

GHANA'S BANKING SECTOR CLEANUP: ITS REPERCUSSIONS ON CUSTOMER ATTITUDES TOWARDS BANKING

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ABSTRACT

Purpose- This study seeks to investigate customer's attitude towards banking following Bank of Ghana's banking sector cleanup exercise with focus on market women in the Yilo Krobo municipality. This manuscript represents a starting base for similar researches to be conducted in other selected municipalities in Ghana.

Methodology- The study considered both the primary data source which were obtained through the use of self-administered survey questionnaires from a total of 198 conveniently selected market women in the Yilo Krobo Municipality of Ghana, and secondary data source mainly through the review of existing literatures from journals, newspapers and articles.

Findings- The study revealed an opposing attitude towards banking among market women, as more than 70% of market women in the municipality had their banks or financial institutions dissolved and for that matter losing their business capital and personal savings. This position has resulted in only a few market women (18%) maintaining high confidence in the banking sector. The majority of market women rated their confidence level as moderate (41%), low (33%) and no (8%), citing unpaid locked up funds, the fear of losing their savings again, loss of trust and to some extent a suspicion of political interferences in banking activities in the country as reasons for their ratings.

Conclusion- It is recommended that, a similar exercise should not be carried out in the future as its ripple effects on customers can further ruin their trust completely in the banking sector. Furthermore, in the wake of dissolution of any institution, a much more attention should be given to how customers will be paid as early as possible to save their businesses and livelihoods.

Keywords: Banking sector, clean-up exercise, customer attitudes, market women, Bank of Ghana

JEL Codes: G20, G21, G23

1. INTRODUCTION

Attitudes are a manifestation of one's innermost emotion that replicates whether a person approves or disapprove an item or a thing (Gupta, 2007). They are a consequence of a mental process, thus are not noticeable, but could be ascertained from what people say or what they do. Simplifying these explanations, attitudes can be said to be what one likes and dislikes or the extent of confidence or uncertainty one has towards an object (Blackwell, Engel & Miniard 2001). Attitudes have hence been established as one of the vital influences on customers buying or patronage behavior in various sectors including banking (Rogers, 2010). According to Dr. Lars Perner (2010), consumer attitude encompasses consumer's beliefs, feelings, and behavioral intentions toward some object. This infers that, a consumer can hold undesirable or confident beliefs or feelings toward a product or service and all these opinions influences the decision to patronize or not (Perner, 2010). However, consumer or customer behaviors have been long-established to change with the slightest alteration in trend, market and atmosphere (EDUCBA, 2020).

As asserted by Walter, Holzle, & Ritter (2002), banking as a service industry, is primarily dependent on trust, strengthened by attitude and administered through complex financial supervision, expertise and conscious human relations. The more the

customer trusts the service provider as research indicates, the higher the perceive value of the relationship (Walter, Holzle, & Ritter, 2002). Gounaris (2005) also emphasized that, the eminence of a bank's services is inspired incidentally by trust. Even though trust is the cornerstone of the banking industry, there exist cognitive factors, which are fundamentally influenced by information accessible and this impact customer's attitude towards banking a lot. In most cases negative information's are easily analyzed by customers than positive information, especially when there are much of them (Ahluwalia, Burnkrant, and Unnava, 2000) and this influences a customer's perception resulting into a change attitude towards banking.

In recent times in Ghana, banking has taken a plunging trend resulting in an action by the Central Bank of Ghana dubbed "clean – up" exercise to sanitize the banking sector and to protect the interest and confidence of depositors subsequent to failed efforts geared at rectifying some compliance lapses through the leadership of affected Institutions (Bank of Ghana, 2019). The lapses were uncovered from an all-inclusive assessment into the operations of banks and other financial institutions in the country (Bank of Ghana, 2019). Through the assessment, compliance issues such as defiance of minimum regulatory capital required, extreme risk-taking without the obligatory risk management, use of depositor's investments to fund private ventures or businesses, frail corporate governance systems, misrepresentation of true financial position to the Central Bank and other interested Parties and finally, persistent breach of regulations of the Bank of Ghana and failure to execute on-site audit or inspections sanctions (Bank of Ghana, 2019). At the end of the exercise, a total of nine (9) Universal Banks; three hundred and forty seven (347) microfinance companies, of which one hundred and fifty five (155) had already ceased operations; thirty nine (39) micro credit companies of which ten (10) had already ceased operations; fifteen (15) savings and loans companies; Eight (8) Finance House Companies and two (2) non – Bank Financial Institutions that had already ceased operations had their licenses revoked (Business and Financial Times Online, 2019). Apart from the weight of approximately GHC 21 billion the exercise was envisaged to place on government purse (Ofori-Atta,2020), other reports suggest that jobs have been lost, entrepreneurs have lost their businesses and assets (Mante, 2020). In a study by Affum (2020), it was revealed that unaffected financial institutions especially microfinance and micro credit institutions in the Yilo Krobo Municipality experienced panic withdrawals and reduced level of cash deposits affecting their liquidity and ability to meet credit demands of their customers (Affum, 2020).

