

The Role of Electronic Payment Methods in Facilitating Money Transactions in Erbil City

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Abstract—The emergence of e-commerce has created new financial needs that in many cases cannot be effectively fulfilled by the traditional payment systems. All interested parties are exploring various types of electronic payment system (EPS) and issue EPS and digital currency. Therefore, I conducted a research on the availability and variety of electronic payment methods in Erbil city, to see the extent of use them in financial transactions. The sample of the research included three banks (Cihan, RT, and Byblos). The distributed questionnaires were 40 and collected just 31 were valid to statistically analysis. The questionnaire was designed according to the five-dimensional Likert scale. The SPSS program was used for statistical analysis to extract results. Based on the results, the following most important conclusions were achieved. The results showed that banks have a great interest in electronic payment methods to attract customers and improve customer services. Electronic payment methods are limited only to customers who have a good ability to handle the internet. According to the results, we made a number of recommendations: Banks should pay attention to issuing new and modern electronic payment methods to attract new customers and follow developments in global markets. Banks and other specialized organizations should conduct awareness programs for clients on the importance and ease of using electronic payment methods in financial transactions in local and international markets.

Keywords—Cards, Credit, Debit, Electronic cash, Electronic payment, Prepaid, Transaction.

I. INTRODUCTION

The electrification of payment services started many years ago and has reached a high level of maturity in many countries. The first stage of innovation, process innovation, and changed the way interbank payments are processed but went almost unnoticed by the public. Further stages of innovation were more visible since they affected the way that customers interacted with their banks.

Most notable was the product innovation of electronic banking, for example, automatic teller machine (ATMs), card payments, and remote banking facilities. The banking industry was the main driving force behind these developments, which were primarily aimed at cost-saving and gains in efficiency.

At present, the electronification of payments is approaching another stage, which can be largely grouped around new business opportunities in electronic commerce that has arisen from the use of the internet. High-speed networks for data transmission and communication allow new means of interaction between consumers and merchants. Many aspects of commerce have changed, including the availability of products and services and the way that customers search, order, and pay for them. Equally, they facilitate a larger

variety of remote interactions with banks. This development can lead to greater efficiency and convenience, especially if purchasing, invoicing, and payment solutions are integrated into ways that allow straight-through processing of transaction data. In addition, this development also facilitates the process of exchange and transfer of money in the case of unstable situations, thus providing the element of safety and reducing the risk.

A. Research Problem

The development of e-banking processes in recent years has had a significant impact on the development of e-commerce, which has been a key factor in the development of electronic payment means and has shifted from traditional money and paper-based payment methods to new electronic payment means.

Among these developments in the means of payment, the importance of the problem of research can be formulated as follows:

1. What is electronic payment means?
2. What are the factors that help and obstruct the development of electronic payment methods?
3. What is the future of electronic payment methods in Iraq?

B. Research Importance

In developed countries, individuals, families, and businesses use the internet and modern means for shopping, withdraw and pay the money and to carry out some banking operations. Thus, banks achieve returns and profits on the one hand and reduce the risk of money transfers on the other hand.

The importance of research is also shown by changing the traditional nature of banks from accepting deposits and granting credit to providing developing banking services based on information and communication technology. In addition, this research will shed light on the ability of electronic payments in dealing and handling the money transaction in Erbil city.

C. Research Objectives

Through this research, we aim to achieve the following objectives:

- Identify the practice of electronic payment methods and their use in the local market.
- To clarify the positive and negative factors that stand in the way of the use of electronic payment methods.
- Try to know the role of electronic payment systems (EPS) and their contribution to increasing the effectiveness of the money transaction.

D. Research Hypothesis

We will proceed in this research of the following assumptions:
 H_0 : There is a big number of electronic payment methods available in the banks of Erbil city.

