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INFORMATION GOVERNANCE AND ORGANISATIONAL PERFORMANCE OF DEPOSIT MONEY BANKS IN RIVERS STATE

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Abstract
This study explored the link between information governance and organisational performance of Deposit Money Banks in Rivers State. The research focus of the study is the objective is how dimensions of information governance such as information security, and regulatory compliance and measures of organisational performance (Service Delivery and Profitability) of Deposit Money Banks in Rivers State. Connectivism and Systems Theory were used to provide a theoretical foundation for this study. A cross sectional research design was used. The entire population of the entire 28 Deposit Money Banks operating in Rivers State was covered. Through the use of questionnaire, 4 (four) staff of the managerial level of each of the banks in Port Harcourt were selected as respondents in the regional head office of each of the banks to make a total of 112 managers. This study was a census study. To validate the instrument, a copy of the questionnaire was sent for experts opinion in Office and Information Management Department, Ignatius Ajuru University of Education, Port Harcourt. These comments were used to help validate the final version of the instrument that was given. Thus, Cronbach alpha was used to ascertain the reliability of the instrument. One hundred and twelve copies of the questionnaire were given out, from which 85 (or 76%) were recovered and analysed. The Pearson Product Moment Correlation Coefficient (PPMC) was used for the data analysis with the aid of SPSS Version 26.0. The findings showed that information security positively and significantly correlates with the organization performance. It was also found that regulatory compliance has a significant positive relationship with organizational performance of Deposit Money Banks. The study findings showed that information governance contributes to the overall performance of Deposit Money Banks in Rivers State. The study proposed strengthening information security measures and compliance drive to attain the maximum organizational performance in the Deposit Money Bank Industry.

Keywords: Information governance, information security, regulatory compliance, organisational performance, profitability, service delivery.

BACKGROUND TO THE STUDY
In this context, the performance of Deposit Money Banks (DMBs) is still a major issue in the banking sector because it is facing very competitive, technology-enabled and highly regulated banking environment. Organizational performance means the overall effectiveness of an organization to reach its goals with the best use of resources, increasing customer satisfaction, financial stability and operational effectiveness (Otamiri, et al., 2019). In the Nigerian banking industry, especially the banks in Rivers State, DMBs are always looking to enhance their performance in the face of various challenges including technological changes, cybersecurity threats, regulatory oversight, and evolving customer expectations. Banks' performance is crucial for the maximization of shareholders' wealth and for a stable financial system and economic growth. In recent studies, it has been emphasized that the performance of deposit money banks in Nigeria is significantly influenced by the effective governance systems, strategic management actions, and information management practices (Tyokosu et al., 2023; Muhammad & Abubakar, 2024).
Of all the measures of organizational performance, the banking sector has been the focus of a lot of scholarly attention of profitability and service delivery. Profitability indicates the potential of banks to earn sufficient returns on assets, investments and operations, thus achieving sustainability and

competitiveness. Service delivery, meanwhile, is the effectiveness and efficiency of banking services to customers in such a way that satisfies their expectations (Yusuf & Bala, 2021). Deposit money banks in Rivers State are now being judged on their ability to achieve good financial results and to provide reliable, secure and customer-focused banking services. The profitability of banks is still an empirical fact, and good service delivery is an important determinant of customer retention and loyalty, and ultimately, for the growth of any bank (Bello et al., 2024).

The desire for greater profitability and better service delivery has increased pressure in the pursuit of effective information governance in deposit money banks (DMBs). Information governance is a set of policies, procedures, standards and controls set up to govern the way in which an organization creates, manages, protects, accesses and uses its information assets. Today in the banking world, information is one of the most valuable assets of an organization, shaping decision making, risk management, operational efficiency, regulation compliance and much more. Rivers State's deposit money banks are grappling with the explosion of digital banking, cybersecurity concerns and the use of big data applications, making effective information governance more critical than ever. Thus, banks need to establish strong governance practices to protect the integrity, confidentiality, availability, and accountability of information along the information lifecycle (Olaniyi et al., 2023).

