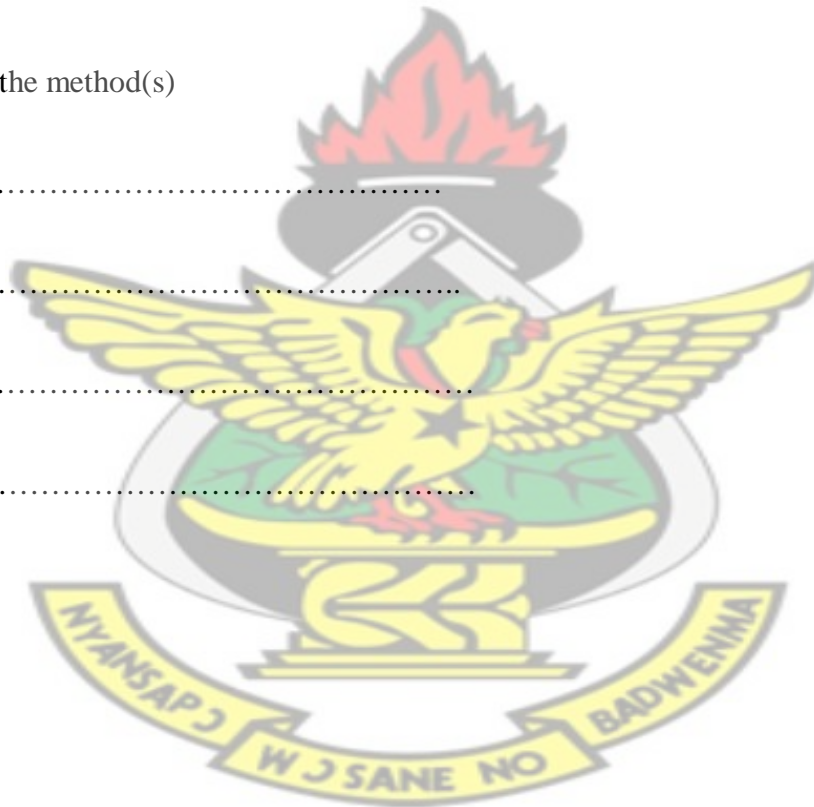
a.....

b.....

c.....

d.....

Thank You



APPENDIX II

EXPERT INTERVIEW GUIDE FOR STAFF

1. Which payment methods are you currently using in your institution?

i.

ii.

iii.

iv.

2. Which of the payment methods is most appropriate.....

3. How does student react to the current payment methods.....

.....

.....

4. How do any of the payment methods below affect your revenue generation in term of time, quality, cost, and risks.

a. credit card payment method;

i. Time.....

ii. Quality.....

iii. Cost.....

iv. Risk.....

b. E-zwich payment method;

i. Time.....

ii. Quality.....

iii. Cost.....

iv. Risk.....

c. Debit card payment method;

i. Time.....

ii. Quality.....

iii. Cost.....

iv. Risk.....

d. Mobile phone payment method;

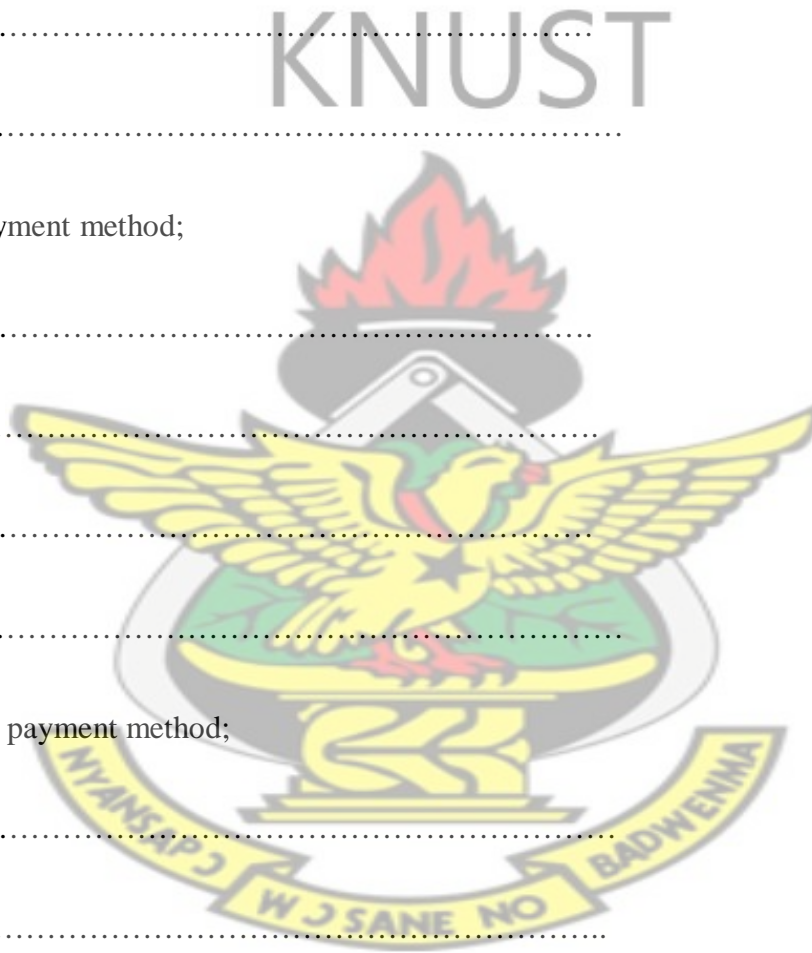
i. Time.....

ii. Quality.....

iii. Cost.....

iv. Risk.....

5. If student wish to pay fees using any of the following method which one would you recommend.



A) Mobile phone payment method B) E-zwich payment method

6. Please, kindly give two reasons to justify your answer in question 5 above

a.....

b.....

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THANK YOU