Even though the Government of Ghana has commenced refunding of lost funds of customers of affected banks as promised, most of these customers of defunct banks or financial institutions still have their funds unpaid and this has resulted in a number of public demonstrations (Nyabor, 2019; Okine, 2020; Ghana Business News, 2020). Many scholars and policy analyst have expressed their opinions on how the Bank of Ghana's exercise will or could affect the banking sector and the Ghanaian society at large. For instance, a report by the Business and Financial Times by Kwaku Anumu postulated that, the trepidation the exercise will bring as a result of the inability of customers to have access to their funds and investments, will result in a mistrust among bankers in the banking sector and this will lead to a situation where the unbanked households who naturally gravitate toward the microfinance institutions be unwilling to enter into banking relationships and for that matter hinder financial inclusion (Anumu, 2019). However, these opinions are not empirically backed hence the necessity of this research principally aimed at under studying customer's attitude towards banking following Ghana's banking sector cleanup exercise with focus on market women in the Yilo Krobo municipality. To achieve this aim, the study identifies the effects of Bank of Ghana's banking sector cleanup exercise on market women in the Yilo Krobo Municipality, assesses the patronage of Banking services among market women in the Yilo Krobo Municipality following Bank of Ghana's banking sector cleanup exercise and finally assess the confidence in the banking sector among market women in the Yilo Krobo Municipality following Bank of Ghana's banking sector cleanup exercise thus answering the following research questions;

- What are the effects of Ghana's banking sector cleanup exercise on market women in the Yilo Krobo Municipality?
- How is the patronage of banking services among market women in the Yilo Krobo Municipality following Ghana's banking sector cleanup exercise?
- Are markets women in the Yilo Krobo municipality confident in the Banking sector following Ghana's banking sector cleanup exercise?

In the next section of this paper, literature regarding the functional theory and the components of attitudes is reviewed; data and methodology is further elaborated in the third section. Findings from the study will be thoroughly analyzed and discussed in the fourth section whiles the conclusion and recommendations of this study will be in the last part of the study.

2. LITERATURE REVIEW

This chapter reviews the functional theory of attitudes and the ABC model of attitudes to enable us understand how the banking sector cleanup exercise by the central bank of Ghana has affected and influenced beliefs and behaviors towards banking and confidence in the banking sector among market women in the Yilo Krobo Municipality of Ghana.

2.1. The Functional Theory of Attitudes

Understanding the motivation of a customer's attitude is an imperious pace to changing an attitude. To hence appreciate the functional motives of customer attitudes, this paper reviews the functional theory of attitudes developed by Daniel Katz (Katz, 1937; Solomon, 2008). Katz theorizes four thinkable functions of attitudes which endeavor to enlighten the foundation and purpose a specific attitude might have to the customer (Katz, 1937).

The first and most recognized function of attitude is the Utilitarian function. Katz asserts that, utilitarian function is grounded on the ethical theory of utilitarianism; however, an individual will make decisions based exclusively on generating the utmost extent of happiness generally (Sidgwick, 1907). In other words, a customer's attitude is undoubtedly centered on a utility function when the choice revolves around the expanse of discomfort or preference it brings (Dean, 2010). The value-expressive function is the next function of attitude theorized by Katz and this is employed when a customer is grounding their attitude regarding a product or service on self-concept or vital standards (Katz, 1937). With this function, the association or reflection that a product or service has on the consumer is the foremost concern of the consumer and it's used when a consumer accepts a product or service with the intent of affecting their social identity (Solomon, 2008). The ego-defensive function which is the next function theorized by Katz is discernible when a customer feels that the use of a product or service might jeopardize their self-image (Katz, 1937). This attitude is generally psychological and difficult to understand thus a way individuals deny their own unsettling sides (Narayan, 2010). Finally, the knowledge function is prevalent in individuals who are careful about organizing and providing structures regarding their attitude or opinion of a product or service (Solomon, 2008). This type of attitude can mostly be changed by using fact-based comparisons and real-world statistics in the message strategy (Dean, 2010).

2.2. The ABC Model of Attitudes

Attitudes are noted to consist of three major components; a cognitive component, an affective component, and a behavioral component (Grimm, 2005; Taylor Hunter & Longfellow, 2006) and this heightens the connection between knowing, feeling, and doing (Solomon, 2008).

Affective Component- A customer's sentiments or moods about a particular product or brand constitutes the affective component of an attitude (Allen, Machleit, Klenine & Notani, 2005) and are mostly evaluative in nature. Affective components similarly manifest themselves as emotionally charged states (e.g., happiness, sadness, shame, disgust, anger, distress, and guilt) and such emotional states may enhance or amplify positive or negative experiences which may change as the situation changes due to unique motivations and personalities, past experiences, reference groups, and physical conditions, evaluated differently by individuals (Cohen & Areni, 1968; Johnson & Zinkhan, 1991; Jeon – Su lim & Bhargava, 1998).

Behavioral Component- This represents ones' tendency to respond in a certain manner toward an object or activity. According to some interpretations, the cognitive component may include the actual behavior itself. In pure marketing terms it relates to the consumer's intention to buy. That is, behavioral intentions. A series of decisions to purchase or other brand to friends would reflect the behavioral component of an attitude (Sengupta, 1998).

Cognitive Component- The cognitive component consists of consumer's beliefs about an object and this includes the knowledge and perceptions that are acquired by a combination of direct experience with the attitude object and related information from various sources. This knowledge and resulting perceptions commonly take the form of beliefs. The total configuration of beliefs about a brand represents the cognitive component of an attitude towards as product (Grenier & Stadler, 2009). In simple terms, cognition is an individual belief about a product or service (Dean, 2010).