Information governance is a multi-dimensional concept with specific aspects that are important, including in banking, information security and compliance with regulatory rules. Information security is about protecting information resources from unauthorised access, disclosure, alteration, destruction and cyber attacks (Olaniyi et al., 2023). As technology advances and cybercriminals become more sophisticated, information security practices are now essential for financial institutions to ensure customer trust and continuity. Regulatory compliance, in contrast, means conforming to the regulatory and supervisory guidelines and procedures set by regulatory bodies like the Central Bank of Nigeria (CBN), the Nigeria Data Protection Commission (NDPC) and the Nigeria Deposit Insurance Corporation (NDIC). The research indicates that efficient information security systems and compliance measures play a significant role in enhancing the efficiency of deposit money banks, risk management, operational stability and financial performance (Okezie & Okereke, 2023; Falade et al., 2024).

Although there is an increasing literature on banking performance and governance, there are still gaps in the literature about the relationship between information governance and organizational performance especially in the context of deposit money bank in Rivers State, Nigeria. For example, Olaniyi et al. (2023) explored the impact of information governance on profitability in the banking sector in Nigeria, specifically on mitigating data breaches and financial results. Without including the variables of information governance, Tyokosu et al. (2023) examined the strategic management actions and organizational performance of the Nigerian deposit money banks. Falade et al. (2024) focused on regulatory risk management strategies and financial performance and did not consider information governance dimensions. Likewise, Akanbi and Oyediran (2025) evaluated the investment in accounting information system and financial performance of deposit money banks, but they did not specifically focus on aspects of information governance including information security and regulatory compliance. These studies have made significant contributions to knowledge, but have mainly examined financial performance measures, governance, risk management, and investments in information systems. Empirical evidence on the impact of information governance on organizational performance in terms of profitability and service delivery in deposit money banks in Rivers State, Nigeria is still limited in terms of information security and information regulatory compliance. This identified knowledge gap is the one that is addressed by the current study.

STATEMENT OF THE PROBLEM

The Nigerian banking sector is under mounting pressures from technology, regulatory requirements and competition, which pose a threat to the performance of organizations. Although the deposit money bank industry has made attempts to increase efficiency and become competitive, the industry

still faces some problems in the way they are operated or governed, which affects their effectiveness and sustainability (Olaniyi et al., 2023; Muhammad & Abubakar, 2024). These are manifested as low profitability and service delivery issues. The increased operational cost, cyber security investments, loss due to fraud, and inefficient information processing have also impacted the profitability of banks. Likewise, mishandled transactions and other service failures, including service interruptions and slow response to customer grievances, have adversely affected service quality and customer satisfaction (Bello et al., 2024; Yusuf & Bala, 2021).
Low profitability and low level of service delivery are still prevalent, indicating a lack of competence in information governance, specifically in information security and regulatory compliance. These practices are crucial for safeguarding information assets, meeting regulatory requirements, and improving organizational performance, but they do not seem to be adequately practiced in some deposit money banks (Olaniyi et al., 2023; Okezie & Okereke, 2023; Falade et al., 2024). The above concerns the contributions of poor information governance to poor organizational performance of deposit money banks (DMBS) in Rivers State necessitating empirical examination.