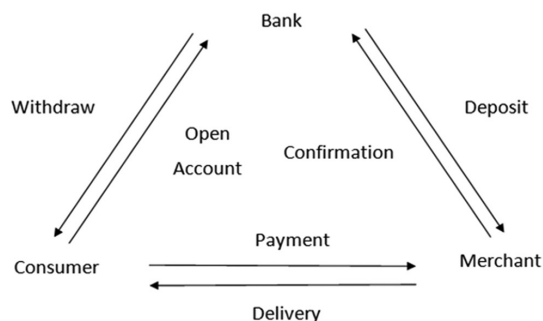
H_1 : There is a limited number of electronic payment methods available in the banks of Erbil city.

The sample of this research is three banks that issue E-payments methods, which are (Cihan Bank, RT Bank, and Byblos Bank); we distributed (40) questionnaires to the three banks management staff, 8 questionnaires were discarded, and (31) questionnaires were valid for analysis.

This study used an analytical descriptive methodology. This methodology is based on the study of one of the phenomena, regardless of its classification as it exists on the ground, describing it as an accurate description without exaggeration or minimization by defining it and then stating its causes and characteristics and the extent of their impact on other variables.

Hence, we can rely on the analysis of the results for the future and come out with recommendations that benefit the human future and improve the way of life and the type of services.

The diagram below represents E-payment processes in general:



Source: Preparation by the researcher

II. LITERATURE REVIEW

A. History of Payment System

The oldest known trading system is a barter system where goods were being exchanged for the desired goods. The problem with this system was the lacking of standardization on the quantity and goods to be exchanged. For example, if one has a cow and wants to trade for rice, how much rice should one received in equivalent to a cow, and if the rice's owner does not want a cow, how the trading should proceed? In solving the problem, coins and paper notes were introduced. The coins and paper notes have a market value attached to them that enable users to exchange for any desire goods and services. Using this system, one has to carry the coins and paper notes around and must have enough value in the pocket for every trading or transaction to complete. As time progresses, the next in line is payment through checks. The checks are issued with bank agreement as a trusted body to authenticate the validity of the payers and the amount stated. This system allows the consumer to make a large amount of transaction without having to carry coins or paper notes around which might risk consumer to robbery.

However, using this method, merchants are exposed to invalid checks where there is no money or account exists in the bank. Soon after the checks, ATM cards were introduced to improve the payment system and become the first to allow transaction through electronic. ATM cards are issued by banks or by chain stores that allow consumers to do shopping without a need to carry coins, paper notes, or checks. After the success of ATM cards, credit cards were introduced as a new payment scheme.

The new method requires consumers to loan money from card issuers on every transaction. On each transaction, the issuers will make the payment on behalf of the consumers; the consumer then pays back the amount to the card issuers within the given period or risk being charged with interest. For both ATM and credit cards, anyone who manages to obtain the card, illegally, will be able to utilize it because there is no authentication needed on the payment except for the signature, which also can be forged.

Since the explosion of the internet, more and more people are being hooked to the convenience, the internet has to offer. The Internet has connected people around the world and subsequently enables businesses to offer products and services around the globe without being physically present in front of consumers or potential consumers. As time goes by, the internet has become a part of daily life, which demands more and more applications being created and services being made available to make full use of the infrastructure. In line with the online business transaction, E-cash is one of the services that attract people attention for doing business transaction electronically. It is a replacement for traditional coins and paper notes, which is not viable for e-commerce. Another alternative for online payment scheme is the credit cards; however, credit cards require recording of transactions to be made into some individual accounts (Razali, 2002. p. 1).

*Definition of Important Terms**Definition of payment system*

A payment system is a set of processes and technologies that transfer monetary value from one entity or person to another. Payments are typically made in exchange for the provision of goods, services, or to satisfy a legal obligation. They can be made in a variety of currencies using several methods such as cash, checks, electronic payments, and cards (Treasury alliance, 2014. p. 2).

Definition of traditional payment method

A socially acceptable payment method to facilitates transactions for the exchange of goods and services as well as debt repayment (Khadija, 2013. p. 29).

Definition of electronic payment method

E-Payments may be defined as all payments that are initiated, processed, and received electronically (Hartmann, 2006. p. 7).