Figure 1: Literature Framework of the Study

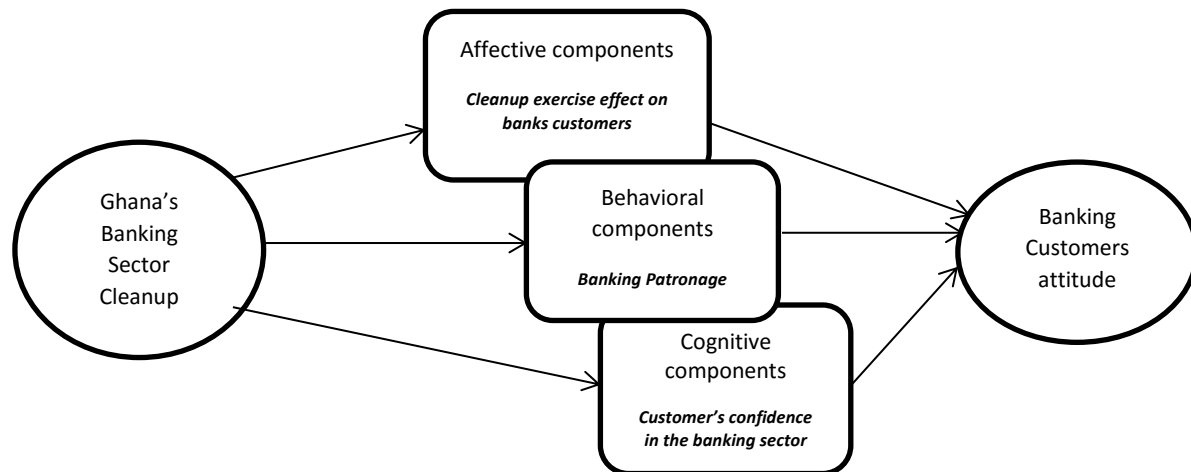


Figure 1: Frederick Affum, framework of literature in studying customer's attitude following Ghana's banking sector cleanup exercise using the ABC Model of Attitudes.

All the components of attitude work together to ascertain a customer's involvement or motivation towards a product or a service and hence its adoption as the focus of this study in ascertaining how the Bank of Ghana's cleanup exercise has affected customers' attitude towards banking in the Yilo Krobo Municipality of Ghana.

3. DATA AND METHODOLOGY

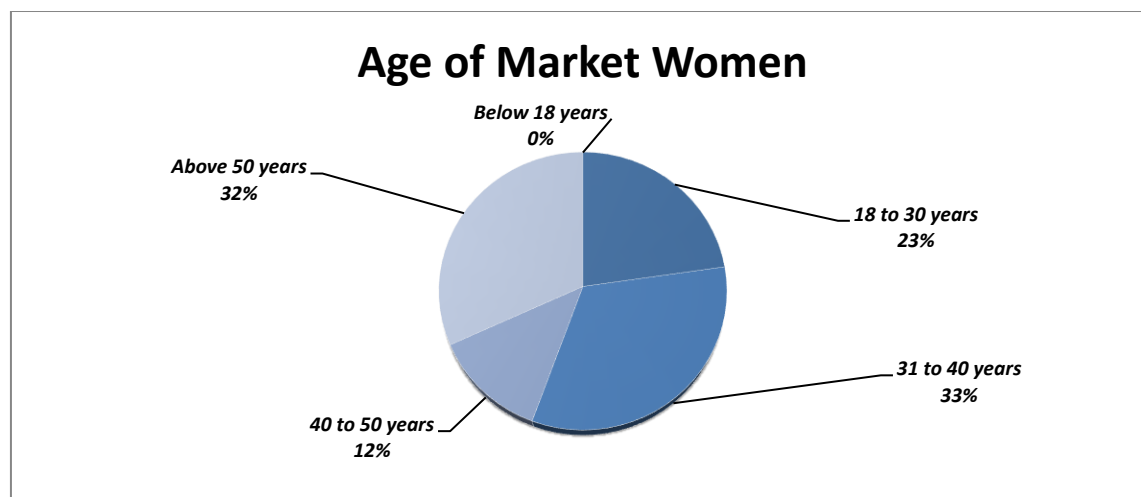
The research is a descriptive research and therefore considered both primary and secondary data for the study. Secondary data was obtained through the already existing literature from journals, newspapers, textbooks, articles whereas Primary data was obtained through the use of self-administered survey questionnaires from a total of 200 market women in the Yilo Krobo Municipality of Ghana, conveniently selected to participate in the study. The study questionnaire involved close-ended and open-ended questions catching the objectives of the research work. The close-ended questions were used primarily to limit the sort of response from market women by providing alternative responses whereas the open-ended questions were also adopted to enable the market women to be communicative in their answers in connection with the research objectives. Furthermore, the five point likert scale was adopted in evaluating the confidence of market women in the banking sector following Bank of Ghana's banking sector cleanup exercise. The questionnaires were administered by the researcher, with the help of three representatives to the selected market women at the Akutunya market, Oterkpolu market, Agogo market, and Nkurankan market all in the Yilo Krobo Municipality and they were all assisted to answer the questionnaires. The questionnaire consisted of four (4) sections. Section A; the demographic characteristics of the respondents, mainly market women, Section B; the effect of Ghana's banking sector cleans up exercise on market women, Section C; the patronage of banking services among market women following clean up exercise, Section D; the confidence in the banking sector among market women following banking sector clean up. A period of three (3) weeks was used to complete the data collection. The quantitative data collected were analyzed using Microsoft excel, simple tabular and graphical presentations.

4. FINDINGS AND DISCUSSIONS

The study achieved a 98% response rate from market women in the Yilo Krobo municipality portraying a very high interest in the topic under study. Out of 200 questionnaires distributed, a total number of 198 were answered fully. In ascertaining the ages of market women that participated in the study, the survey revealed that, none of the market women (0%) fell below 18 years, 45 women representing 23% fell within the ages of 18 to 30 years. Another 65 women representing 33% were within the ages of 31 to 40 years, 25 other market women forming 13% were within the ages of 40 to 50 years while another 63 market women making 32% were above 50 years of age. This is elaborated in table 1 and figure 2 below.