CONCEPTUAL FRAMEWORK

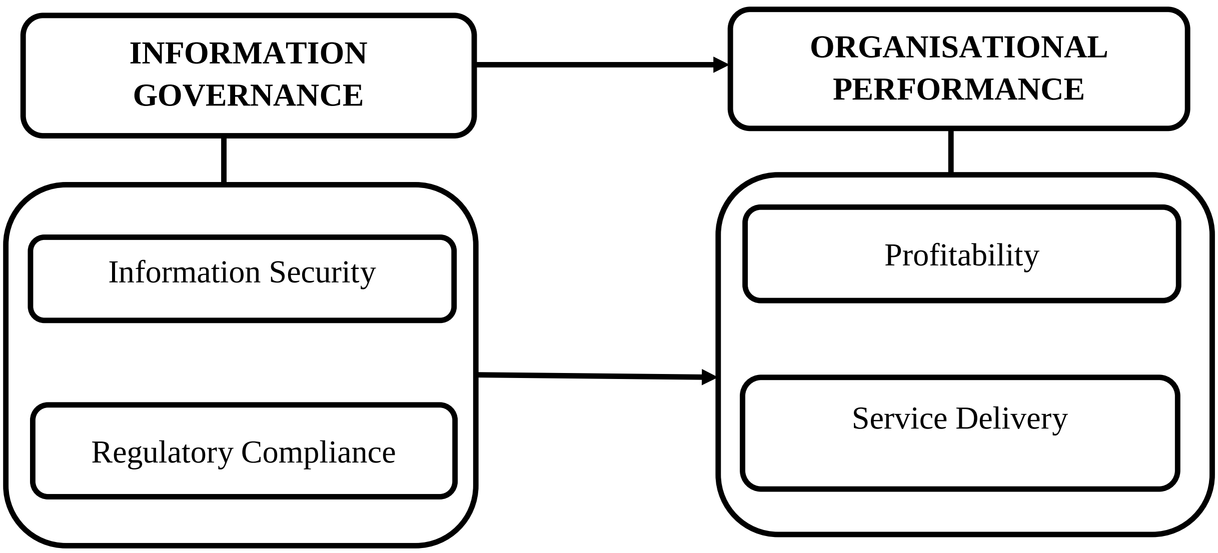

Fig. 1: Conceptual Framework of Information Governance and Organisational Performance
Source: The Researcher's Conceptualisation (2026); Otamiri et al. (2019).

AIM AND OBJECTIVES OF THE STUDY

The aim of the study was to examine the relationship between information governance and organizational performance of Deposit Money Banks in Rivers State. Specifically, the study sought to:

1. determine the relationship between information security and profitability of Deposit Money Banks in Rivers State.
2. assess the relationship between information security and service delivery of Deposit Money Banks in Rivers State.
3. ascertain the relationship between regulatory compliance and profitability of Deposit Money Banks in Rivers State.
4. investigate the relationship between regulatory compliance and service delivery of Deposit Money Banks in Rivers State.

HYPOTHESES

In line with the objectives, the following null hypotheses were formulated:

Ho_1: There is no significant relationship between information security and profitability of Deposit Money Banks in Rivers State.

Ho_2: There is no significant relationship between information security and service delivery of Deposit Money Banks in Rivers State.

Ho_3: There is no significant relationship between regulatory compliance and profitability of Deposit Money Banks in Rivers State.

Ho_4: There is no significant relationship between regulatory compliance and service delivery of Deposit Money Banks in Rivers State.

CONCEPTUAL REVIEW

Concept of Information Governance

Information governance is the specific set of policies, processes, responsibilities, and controls implemented for managing an organization's information throughout its lifecycle, ensuring it is created, managed, protected, accessed, and used appropriately. As per Robinson and Cole (2024), information governance is a comprehensive strategy that involves processes, roles, controls, and metrics to manage corporate information as a valuable asset that an organization possesses. In deposit money banks in Rivers State, information governance has become a more crucial aspect of the industry with the growing reliance on digital banking platforms, electronic transactions, and data-driven decision making. Good information governance guarantees that information resources are reliable, accessible, accurate and available, and that they are managed in a way that meets organizational goals and expectations. It also encourages accountability in information resource administration and helps to make informed choices in banking activity (Robinson & Cole, 2024; Olaniyi et al., 2023).

Information governance is also seen as a strategic solution to the management of information assets that has the potential to create value and support organizational goals. According to McCullough (2024) enterprise information governance is a strategic approach to accountabilities and decision rights for effective information and data asset management in an organization. Information Governance is the process that structures information resources, their coordination, monitoring, and alignment with institutional goals in the context of deposit money banks in Rivers State. The importance of the comprehensive management of information assets is growing as banking activities increasingly become information intensive. Thus, the importance of information governance has grown to become an integral part of organizational operations and policies that help achieve information quality, transparency, accountability, and good stewardship of information assets in the banking industry (McCullough, 2024; ISO, 2022). In this study, the information security and regulatory compliance are adopted as dimensions of information governance.