Parties of E-payment System

Although the means differ in these systems, they all contain four elements: (Al-Gedaya and Jawdat, 2008. p. 235)

1. Buyer, payer, and card holder: Are the person or persons who obtained the card after submitting a request to the issuer, and the issuer agreed to grant it to them to enable them to purchase or obtain a service or cash withdrawal or financial transfer.
2. Trader, seller, and beneficiary: A party that delivers the value of the electronic payment for the price of the goods or service provided to the buyer.
3. Source and editor: A bank or financial institution that issues electronic payment methods through which the payment is made.
4. Organizer (world card center: Is a global institution that carries out the process of establishing cards and sponsors them and issues licenses to all banks around the world to agree to enter the membership of these cards and undertakes the financial settlement due from their use and for a commission usually ranging between 1% and 4% of the value of the transaction paid by the trader in addition to the subscription Annual (Khadeja, 2013. p. 21).

Types of E-payment means

EPS can be classified into five categories (Kim et al., 2010), these categories are: (Oney et al., 2017. p. 397).

Electronic cash

Electronic cash is a method of payment in which a specific identification number is associated with a specific amount of money (Kim et al., 2010). This method was developed as an alternative of credit card and debit card for e-commerce. Electronic cash is the informational equivalent of physical banknotes and coins (Zwass, 1996). Individuals have to purchase electronic digital cash from the issuing company to be able to use this system (Abrazhevich, 2004). The purchased digital cash can be transferred through electronic telecommunication channels (Hsieh, 2001, Kim et al., 2010). Electronic cash can offer such benefits as buyer anonymity, global validity, and divisibility (Zwass, 1996), for example, PayPal and Western Union.

Pre-paid cards

Pre-paid cards are generated for a particular value by a specific merchant and are used for in-store or online transactions (Kim et al., 2010, Kniberg, 2002). Although in practice, the pre-paid cards are given as "gift cards" where a gifted can select goods or services up to the amount pre-loaded on the card, it is also common where they are used by an individual who pre-loaded the card for personal use. Alternatively, companies provide pre-paid cards as part of their customer relationship management strategies in the form of corporate gifts or compensation of individual customers who experienced dissatisfaction. The person, who would like to use pre-paid cards online, enters the unique card number on the seller's website to pay for the goods or services during the checkout process. The amount to be paid to the seller is deducted from the value of the card. Most of the pre-paid cards are 1-time use only and they expire after a given time period if not used; a number of businesses started to allow customers to use pre-paid cards without an expiration date and on more than one transaction within a certain time period (e.g., Within a month's time from its first use). The reason why pre-paid cards are preferred by consumers is their ease of use and convenience (Kim et al., 2010).

Credit cards

Credit cards are plastic payment cards issued to the users to make online or offline financial transactions. Credit cards are the most frequently used form of e-payment (Hsieh, 2001, Kim et al., 2010). Visa, which is one of the biggest credit card companies, reported that e-purchases reached \$350 billion this year. Credit cards involve highly complex transaction structure and provide a secure medium for its users (Wright, 2002). Compared to other EPS, credit cards are not appropriate for micropayments (i.e., payments smaller than \$1), unlike electronic cash.

Debit cards

Debit cards (also known as bank cards or check cards) are a plastic card which allows individuals to withdraw cash from their bank accounts through automated teller machines (ATMs) without face-to-face interaction in a bank, as well as to pay for goods and services both online and offline. Debit cards are issued by banks (public/private) and financial service providers. Unlike credit cards, once an individual pay with a debit card, the amount is automatically deducted from his/her bank account. Debit card is one of the most frequently used e-payment methods (Kim et al., 2010).

Electronic cheques

Electronic cheque is a form of e-payment, which is designed to work in the same way with a traditional/paper check. The main difference between electronic cheque and paper cheque is that actual funds are debited or credited electronically with the use of electronic check. Compared to other e-payment methods, the electronic cheque is the least popular (Yahid et al., 2013).