Table 1: Demographic Characteristics – Ages of Respondents

Variable	Frequency	Percentage (%)
Below 18 years	0	0%
18 to 30 years	45	23%
31 to 40 years	65	33%
40 to 50 years	25	13%
Above 50 years	63	32%
Total	198	100%

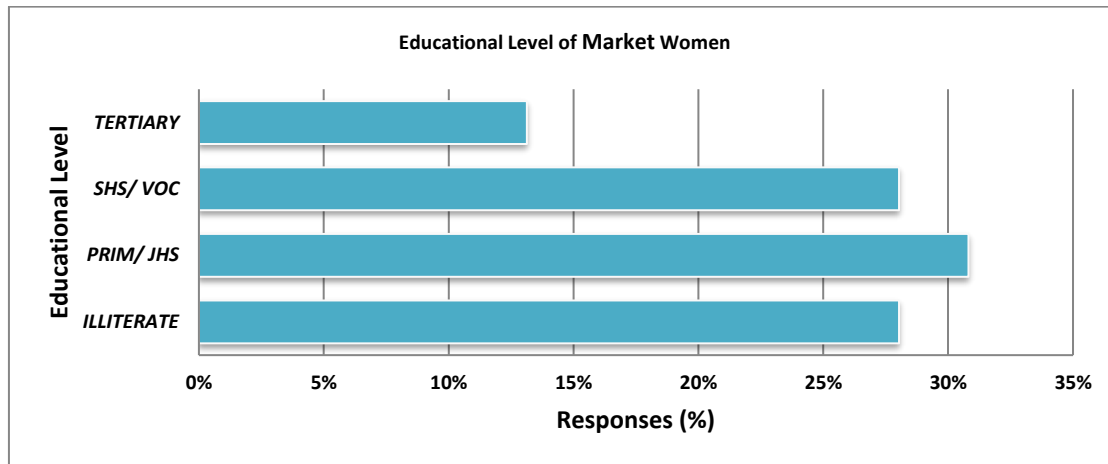
Figure 2: Survey Data, 2020 - Ages of Respondents

The study further ascertained the educational level of the market women as part of the survey. This was necessary to enable the researcher ascertain their level of understanding as far the topic of the research is concerned. Furthermore, this was to enable the researcher apply different techniques in communicating the questionnaires to ensure that accurate answers are provided. As shown in table 2 and figure 3 below, out of the 198 market women that responded to the questionnaires, 56 representing 28% had no formal education, 61 representing 31% had formal education up to the Primary and Junior High School level. Another 56 of the market women had attained formal education up to the Senior High School and Vocational institute's level whereas 26 representing 13% had attained tertiary education. Generally, majority of the market women who participated in the survey had formal education.

Table 2: Demographic Characteristic – Level of Education

Variable	Frequency	Percentage (%)
Illiterate	56	28%
Prim/ Jhs	61	31%
Shs/ Voc	56	28%
Tertiary	26	13%
Total	198	100%

Figure 3: Survey Data, 2020 - Educational Level of Respondents (market women)

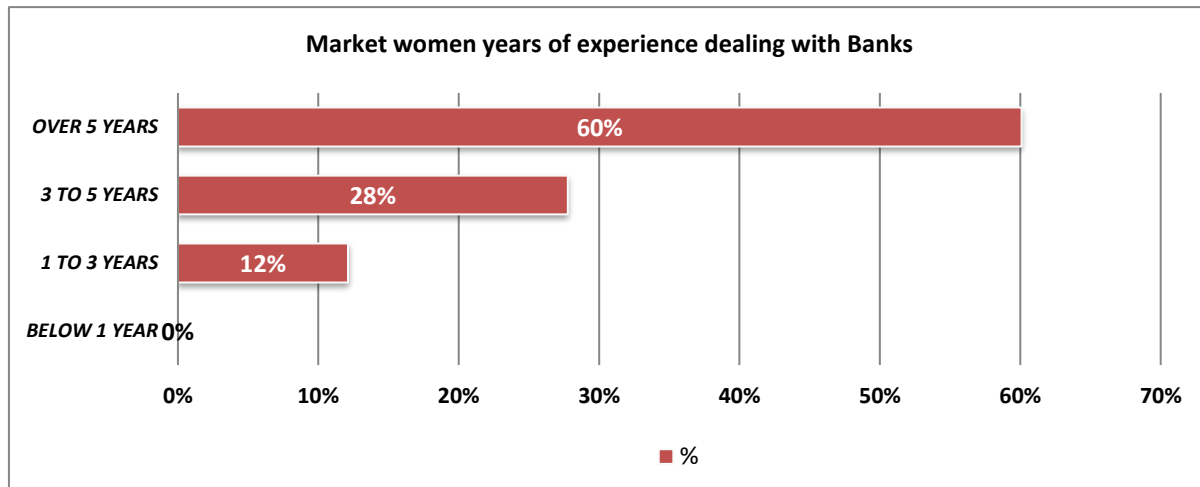


With the core objective of the research centered on ascertaining the attitude of market women to banking services, it was pertinent for the researchers to determine how many years the market women who participated in the study have dealt or operated with banks or financial institutions in the municipality. Responding to this question as shown in table 3 and figure 4 below, none of the market women had operated or dealt with Banks or financial institutions below a period of one (1) year; 24 out of 198 market women representing 12% had dealt with banks / financial institutions between the period 1 to 3 years; further 65 market women responded that they have dealt banks of financial institution between 3 to five years whereas 119 market women forming 60% had dealt with Banks / financial statements over a period of 5 years.