Dimensions of Information Governance

Information Security

Information security is the securing of information and information systems against unauthorised access, use, disclosure, modification, disruption or destruction. The International Organization for Standardization (2022) defines information security as the art of ensuring the confidentiality, integrity and availability of information, with the aim of protecting information assets from a wide variety of threats (International Organization for Standardization, 2022). In the context of deposit money banks in Rivers State, information security is central to the success of bank operations because of massive adoption of digital technology, electronic payment and online banking platforms. It refers to the policies, procedures, technologies, and controls that are in place to protect sensitive customer and organizational information from cyberattacks and other types of security breaches. Effective information security practices are still crucial for information assets to be processed and managed securely in the banking environment, as financial institutions continue to work with a lot of confidential data (Ubaldo et al., 2023).

Regulatory Compliance

Regulatory compliance is the practice of complying with laws, regulations, standards, guidelines and supervisory requirements that control an organisation's activities. The Basel Committee on Banking Supervision (2024) defines regulatory compliance as the obligation of financial institutions to identify, assess, monitor and manage compliance with applicable laws and regulations to ensure good and ethical business practice. Regulatory compliance is an integral part of banking activities in Rivers State, as financial institutions are subject to a lot of regulations and directives from the Central Bank of Nigeria, the Nigeria Deposit Insurance Corporation, the Financial Reporting Council of Nigeria and other relevant bodies. The concept covers policy and procedure development, monitoring systems and internal controls for conformance to statutory and regulatory requirements. With continued change in the banking industry, coupled with evolving expectations from the regulators, regulatory compliance continues to be an important way of ensuring that banking operations are conducted lawfully and in compliance with the banking standards (Basel Committee on Banking Supervision, 2024; Central Bank of Nigeria, 2023).

Concept of Organisational Performance

Organizational performance can be defined as the effectiveness and efficiency of an organization in the extent to which it achieves its pre-determined goals and objectives using available resources. Taouab and Issor (2019) stated that organisational performance is the capability of the organisation to achieve its goals by converting the inputs into outputs in an efficient and effective way. For deposit money banks in Rivers State, organizational performance is an overall reflection of the ability of banking institutions to meet strategic goals, operational excellence, satisfaction of stakeholders' expectations, and being able to maintain a position in a dynamic financial environment. The idea captures the extent to which banks organize their resources, processes, and capabilities to achieve their mission and long-term objectives.It is an idea that relates to how well banks coordinate their resources, processes and capabilities to meet their mission and long-term goals (Taouab & Issor, 2019; Al-Matari, 2024).

Organizational performance is seen as a multi-dimensional construct which reflects the overall achievement and effectiveness of the organization in order to reach the desired results. According to Al-Matari (2024), organizational performance is the sum of the results of the activities carried out by the organization to show how well the organization has met its strategic and operational goals. With changing market conditions, technology advances, and expectations from all stakeholders, organizational performance has become more critical in the banking sector. In the case of deposit money banks in Rivers State, organizational performance is an important indicator of institutional effectiveness and it determines the capacity of banks to adjust their operations in the environment and sustain the bank. As such, organizational performance is still an important concept in organizational and management studies, as it helps to assess the overall success and continuity of business organizations (Al-Matari, 2024; Santos & Brito, 2021). Profitability and service delivery are used as measures of organizational performance in this study.

Measures of Organisational Performance

Profitability

Profitability is the ratio of profit that is earned by the organisation in relation to the cost of the operations, asset, investment or shareholders equity during a specific time frame. Nariswari and Nugraha (2020) stated that profitability is the ability of a business to make a profit with the effective utilization of available resources and business activities. Profability in the light of deposit money banks in Rivers State is the degree to which banks can earn money on their banking operations and maximise the value of banking resources. It is an essential measure of the financial robustness, sustainability, and business performance of banks. The profitability is evaluated using metrics like return on assets, return on equity and net profit margin that reflect how well the bank is using its assets to generate profit. Profitability is an essential banking and financial management concept that indicates the overall financial results of banking activities and is always a fundamental indicator that can be used to assess the financial health and viability of deposit money banks (DMBs) (Nariswari & Nugraha, 2020; Bello et al., 2024).