Based on the above review, it is apparent that pre-paid, credit, and debit cards are the most frequently used e-payment methods, whereas the electronic cash method has been operating as a complement to them. Electronic cash has been mostly used for small-value transactions while pre-paid,

credit, and debit cards have been employed for most types of transactions except small-value transactions. The reason for not using pre-paid, credit, and debit cards for small-value transactions is that it can be disproportionately expensive to employ these methods for small amounts. Since no single e-payment method pre-dominates the sector, all the methods can be seen as an alternative to each other. Furthermore, security mechanisms and ease of use are important elements for individuals while deciding on the type of EPS to use. Importance should be given appropriately to these elements to reduce transaction risk and increase the use of EPS.

Requirements for developing EPS in Iraq (Al-Khafagi, 2010. p. 11-13)

1. Upgrading to an advanced level of commercial and electronic exchange requires a project such as "Computer for All" home and "enterprise" and that means 6 million computers are needed in the country on the assumption that Iraq is composed of 5 million families and 1 million companies as well as modern communication and transportation facilities providing speed network connectivity. To achieve such a project, government agencies should reduce computer prices or subsidize it or installment it. Note that, Iraq is one of the countries that have enacted the tax exemption for the equipment of the computer, which contributes to the decline in prices but the prices remain not accessible to large sectors of Iraqi society.
2. Reduce the subscription prices to the internet to suit the income of citizens, because increasing the number of subscribers, means increasing the number of users of electronic commerce and thus increase the use of electronic payment. In recent years, Iraq has allowed the use of independent internet systems linked to the satellite – which made many institutions and individuals connect to network, and to compete with these owners, the subscription price has dropped dramatically but remains a financial burden for most individuals and institutions.
3. As far as is known, rural and remote areas accommodate more than 61% of Iraq's population. Most of these sectors are not serviced by infrastructure, and there are few advanced telecommunications systems that can support electronic trade and exchange. If we do not include this sector, Iraq will not actually enter the information age.
4. Another requirement is to take courageous and calculated decisions by private and public banks to launch credit cards and other e-transactions for trade-related requirements. This is done by reducing fees and commissions for electronic services. Some banks started calculated steps in this direction, but not at the level of achieving e-commerce or real electronic financial exchange.
5. Airports, hotels, and major companies must acquire the means of e-commerce to support tourism, which is a key element in the electronic trade exchange and using electronic payments. A study conducted by the researcher mentioned in the above source shows that airports and major hotels lack even electronic reservations.
6. The concerned authorities should inform and educate about the importance of electronic financial exchange. Without this

cultural awareness, the goal will not be realized. Iraq has made an encouraging step to hand over the wages of retirees through the smart card, although it needs more technical maturity, such a move can contribute significantly to raise awareness of electronic exchange and raise confidence.

7. Establish fair, secure, and enforceable laws that protect the issuers and users of electronic means of payment and electronic commerce from electronic crimes, fraud, and forgery, and this gives full confidence in their use. Iraq lacks such legislation and also lacks officers, investigators, and judges who specialize in cybercrime and lacks legislation that protects intellectual rights, making it dependent on external software.
8. Preparing trained and specialized cadres in information systems, computers, network security, and banking matters.

Determinants of electronic payment methods in Erbil (Ammar, 2009. p. 118)

The electronic payment methods that have been found to compensate for these traditional ones are not perfect. They create problems and shortcomings of a new type in the banking world, which affects their reputation among the public. This has led to caution when used. These determinants are as follows:

1. The security risk of electronic money
2. Legal risks of electronic money
3. Legal and regulatory challenges for smart cards
4. Management challenges
5. Technological challenges.

III. PRACTICAL STUDY

A. Data Collection and Data Analysis

The data for this research were generated from both primary and secondary sources. The primary data were sourced through a structured questionnaire. Copies of the questionnaire were distributed to the management of the three banks (Cihan, Byblos, and RT). The responses of the questionnaire were ranked with the Likert Scale.