Table 3: Years of Experience Market Women have with Banks - Financial Institutions

Variable	Frequency	Percentage (%)
Below 1 year	0	0%
1 to 3 years	24	12%
3 to 5 years	55	28%
Over 5 years	119	60%
Total	198	100%

Figure 4: Survey Data, 2020 - Number of Years Market Women Dealt with Banks - Financial Institutions



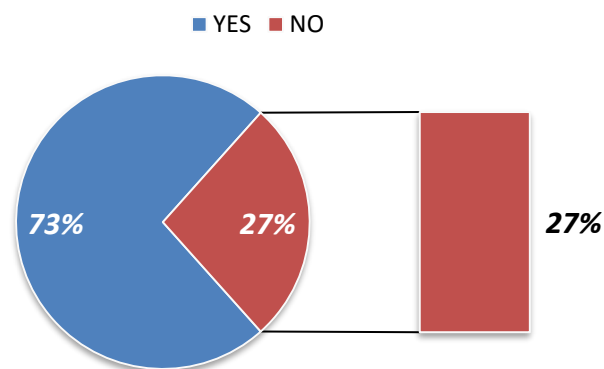
In ascertaining whether or not the market women who partook in the survey had their banks or financial institutions dissolved or licensed revoked through the cleanup exercise, responses displayed in table 4 and figure 5 elaborates that, 145 of them representing 73% responded yes while the remaining 45 women depicting 27% answered no. This means that majority (more than 70%) of market women in the Yilo Krobo municipality had their banks dissolved during the exercise.

Table 4: Did cleanup exercise affect banks or financial institutions of market women?

Variable	Frequency	Percentage (%)
YES	145	73%
NO	53	27%
Total	198	100%

Figure 5: Survey data, 2020 - percentage of market women who had their banks or financial institutions affected by the cleanup exercise.

Did Clean up exercise affect Banks/ Financial Institutions of Market Women?



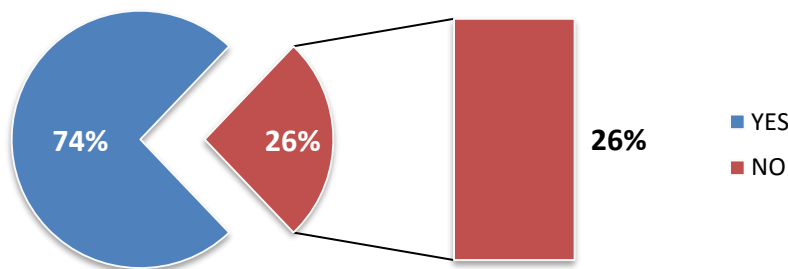
The first objective of the study was to ascertain whether or not market women have been affected personally by the cleanup exercise, and when interrogated, 147 out of the 198 forming 74% who participated in the study responded yes while the remaining 51 representing 26% answered no. This result is displayed in table 5 and figure 6 below.

Table 5: Did cleanup exercise affect market women in the Yilo Krobo Municipality?

Variable	Frequency	Percentage (%)
YES	147	74%
NO	51	26%
Total	198	100%

Figure 6: Survey data, 2020; percentage of market women who had been affected by the Ghana’s banking sector cleanup exercise

Did clean up exercise affect market women in the Yilo Krobo Municipality ?

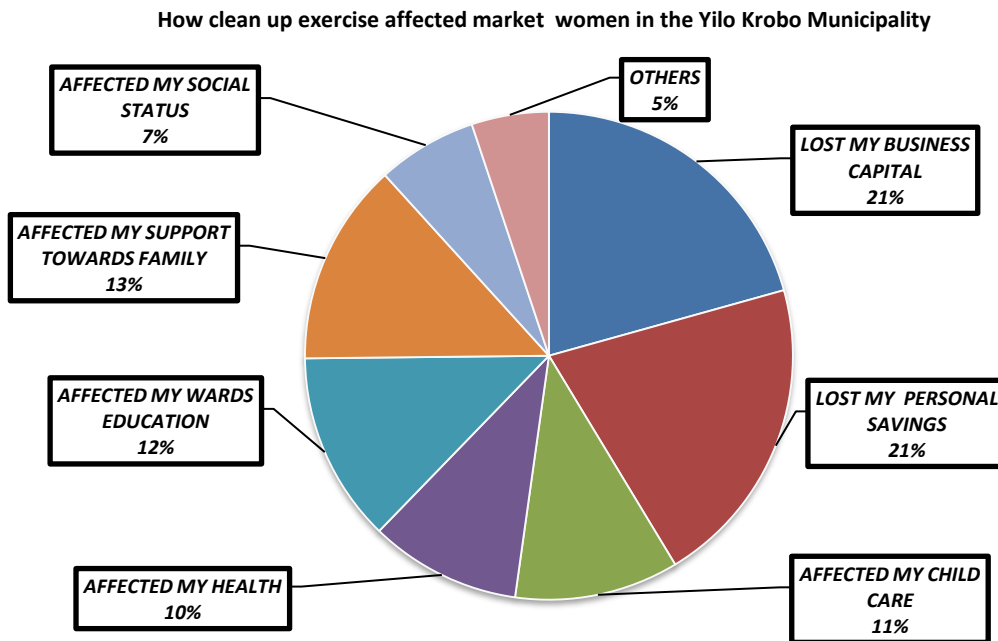


To fully satisfy the first objective, market women in the Yilo Krobo municipality, market women were required to state how they have been affected following the dissolution of their respective banks. The answers given exhibited in table 6 and figure 7 revealed that, 30 (21%) lost their business capital; another 30 (21%) lost their personal savings; 16 (11%) other women mentioned that it affected their child care, 15 (10%) had their health affected. Additional 18 (12.6%) market women mentioned that the cleanup exercise affected their wards education, 20 (13%) other mentioned that, the level of support towards their families have been affected while 10 (7%) other market women stated that their social status in their various communities have been affected. Eight (8) market women representing 5% mentioned other effects such as having their close relations been affected by way sicknesses and even resulting in deaths. Some also mentioned that they lost their jobs hence ending up in the market to earn a living.