Service Delivery

Service delivery is the process in which the organization serves the customer with services in a way that is able to satisfy the customer's expectations as far as quality, reliability, responsiveness and accessibility. Yusuf and Bala (2021) defined service delivery in service sector as the ability to deliver the banking services to customers effectively and efficiently using different service channels to achieve satisfactory service experiences. Service Delivery in Rivers State Deposit money bank is defined as the capacity of banks to effectively and efficiently deliver financial services to their customers through their physical and electronic branches in a timely, accurate, convenient and reliable manner. Concepts are related to how banking products and services are developed, communicated and offered to satisfy customers' needs and expectations. Service delivery continues to be a critical element of banking operations, as it provides a good reflection of the quality and effectiveness of the interactions between banks and their customers, and as an important indicator of the operational excellence in the banking sector (Yusuf & Bala, 2021; Al-Hawari & Ward, 2023).

THEORETICAL REVIEW

The study was mainly anchored on Connectivism Theory, followed by System Theory.

Connectivism Theory

George Siemens (2005) came up with the Connectivism Theory. The theory states that knowledge exists in the network of people and digital platforms, databases and information systems; learning occurs when the connections between them are developed and sustained. It also was a reaction to the rise of information technology and digital communication in the acquisition and sharing of knowledge. The key assumptions of this theory are that: Knowledge is embedded in networks; Learning is the act of connecting so-specialized information sources; It is easier to access current information than static knowledge; Decision making is a continuous learning process.

This justification implies that Connectivism Theory is applicable to banks that accept deposits for this reason: Value is generated when information is well produced, acquired, shared and applied within interwoven networks within an organization. In banking, information generation is ongoing as a result of customer interactions, digital banking systems, internal communications, and regulatory requirements, with value added hinged on the smooth flow between departments and decision makers. The theory therefore confirms the argument for the need of effective information governance in deposit money banks in Rivers State which is to ensure that information is not isolated but properly integrated and available for use by relevant users for decision making. Efficient information management and sharing enable banks to better coordinate their activities, minimize operational mistakes, and meet customer and regulatory expectations quickly, while poor information flow can cause inefficiencies and negative organizational results.

Systems Theory

Systems Theory was developed by Ludwig von Bertalanffy in 1945 with the development of his General Systems Theory. The theoretical perspective treats an organization as a whole system consisting of interdependent and interrelated parts, whose combined efforts function for the common purpose of the organization. It implies that the ability of the whole organisation hinges on the correct working and relationships of its different parts. The primary assumptions of the theory are: organizations are open systems, every component part of a system is related to each other, changes within one part of an organization have repercussions for other parts, and the ability to coordinate the various subsystems of an organization is important to the organization's success.

The theory was chosen for this study because it is able to explain the interconnection of concepts of information governance, information security and regulatory compliance in deposit money banks. It is used to give an understanding of the significance of the role of effective management of information related activities in the overall performance of banking institutions.

METHODOLOGY

This study used cross sectional research design. Twenty eight (28) deposit money banks were used as the population of this study. The study is a census research, that is, the entire population is used, and not a sample of it. The respondents in this research were 112 managers purposively selected from 4 bank managers each from the regional head office of the banks in Port Harcourt. Selected Managers are Branch General Managers, Human Resource Managers, Information Technology Managers and Operation Managers. Structured questionnaire was used as the main instrument for the collection of primary data. To ensure the validity of the instrument, a copy of the questionnaire was sent to experts in the Office and Information Management Department of Ignatius Ajuru University of Education, Port Harcourt. The comments they made were utilized to validate the final instrument they were administered with. Therefore Cronbach alpha using SPSS (Statistical Package for Social Sciences) was used to establish reliability of the instrument. One hundred and twelve (112) questionnaires were given to the respondents. Out of 112 copies of the questionnaire administered, 85 copies (representing 76%) were retrieved and used for the analysis. The Pearson Product Moment Correlation Coefficient (PPMC) was used for the data analysis with the aid of SPSS Version 26.0. The formula is given below:

$$\Upsilon = \frac{n\sum XY - \sum X\sum Y}{\sqrt{[n\sum X^2-(\sum X)^2]\,[n\sum Y^2-(\sum Y)^2]}}$$