B. Descriptive statistics

1. The mean of the first paragraph (3.61) at a standard deviation (0.882) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers within the same field. Which are the banks understand the importance of means of electronic payment in attracting customers?
2. The mean of the second paragraph (3.09) at a standard deviation (0.943) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers within the same field and that the bank is working on developing electronic payment methods in Erbil by issuing new and modern means.
3. The mean of the third paragraph (3.35) at a standard deviation (0.797) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers within the same field. The banks are working

to make electronic payment methods issued by them, acceptable in different places and locations of the world.

4. The mean of the fourth paragraph (3.45) at a standard deviation (0.767) was less than 1. This indicates that there was no dispersion in the sample. This indicates that the answers to the sample within the same field. That means that the electronic means of payment are restricted to those who are good to deal with them.
5. The mean of the fifth paragraph (3.77) at a standard deviation (0.762) less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers within the same field that the banks depend on the means of electronic payment in a large part of their profits.
6. The mean for the sixth paragraph (3.93) at a standard deviation (0.512) is less than 1. This indicates that there is no dispersion among the sample. This indicates that the sample answers within the same field. Indicate that the banks have an understanding that electronic payment methods reduce costs.
7. The mean of the seventh paragraph (3.16) at a standard deviation (0.860) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers within the same field. This indicates banks understand that electronic payment methods increase the volume of business transactions.
8. The mean of the eighth paragraph (3.48) at a standard deviation (0.851) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers within the same field and refer to payment facilitate access to international and local markets.
9. The mean of the ninth paragraph (3.51) at a standard deviation (0.811) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the answers within the same field mean that means that electronic payment methods improve customer service.
10. The mean of the tenth paragraph (3.09) at a standard deviation (0.934) is less than 1. This indicates that there is no dispersion in the sample of the research sample. This indicates that the sample answers within the same field. The bank is aware that electronic payment methods increase the efficiency of the bank's performance.
11. The mean of the eleventh paragraph (3.35) at a standard deviation (0.767) is less than 1. This indicates that there is no dispersion in the sample. The bank is aware that electronic payment methods contribute to the provision of new banking services.
12. The mean for the twelfth paragraph (3.45) at a standard deviation (0.762) is less than 1. This indicates that there is no dispersion in the sample which is that the banks are working to solve problems that hinder the use of electronic payment methods.
13. The mean of the thirteenth paragraph (3.77) at a standard deviation (0.838) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers within the same field. The banks are working to provide employees with the necessary training and skills.
14. The mean of the fourteen paragraphs (3.64) at a standard deviation (0.838) is less than 1. This indicates that there is no dispersion in the sample. This indicates that the sample answers

within the same field. That banks provide with of equipment and means for the use of electronic payment methods.

15. The mean of the fifteenth question (3.60) at a standard deviation (0.823) is less than 1 and this indicates that there is no dispersion in the sample of the research. This indicates that banks are working to increase customer confidence by increasing the use of electronic payment methods.

C. Results and Data Analysis

First, we collected some real information about three banks (RT, Cihan, and Byblos) and reached to this information:

General information of RT bank

1. The name of the bank or the company issuing the electronic payment methods: RT bank
2. The number of years of work in the city of Erbil: 17
3. Number of branches of the bank or company in Erbil: 1
4. Types of electronic payment methods issued by your company or bank (Cards, Online services, and ATM)
 - ATM
 - Online service
 - Cards
5. Number of electronic payment methods available in 2012: 0 and what are they?
6. Number of electronic payment methods currently available: 3

And what are they? ATM, Online service, and Cards.

General information of Cihan bank

1. The name of the bank or the company issuing the electronic payment methods: Cihan bank
2. The number of years of work in the city of Erbil: 9
3. Number of branches of the bank or company in Erbil: 2
4. Types of electronic payment methods issued by your company or bank (Cards, Online services, ATM)
 - ATM
 - swift
 - Cards
5. Number of electronic payment methods available in 2012: 1 and what are they? Swift