Table 6: Effect of Cleanup Exercise on Market Women

Variable	Frequency	Percentage (%)
Lost my business capital	30	21%
Lost my personal savings	30	21%
Affected my child care	16	11%
Affected my health	15	10%
Affected my wards education	18	12.6%
Affected my support towards family	20	13%
Affected my social status	10	7%
Others	8	5%
Total	147	100%

Figure 7: Survey data, 2020; how the banking sector cleanup exercise affected market women in the Yilo Krobo municipality



The percentage of market women (26%) who had their financial institutions not affected and for that matter personally not affected by the cleanup exercise mentioned that, they saved and operated with a commercial bank in the municipality that was not affected due to its good standing with the Central Bank of Ghana, and the Rural Banks who were not included in the exercise nationwide. There were others who mentioned that, they saved with multiple banks and therefore were not affected.

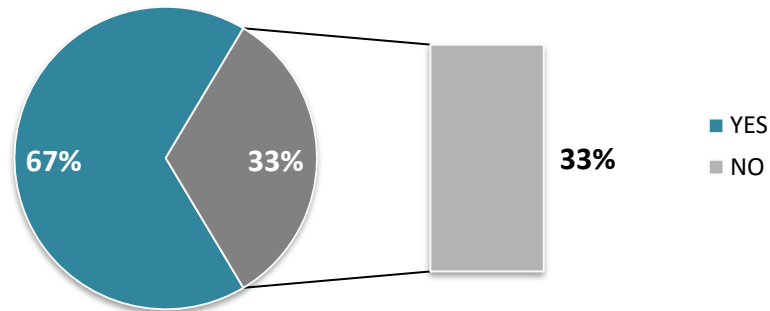
With the majority of market women been affected by the exercise, the research further quizzed to ascertain whether or not they still patronize banking services in the municipality. 133 market women representing 67% out of 198 mentioned that, they are still patronizing banking services while 65 representing 33% mentioned that they are not patronizing banking services following the cleanup exercise. Table 7 and figure 8 below displays responses from market women in the Yilo Krobo Municipality.

Table 7: Are market women patronizing banking services after cleanup exercise?

Variable	Frequency	Percentage (%)
YES	133	67%
NO	65	33%
Total	198	100%

Figure 8: Survey data, 2020; responds to whether or not market women are patronizing banking services following banking sector cleanup exercise

Are market women patronizing banking services after clean up exercise ?

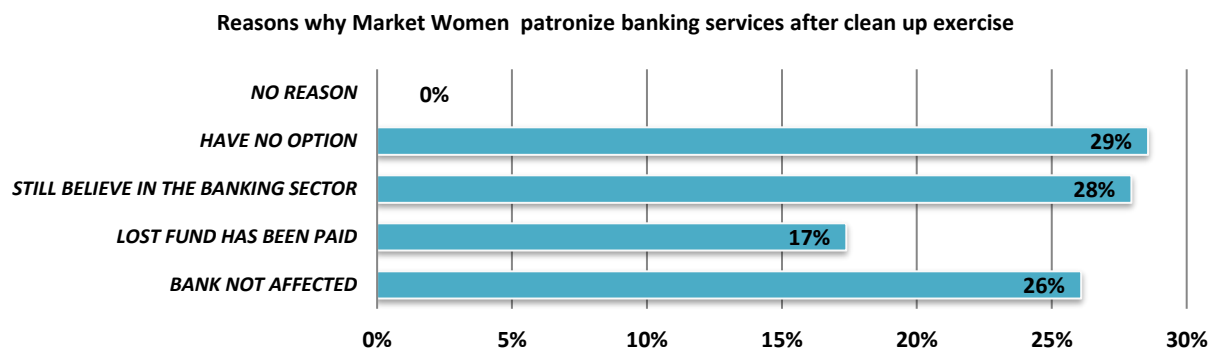


For market women that are still patronizing banking services after the cleanup exercise, 38 of them forming 29% mentioned that they are left with no option than to fall on the unaffected ones to continue to run their businesses. Another 37 (28%) of them stated that they still believe in the banking sector, other 35 representing 26% of the market women stated that, they are still patronizing because their banks were not affected whereas the remaining 23 forming 17% stated that the repayment of their lost funds by the Bank of Ghana is the reason for their continued patronage of banking services in the municipality following the cleanup exercise. This is consistent with the findings of Affum (2020) that, most customers of the defunct banks fell on the unaffected ones for credit facilities to operate their businesses. Table 8 and figure 9 below displays responses from market women in the Yilo Krobo Municipality.