Where;
n = number of pairs of data
X = independent variable
Y = dependent variable
∑XY = sum of the products of independent and dependent variable
∑X = sum of independent variable
∑Y= sum of dependent variable
∑ = Summation

For the coefficient values, the following interpretation scheme will be applied as stated further: (a) No Relationship = 0, (b) Weak Relationship = 0.1-0.2, (c) Moderate Relationship = 0.3-0.5, (d) Strong Relationship = 0.6-0.7, (e) Very Strong Relationship = 0.8-0.9, (f) Perfect Relationship = 1.

RESULTS

The results from the analysis are presented below:

Information Security and Organisational Performance

Ho_1: There is no significant relationship between information security and profitability of Deposit Money Banks in Rivers State.

Ho_2: There is no significant relationship between information security and service delivery of Deposit Money Banks in Rivers State.

Table 1: Correlations between Information Security and Organisational Performance

			Information Security	Profitability	Service Delivery
Pearson's r	Information Security	Correlation Coefficient	1.000	0.840**	0.771**
		Sig. (2-tailed)	.	.000	.000
		N	85	85	85
	Profitability	Correlation Coefficient	0.840**	1.000	0.771**
		Sig. (2-tailed)	.000	.	.000
		N	85	85	85
	Service Delivery	Correlation Coefficient	0.771**	. 0.840**	1.000
		Sig. (2-tailed)	.000	.000	.
		N	85	85	85

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

Source: Data Survey, 2026.

Row two of table 1 above shows r value of 0.840 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating information security and profitability. Since the significance value is less than the alpha level of 0.05, the null hypothesis (Ho_1) which states that there is no significant relationship between information security and profitability of Deposit Money Banks in Rivers State was rejected and the alternate hypothesis (Ha_1) is accepted. This implies that there is a very strong positive relationship between information security and profitability of Deposit Money Banks in Rivers State.
Row three of table 1 above shows r value of 0.771 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating information security and service delivery. Since the significance value is less than the alpha level of 0.05, the null hypothesis (Ho_2) which states that there is no significant relationship between information security and service delivery of Deposit Money Banks in Rivers State was rejected and the alternate hypothesis (Ha_2) is accepted. This implies that there is a strong positive relationship between information security and service delivery of Deposit Money Banks in Rivers State. These results show that the accurate practice of information security leads to improvement of organizational performance of deposit money banks in Rivers State.

Regulatory Compliance and Organisational Performance

Ho_3: There is no significant relationship between regulatory compliance and profitability of Deposit Money Banks in Rivers State.

Ho_4: There is no significant relationship between regulatory compliance and service delivery of Deposit Money Banks in Rivers State.

Table 2: Correlation between Regulatory Compliance and Organisational Performance

			Regulatory Compliance	Profitability	Service Delivery
Pearson' r	Regulatory Compliance	Correlation Coefficient	1.000	0.633**	0.598**
		Sig. (2-tailed)	.	.000	.000
		N	85	85	85
	Profitability	Correlation Coefficient	0.633**	1.000	0.633**
		Sig. (2-tailed)	.000	.	.000
		N	85	85	85
	Service Delivery	Correlation Coefficient	0.598**	. 0.598**	1.000
		Sig. (2-tailed)	.000	.000	.
		N	85	85	85

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

Source: Survey Data, 2026.

