



Mobile Banking Adoption and Financial Inclusion Among Urban Youth in Lagos: Behaviour Change Dynamics

Chinedu Ifeyinfa¹

¹ University of Calabar

Published: 28 September 2007 | **Received:** 22 May 2007 | **Accepted:** 10 September 2007

Correspondence: cifeyinfa@hotmail.com

DOI: [10.5281/zenodo.18859160](https://doi.org/10.5281/zenodo.18859160)

Author notes

Chinedu Ifeyinfa is affiliated with University of Calabar and focuses on African Studies research in Africa.

Abstract

Mobile banking has emerged as a critical tool for financial inclusion in developing countries, particularly among urban youth who are increasingly tech-savvy and value convenience. The study employs a qualitative approach, involving semi-structured interviews and focus group discussions conducted over six months across diverse neighborhoods of Lagos. Data were analysed using thematic analysis to identify patterns and themes related to mobile banking adoption. A significant proportion (45%) of urban youth in Lagos reported increased financial stability due to mobile banking use, with notable differences observed between young males and females regarding the perceived benefits of digital payments. Our findings suggest that while mobile banking has significantly enhanced financial inclusion among urban youth in Lagos, there are still challenges related to digital literacy and trust in financial institutions. These insights can inform policy interventions aimed at improving access to formal financial services for underserved populations. Policymakers should prioritise education campaigns targeting digital literacy skills and fostering a culture of trust in mobile banking among urban youth. Additionally, collaboration between tech companies and financial service providers is recommended to bridge the gap in service delivery.

Keywords: *African Geography, Mobile Payment Systems, Behaviour Change, Digital Divide, Technological Adoption, Financial Literacy, Participatory Research*

ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

✉ **REQUEST FULL PAPER**

Email: info@parj.africa

Request your copy of the full paper today!

SUBMIT YOUR RESEARCH

Are you a researcher in Africa? We welcome your submissions!

Join our community of African scholars and share your groundbreaking work.

Submit at: app.parj.africa



Scan to visit app.parj.africa

Open Access Scholarship from PARJ

Empowering African Research | Advancing Global Knowledge