Table 8: Reasons why market women patronize banking services after cleanup exercise

Variable	Frequency	Percentage (%)
Bank not affected	35	26%
Lost fund have been paid	23	17%
Still believe in the banking sector	37	28%
Have no option	38	29%
No reason	0	0%
Total	133	100%

Figure 9: Survey data, 2020; Reasons why some 67% of market women still patronizes banking services following the banking sector cleanup exercise of Ghana

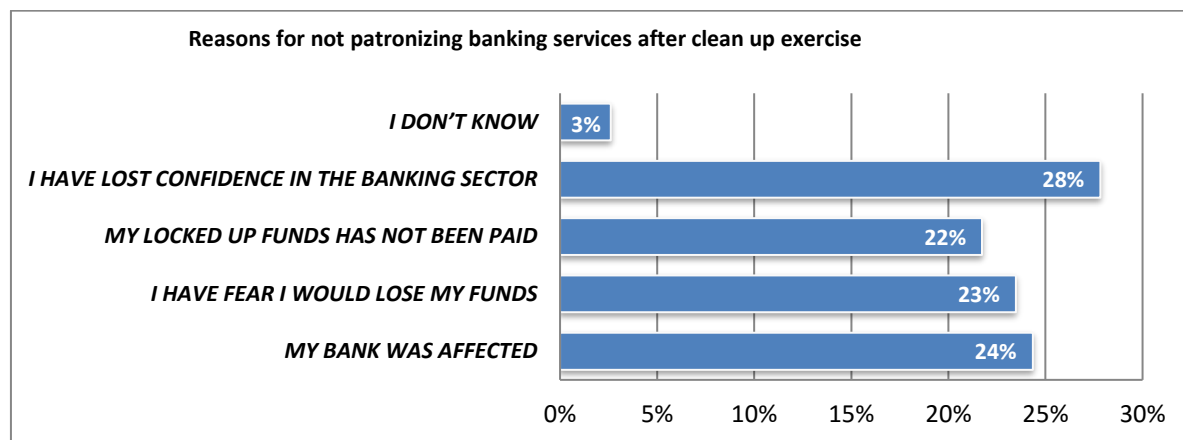


Responses exhibited in Table 9 and figure 10 below on ascertaining why 33 % of market women are not patronizing banking services after the cleanup exercise, 16 representing 24% stated that this was due to their banks or financial institutions been collapsed or affected by the exercise. Another 15 market women representing 23% feared they would lose their funds again if they should commence saving with unaffected financial institutions. Another 14 of them forming 22% stated that they are not patronizing services because their lost funds have not been paid, 18 representing 28% said they have lost confidence in the banking sector while the remaining 3 representing only 2% appeared not to have any reason for not patronizing banking services after the cleanup exercise by the Bank of Ghana.

Table 9: Reasons why market women do not patronize banking services after cleanup exercise

Variable	Frequency	Percentage (%)
My bank was affected	16	24%
I have fear i would lose my funds	15	23%
My locked up funds have not been paid	14	22%
I have lost confidence in the banking sector	18	28%
I don't know	2	3%
Total	65	100%

Figure 10: Survey data, 2020; Reasons why 33% of market women do not patronize banking services following banking sector cleanup exercise



To answer the third research question, market women were requested to evaluate their confidence level in the banking sector following the cleanup exercise in the Yilo Krobo municipality.

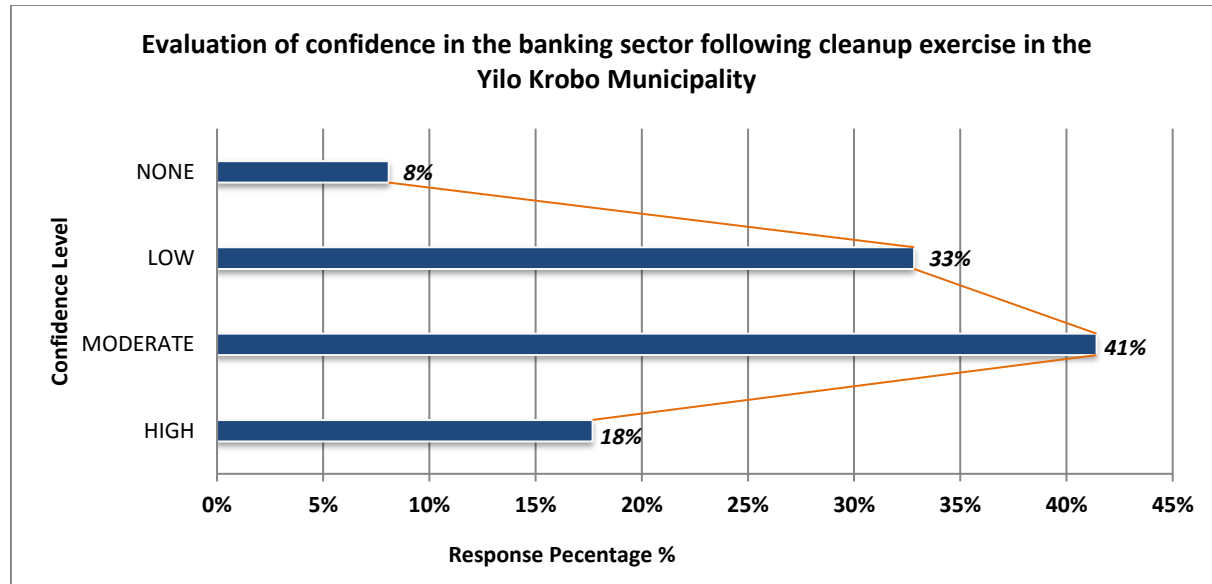
Table 10: Evaluate of market women confidence in banking following cleanup exercise

Variable	Frequency	Percentage (%)
HIGH	35	18%
MODERATE	82	41%
LOW	65	33%
NONE	16	8%
Total	198	100%

Table 10 and figure 11 shows ratings of the confidence level of market women in the banking sector following Ghana's clean up exercise. Out of the 198 market women that participated in the study, 35 representing 18% rated their confidence in the banking sector after the cleanup exercise as high. A further 82 market women representing 41% rated their confidence level in

the banking sector as moderate. Another 65 market women rated their confidence level in the banking sector low while 16 market women forming 8% rated a nil confidence in the banking sector following the cleanup exercise by the Central Bank of Ghana.