Table 2 above shows r value of 0.633 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating regulatory compliance and profitability. Since the significance value is less than the alpha level of 0.05, the null hypothesis (Ho_4) which states that there is no significant relationship between regulatory compliance and profitability of Deposit Money Banks in Rivers State was rejected and the alternate hypothesis (Ha_4) is accepted. This implies that there is a strong positive relationship between regulatory compliance and profitability of Deposit Money Banks in Rivers State.

Table 2 above shows r value of 0.598 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating regulatory compliance and service delivery. Since the significance value is less than the alpha level of 0.05, the null hypothesis (Ho_5) which states that there is no significant relationship between regulatory compliance and service delivery of Deposit Money Banks in Rivers State was rejected and the alternate hypothesis (Ha_5) is accepted. This implies that there is a moderate positive relationship between regulatory compliance and service delivery of Deposit Money Banks in Rivers State. These results shows that improvement on regulatory compliance equally brings an enhancement in service delivery of deposit money banks in Rivers State.

DISCUSSION OF FINDINGS

The findings of the study were discussed through the following headings:

Information Security and Organisational Performance

Hypothesis one and two were tested and revealed a very strong positive relationship between information security and profitability of Deposit Money Banks in Rivers State; and strong positive relationship between information security and service delivery of Deposit Money Banks in Rivers State respectively. This means that the more robust the information security systems of the banks are, the better their financial results and service to their customers. By minimizing data breaches, fraud, and operational disruptions, effective information security helps to safeguard financial resources and build trust in the banking sector. It also guarantees the confidentiality, integrity and availability of information, thus contributing to the speed, reliability and effectiveness of service delivery in the banking sector. The results are similar to those of Ubaldo et al. (2023), who highlighted that having good information security in financial institutions is a strong factor in maintaining the stability of operations, the continuity of the business, and customer confidence, especially in a digital banking and electronic transaction environment.

Regulatory Compliance and Organisational Performance

The test of hypotheses 3 and 4 showed that there is a strong positive relationship between regulatory compliance and profitability of the Deposit Money Banks in Rivers State and there is a moderate positive relationship between regulatory compliance and service delivery of Deposit Money Banks in Rivers State. The message is that banks with a consistent compliance with regulatory demands, industry standards and supervisory guidance have a greater chance of improving their financial results, less penalties, operating discipline and confidence in the banking system. The positive correlation with profitability indicates that compliance measures play a crucial role in ensuring economic stability and long-term profitability for businesses by reducing the risk of financial penalties or reputational damage. Likewise, the foregoing shows the moderate positive correlation between service delivery and compliance which suggests that compliance enhances the structure and reliability of banking operations, but its direct effect on service delivery outcomes is less pronounced but still positive as it contributes to improved operational orderliness and accountability. The results are consistent with those of Olaniyi et al. (2023) who noted that regulatory compliance is vital to improving banking performance as it improves organizational discipline, minimizes operational risk, and facilitates overall financial efficiency in deposit money banks.

Conclusion

The study revealed that information governance has a positive effect on the performance of Deposit Money Banks in Rivers State. This is reflected in how it has helped the company become more profitable and effective in delivering service, based on enhanced information security and regulatory compliance.

Recommendations

Based on the findings the following recommendations are made:
The security measure and compliance drive should be enhanced for optimal performance of the organization in Deposit Money Bank Industry.
The Rivers State deposit money banks must build their information security infrastructure by adopting quality cyber security systems, monitoring systems and even conducting frequent vulnerability assessments.
The money banks should continue to improve their regulatory compliance program, making sure that they are strictly complying with Central Bank of Nigeria guidelines and other relevant regulatory requirements.
4a. Banks must integrate compliance-monitoring processes with digital technologies like automated reporting tools and compliance-tracking software.