TABLE 1
SUMMARY OF ALL QUESTIONS

Statistics	N valid	Mean	Standard deviation
x1	31	3.61	0.882
x2	31	3.09	0.943
x3	31	3.35	0.797
x4	31	3.45	0.767
x5	31	3.77	0.762
x6	31	3.93	0.512
x7	31	3.16	0.860
x8	31	3.48	0.851
x9	31	3.51	0.811
x10	31	3.09	0.943
x11	31	3.35	0.797
x12	31	3.45	0.767
x13	31	3.77	0.762
x14	31	3.64	0.838
x15	31	3.60	0.823

6. Number of electronic payment methods currently available: 3 And What are they? ATM, Swift, and Cards.

General information of Byblos bank

1. The name of the bank or the company issuing the electronic payment methods: Byblos bank
2. The number of years of work in the city of Erbil: 11
3. Number of branches of the bank or company in Erbil: 1
4. Types of electronic payment methods issued by your company or bank (Cards, Online services, and ATM)
 - ATM
 - Cards
5. Number of electronic payment methods available in 2012: 1, and what are they? ATM
6. Number of electronic payment methods currently available: 2 And What are they? ATM, Cards.

From the above information, we noticed that in 2012 there is a little number of electronic payments methods (ATM + Swift), but they increased fast nowadays and reached to be more than five types (ATM, Swift, Cards, Prepaid + Master Card, and Online Service).

1. Your bank/company understands the most important means of electronic payment in attracting customers.

Valid	Frequency	Percent
Disagree	4	12.9
Neutral	8	25.8
Agree	15	48.4
Strongly agree	4	12.9
Total	31	100.0

The highest response was from 48.4% to the agreement of the statement. This indicates that most of the respondents agree with this paragraph.

2. Your bank/company is working on developing electronic payment methods in Erbil by issuing new and modern means.

Valid	Frequency	Percent
Disagree	9	29.0
Neutral	13	41.9
Agree	6	19.4
Strongly agree	3	9.7
Total	31	100.0

The highest level of response to the sample was 41.9% in favor of neutrality after this was disagreement percent by 29%. This indicates that most of the respondents' trend to disagree with this paragraph.

3. Your bank/company makes electronic payment methods issued by you acceptable in different places and locations of the world.

Valid	Frequency	Percent
Disagree	4	12.9
Neutral	14	45.2
Agree	11	35.5
Strongly agree	2	6.5
Total	31	100.0

The highest level of response to the sample was 45% in favor of neutrality, after that come, percent of the agreement

by 35.5%. This indicates that the respondents are agreeing with this paragraph.

4. Electronic payment methods are limited to customers who are good at dealing with the internet.

Valid	Frequency	Percent
Disagree	2	6.5
Neutral	16	51.6
Agree	10	32.3
Strongly agree	3	9.7
Total	31	100.0

The highest level of response to the sample was 51% in favor of neutrality after that come, percent of the agreement by 32.3%. This indicates that the respondents are between neutrality and agreement with this paragraph.

5. Your bank/company depends on the means of electronic payment in large part of the profits.

Valid	Frequency	Percent
Disagree	3	9.7
Neutral	4	12.9
Agree	21	67.7
Strongly agree	3	9.7
Total	31	100.0

The highest response was 67% toward the approval of the statement. This indicates that most of the respondents agree with this paragraph.

6. Your bank/company understands that electronic payment methods reduce costs.

Valid	Frequency	Percent
Disagree	4	12.9
Neutral	6	19.4
Agree	18	58.1
Strongly agree	3	9.7
Total	31	100.0

The highest response was 58% toward the approval of the statement, which indicates that most of the respondents agree with this paragraph.

7. Your bank/company understands that electronic payment methods increase the volume of business transactions.

Valid	Frequency	Percent
Neutral	5	16.1
Agree	23	74.2
Strongly agree	3	9.7
Total	31	100.0

The highest response was from 74.2% to the agreement of the statement, which indicates that most of the respondents agree with this paragraph.

8. Your bank/company understands that electronic payment methods facilitate access to local and international markets.

Valid	Frequency	Percent
Disagree	7	22.6
Neutral	14	45.2
Agree	8	25.8
Strongly agree	2	6.5
Total	31	100.0

The highest level of response to the sample was 45% in favor of neutrality. This indicates that most of the respondents are neutral in this paragraph.