Figure 11: Survey data, 2020; evaluation of confidence of market women in the banking sector following cleanup exercise



From the responses one can deduce that, there exist some level of confidence in the banking sector among market women in the Yilo Krobo municipality, however, majority of them do not have high confidence (74%). From table 10 and figure 11 above, only 18% of market women have high confidence in the banking sector. The market women who rated their confidence level as high explained that, through the exercise, they have in a way been informed or educated to carefully investigate banks or financial institutions before subscribing to their services. For the majorities that do not have high confidence in the sector, it was ascertained that, they do not trust the banks or financial institutions as they feel there are some political interferences in the banking industry. Some of the market women also cited delayed repayment of their locked up funds as the reason for their loss of confidence in the banking sector.

5. CONCLUSION

The study examined the attitudes of market women in the Yilo Krobo municipality towards banking following the Bank of Ghana's banking sector cleanup exercise. The study ascertained that, even though market women in the municipality still patronize banking services, there exists some level of an opposing attitude towards banking among them in the municipality. The study revealed that, more than 70% of market women considered for the study had banks or financial institutions they save or operated their business with dissolved (license revoked) during the cleanup exercise and this resulted in majority (60%) of them losing the business capital and personal savings. The remaining (40%) also revealed that, the banking sector affected their support towards family, their wards education, their children, personal health care and social status. Others also revealed that they were indirectly affected as some close relations and friends suffered from high blood pressure, stroke and even death which affected their finances in the long run. The market women (30%) who were not affected saved with a commercial bank in the municipality which was not affected due to its good standing with the Central Bank of Ghana and the rural banks in the municipality who were generally not included in the plans of the Central Bank of Ghana for the exercise nationwide and for that matter were all not affected. Some of the market women even though had their financial institutions dissolved, revealed that they were not affected in their businesses and personal lives and this is because they saved and operated with multiple banks hence their insulation from the shocks the exercised posed on the banking population in the municipality.

However, irrespective of the fact that majority of market women were affected by the banking sector cleanup exercise, most of them (67%) continues to patronize banking services as they are not left with any other option than to fall on unaffected institutions for loans and support to sustain their businesses and livelihoods. Others also revealed that, their banks were not affected and for that matter they still believe in the banking sector. Some market women who were affected also declared that their locked up funds have been paid and hence their continual subscription to banking services in the municipality. On the

other hand, market women forming 33% who stated that they no longer patronize banking services was largely due to loss of confidence arising from the fact that that banks or financial institutions were affected and their locked up funds have not been paid. Owing to this, some market women fear they would lose their funds if they should deposit their funds with existing financial institutions with some also suspecting political interference in the Ghanaian banking sector.

These finding translated into a dilution in the confidence level among market women the Yilo Krobo municipality in the banking sector following the cleanup exercise. The studies revealed only 18% of the market women have high confidence in the banking sector. The Majority forming 41% rated their confidence level as moderate whereas the remaining market women rated a low confidence (33%) and a no confidence (8%) in the banking sector. This means that, majority of market women in the municipality do not have high confidence in the banking sector even though there exist some level of confidence.

On account of the above findings the study recommends;

- Not a similar exercise in the future as its ripple effects on the banking population, further will ruin trust in the banking sector especially among the banking population with low or without formal education. With the banking population of Ghana recorded to be 58%, triggering the formation of the National Financial Inclusion Strategy by the Ministry of Finance in 2017 with the aim of increasing Ghana's banking population from 58% to 85% by end of 2023 (MOFED, 2020), a similar exercise with even the rural banks which were not included in the past sanitization exercise can further destroy trust in the banking sector and in the long run could adversely affect the strategies to increase financial inclusion and literacy in Ghana. The bank of Ghana should rather continue but sternly enforce all banking regulations and required prudential parameters on regular basis and provide the needed support for banks and financial institutions in the case of challenges faced beyond the control of these institutions.
- That, since most of the banks or financial institutions in Ghana are privately owned, the Central Bank of Ghana should first propose and encourage mergers among financially fraught banks or a complete takeover by the Government in the case no headway in made in such proposals. This when done, will prevent collapse of struggling banks or financial institutions but rather make them stronger to continue to serve its customers as in the case of the Consolidated Bank of Ghana Bank of Ghana (2018).
- That, in the rouse of extreme cases where a bank or financial institution consistently ignores or defaults on its regulations or prudential limits and the Central Bank is left with no alternative than to withhold its license, the dissolution process must be carefully planned paying fervent attention to the banking customers. Surmising from this study, repayment of locked up funds could either renew trust or completely destroy trust in the banking sector if attention is not paid to it. For instance, in an unconvincing occasion of a bank failure, the Federal Deposit Insurance Corporation (FDIC) of America acts speedily to guard insured depositors by organizing a sale to a stronger bank, the process known as the Purchase and Assumption Transaction, or by paying depositors directly for their deposit accounts to the insured limit. With the Purchase and Assumption Transaction which is mostly the preferred and most common method in the United States of America, a healthy bank assumes the insured deposits of the failed bank. Insured depositors of the failed bank immediately become depositors of the assuming bank and have access to their insured funds. The assuming bank may also purchase loans and other assets of the failed bank. Regarding deposit payoffs, when there is no open bank acquirer for the deposits, the FDIC will pay the depositor directly by check up to the insured balance in each account. Such payments usually begin within a few days. It mostly the FDIC's goal to make deposit insurance payments within two business day of the failure of the insured FDIC (2010). This study recommends that, the standards in Ghana should be set along this line.

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