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APPENDIX A
POPULATION DISTRIBUTION

S/N	Deposit Money Bank in Rivers State	Port Harcourt Head Branch Address	Branch General Managers	Human Resource Managers	Information Technology Managers	Operation Managers	Total
1.	Access Bank	No. 329A Olu Obansanja	1	1	1	1	4
2.	Alphs Morgan Bank	135 Olu Obasanjo Road	1	1	1	1	4
3.	CitiBank	No. 1 Trans- Amadi	1	1	1	1	4
4.	Eco Bank.	No. 329A Olu Obasanjo, PH	1	1	1	1	4
5.	Fidelity Bank	No. 22/24 Old Aba Road Port Harcourt	1	1	1	1	4
6.	First Bank	No. 22/24 Old Aba Road Port Harcourt	1	1	1	1	4
7.	First City Monument Bank	No. 22/24 Old Aba Road Port Harcourt	1	1	1	1	4
8.	Globus Bank	Plot 467 Trans-Amadi, Port Harcourt	1	1	1	1	4
9.	Guaranty Trust Bank	No. 22/24 Old Aba Road, Port Harcourt.	1	1	1	1	4
10.	Jaiz Bank	No. 186 Aba Road, Port Harcourt	1	1	1	1	4
11.	Keystone Bank	No. 51. Aba Road Port Harcourt	1	1	1	1	4
12.	Lotus Bank	No. 49 Ikwere Road Ph	1	1	1	1	4
13.	Parallex Bank	No. 1 Trans Amadi Road, by Garrison Junction	1	1	1	1	4
14.	Polaris Bank	Agip Junction /Ikwere Road, Port Harcourt.	1	1	1	1	4
15.	Premium Trust Bank	473B Trans-Amadi Industrial Layout	1	1	1	1	4
16.	Providus Bank	350 Olusegun Obasanjo Road, Port Harcourt	1	1	1	1	4
17.	Signature Bank	145 Aba Road, by Waterlines Junction	1	1	1	1	4
18.	Stanbic IBTC	No. 58 Olu Obansanjo Road, Port Harcourt	1	1	1	1	4
19.	Standard Chartered Bank	Plot 7 Trans-Amadi, Industrial Layout.	1	1	1	1	4
20.	Sterling Bank	No. 142 Woji Road, GRA 2, Port Harcourt.	1	1	1	1	4
21.	Suntrust Bank	No. 16 Trans-Amadi, Nkpogu, Port Harcourt	1	1	1	1	4
22.	Taj Bank	No. 17A, Trans Amadi, Mkpogwu PH.	1	1	1	1	4
23.	Titan Trust Bank	No. 5 Olu Obansajo Road, Port Harcourt	1	1	1	1	4
24.	Union Bank	Plot 468, Trans-Amadi, Port Harcourt	1	1	1	1	4

25.	United Bank for Africa	No. 14B Azikiwe Road, Port Harcourt	1	1	1	1	4
26.	Unity Bank	No. 28A Aba Road, Ph	1	1	1	1	4
27.	Wema Bank	No. 66 Olu Obansajo Way, Port Harcourt	1	1	1	1	4
28.	Zenith Bank	No. 40 Aba Road, Port Harcourt	1	1	1	1	4
	Total		**28**	**28**	**28**	**28**	**112**

Source: Central Banks of Nigeria, Rivers State Chapter, 2025

Central Bank of Nigeria

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SEPTEMBER 10TH 2025

LIST OF DEPOSIT MONEY BANKS IN RIVERS STATE

1. CITIBANK
2. FCMB
3. STANDARD CHARTERED BANK
4. LOTUS BANK
5. UNITY BANK
6. TITAN TRUST BANK
7. UNITED BANK FOR AFRICA
8. TAJ BANK
9. GUARANTY TRUST BANK
10. POLARIS BANK
11. ECOBANK
12. SUNTRUST BANK
13. ZENITH BANK
14. GLOBUS BANK
15. STERLING BANK
16. UNION BANK
17. KEYSTONE BANK
18. FIRST BANK
19. STANBIC IBTC
20. PREMIUM TRUST BANK
21. PROVIDUS BANK
22. SIGNATURE BANK
23. FIDELITY BANK
24. WEMA BANK
25. PARALLEX BANK
26. JAIZ BANK
27. ACCESS BANK
28. ALPHA MORGAN