9. Your bank/company understands that electronic payment methods improve customer service.

Valid	Frequency	Percent
Disagree	5	16.1
Neutral	8	25.8
Agree	16	51.6
Strongly agree	2	6.5
Total	31	100.0

The highest response was 51% toward the approval of the statement, which indicates that most of the respondents agree with this paragraph.

10. Your bank/company understands that electronic payment methods increase the efficiency of bank/company performance.

Valid	Frequency	Percent
Disagree	4	12.9
Neutral	9	29.0
Agree	16	51.6
Strongly agree	2	6.5
Total	31	100.0

The highest response was 51% toward the approval of the statement, which indicates that most of the respondents agree with this paragraph.

11. Your bank/company understands that electronic payment methods contribute to the provision of new banking services.

Valid	Frequency	Percent
Disagree	9	29.0
Neutral	13	41.9
Agree	6	19.4
Strongly agree	3	9.7
Total	31	100.0

The highest level of response to the sample was 41% in favor of neutrality. This indicates that most of the respondents are neutral in this paragraph. After that disagreement percent comes by 29%; therefore, the participants' trend to disagree with this statement.

12. Your bank/company is working to solve problems that hinder the use of electronic payment methods.

Valid	Frequency	Percent
Disagree	4	12.9
Neutral	14	45.2
Agree	11	35.5
Strongly agree	2	6.5
Total	31	100.0

The highest level of response to the sample was 45% in favor of neutrality. This indicates that most of the respondents are neutral in this paragraph.

13. Your bank/company work to provide employees with the necessary training and skills.

Valid	Frequency	Percent
Disagree	2	6.5
Neutral	16	51.6
Agree	10	32.3
Strongly agree	3	9.7
Total	31	100.0

The highest level of response to the sample was 51% in favor of neutrality. This indicates that most of the respondents are neutral in this paragraph.

14. Provision of equipment and means for the use of electronic payment methods.

Valid	Frequency	Percent
Disagree	3	9.7
Neutral	4	12.9
Agree	21	67.7
Strongly agree	3	9.7
Total	31	100.0

The highest response was 67% toward the approval of the statement. This indicates that most of the respondents agree in this paragraph.

15. Your bank/company is working to increase customer confidence by increasing the use of electronic payment methods.

Valid	Frequency	Percent
Disagree	4	12.9
Neutral	6	19.4
Agree	18	58.1
Strongly agree	3	9.7
Total	31	100.0

The highest response was 58% toward the approval of the statement, which indicates that most of the respondents agree in this paragraph.

IV. CONCLUSION AND RECOMMENDATIONS

A. Conclusion

- The results showed that the banks have a great interest in electronic payment methods to attract customers and improve customer services.
- Banks rely on electronic payment methods for a large part of their profits. These banks believe that electronic payment methods increase the volume of business exchanges and help in reaching local and international markets and try to make these methods acceptable in various places in the world.
- The results of the research showed that there are a neutral answer and trends to disagreement about the issuance of these banks to new and modern electronic payment means.
- Electronic payment methods are limited only to customers who have a good ability to handle the internet.
- Banks believe that the use of electronic payment means reduces costs and increases the efficiency of banks' performance. However, the same banks do not believe in the importance of having electronic means of payment that contribute to the provision of new banking services.

6. Banks contribute to solving and removing obstacles to the use of electronic means of payment by providing skilled and trained employees and providing the equipment and means and electronic payment methods.
7. Banks are working to increase customer confidence in electronic payment methods through increased handling with these kinds of payments.
8. Through the answers of banks show that the future means of electronic payment in Erbil in the evolution, where there was no way to pay electronically before 6 years, now the banks have more than a means of electronic payment.

B. Recommendations

1. Banks should pay attention to issuing new and modern electronic payment methods to attract new customers and follow developments in global markets.
2. 2- Banks and other specialized organizations should conduct awareness programs for clients on the importance and ease of using electronic payment methods in financial transactions in local and international markets.

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