

UNIVERSITY OF LAGOS
SCHOOL OF POSTGRADUATE STUDIES
DEPARTMENT OF BUSINESS ADMINISTRATION

RECOMMENDATION FOR THE APPROVAL OF EXAMINERS' REPORT

PARTICULARS OF THE CANDIDATE

NAME: BAKARE Rasaki Dayisi
MATRICULATION NUMBER: 019023274
QUALIFICATIONS: B.Sc. (Hons.) Business Administration, 2², (OSU), 2000;
M.Sc. Marketing, (UNILAG), 2003
DEGREE IN VIEW: Ph.D. Marketing
DATE OF FIRST REGISTRATION: February, 2010
STATUS: Staff Candidate
APPROVED TITLE OF THESIS: E-banking Service Delivery and Customer Satisfaction in
Selected Commercial Banks in Lagos, Nigeria
DATE OF APPROVAL: 14th December, 2016
FIELD OF STUDY: Marketing

APPROVED SUPERVISORS

1. Prof. B.E.A. Oghojafor
Department of Business Administration
University of Lagos, Nigeria
2. Dr. A. Oniku (**Lecturer I**)
Department of Business Administration
University of Lagos, Nigeria

PANEL OF EXAMINERS:

External

1. Prof. A. O. Salami
Department of Business Administration
College of Management Science
Federal University of Agriculture, Abeokuta,
Ogun State
Email: akeemsalami2002@yahoo.com
Tel: 08038458618

Internal

1. Dr.(Mrs) B.N. Dixon-Ogbechi (**Associate Prof.**)
Department of Business Administration
University of Lagos, Nigeria
2. Dr. F. Anyim (**Senior Lecturer**)
Department of Employment Relations and Human
Resource Management.
University of Lagos, Nigeria

SPGS REPRESENTATIVE

Dr. N.M. Nwakeze (**Associate Prof.**)
Department of Economics
University of Lagos, Nigeria

DATE OF ORAL EXAMINATION:

25th July, 2017


EXAMINERS' REPORT:

- (i) **Standard of Presentation:** The standard of presentation was very good.
- (ii) **Methodology:** The methodology used was appropriate and adequate.
- (iii) **Knowledge of the Field Demonstrated by the Candidate:** The candidate demonstrated a good mastery of the subject matter.
- (iv) **Contributions to knowledge made therein:**
 - (1) The study developed a conceptual model that brings together major determinants of E-banking Service Delivery, their individual and aggregate effect on customers' satisfaction.
 - (2) The thesis revealed that service quality delivery dimensions can individually and collectively enhance customers' satisfaction
 - (3) The thesis extended Electronic Service Quality (E-S-Qual) framework to suite the Nigerian Commercial context by introducing perceived value as mediating variable
- (v) **Performance at Oral Examination:** The performance at the oral examination was good.
- (vi) **Any Other Comments:** The minor corrections pointed out are to be effected to the satisfaction of the Internal Examiners.

RECOMMENDATION:


We recommend that Thesis be accepted and the degree of **Doctor of Philosophy (Ph.D.)** in Marketing be awarded to the candidate, **BAKARE Rasaki Dayisi**, subject to item (vi) above.

SIGNATURES


Dr. (Mrs) B. N. Dixon- Ogbechi
Internal Examiner


Dr. F. Anyim
Internal Examiner

(Signed)
Prof. A. O. Salami
External Examiner


Dr. (Mrs.) N. M. Nwakeze
SPGS Representative



Prof. O. L. Kuye
Chairman of Panel

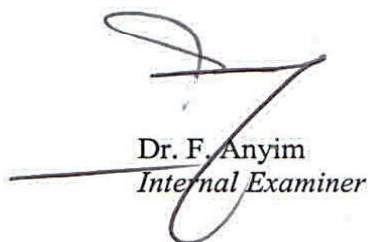
25th July, 2017

CERTIFICATION

We certify that the Thesis has been corrected in accordance with the comments of the examiners to our satisfaction. We therefore recommend that the degree of **Doctor of Philosophy (Ph.D.)** in Marketing be awarded to the candidate, **BAKARE Rasaki Dayisi**.

SIGNATURES

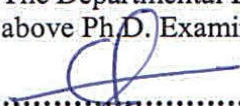

Dr. (Mrs) B. N. Dixon- Ogbechi
Internal Examiner

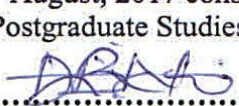

Dr. F. Anyim
Internal Examiner

1st August, 2017

DEPARTMENTAL RECOMMENDATION:

The Departmental Postgraduate Committee at its meeting of 8th August, 2017 considered and recommends the above Ph.D. Examiners' Report to the Board of the School of Postgraduate Studies for approval.


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Dr. A. Oniku
Chairman, Departmental PG Committee


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Dr. (Mrs.) B. N. Dixon-Ogbechi
Ag. Head, Department of Business Administration