

Agency banking and women employment in Auchi metropolis: evidence from POS operators

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Abstract

Purpose: This study examines the effect of agency banking, with particular emphasis on Point of Sale (POS) operations, on women's employment generation in Auchi Metropolis, Nigeria. It aims to assess the relationship between POS businesses and women's employment. However, study reexamined the relationship because it was discovered that the nature and existence of this Possible relationship were inconsistent.

Methodology: The study adopts a quantitative research approach, using primary data collected from a sample of 109 female POS operators in Auchi Metropolis. Data was analyzed using descriptive statistical techniques to evaluate employment outcomes for POS activities.

Results and conclusion: The findings reveal that POS operations serve as a significant source of employment and income for women in Auchi Metropolis. Despite challenges such as security risks, network failures, and limited access to finance, agency banking has enhanced women's economic participation and contributed to financial inclusion. The study concludes that POS businesses play a critical role in promoting women's employment and livelihoods.

Implication of findings: The study implies that policymakers, financial institutions, and regulators should implement targeted interventions – such as improved security measures, reliable network infrastructure, and accessible credit facilities – to strengthen and expand women's participation in POS operations, thereby fostering inclusive employment and sustainable economic development.

Keywords: Agency banking, Women employment, POS operators, Auch, Nigeria.

1. Introduction

The agency banking sector in Nigeria has seen a remarkable paradigm shift, this is due to the rise of digital payment systems, particularly Point of Sale (POS) terminals. The increasing use of different digital financial technologies has an impact on the overall financial inclusion of the Nigerian banking sector (Gita & Oriavwote, 2025). These innovations have not only changed the way people make payments but have also opened up new job opportunities, especially for women. In Nigeria, the surge of POS businesses has given women a chance to dive into entrepreneurship, boosting household incomes and fostering financial inclusion.

The POS industry has opened up a world of job opportunities, particularly for women and young people. According to Leadership News (2023), many women in Nigeria are diving into POS businesses, breaking through social and economic hurdles. This entrepreneurial spirit not only helps boost household incomes but also improves financial literacy and community engagement (Anjuma, 2024). Even with challenges like security concerns and occasional technical issues, the impact of POS on financial inclusion is still significant (Jacob, et al 2024). The increasing use of POS services marks a shift towards a more inclusive and digital financial sector. Furthermore, POS technology is proving to be a game-changer in enhancing financial inclusion in Nigeria. By connecting the unbanked with formal financial institutions, it promotes economic empowerment, digital engagement, and inclusive growth.

In ensuring a better transaction for POS operators, the Central Bank of Nigeria (CBN) has issued a new order to Payment Service Providers (PSPs) requiring them to adhere to improved routing criteria for POS transactions in an effort to improve the monitoring of electronic transactions throughout Nigeria. Following CBN's initiative to diversify the Payment Terminal Service Aggregator (PTSA) structure, which was formerly run through a single aggregator, the directive was published on September 11, 2024. This directive has helped to streamline the payment systems (Nairametrics, 2024).

Consequently, the proliferation of POS terminals across the country have created job opportunities for thousands of people and most especially women, who are mostly disadvantaged when it comes to paid employment due to limited educational qualifications and the required skill sets. Numerous people have taken on the role of agents and become micro-entrepreneurs who make money by supporting with withdrawals, transfers, and bill payments, owing to the millions of POS devices currently in use throughout the nation (Nairametrics, 2024; Nigeria Inter-Bank Settlement System [NIBSS], 2024). Considering it offers flexible working hours and requires little start-up capital, this agent banking system is revolutionary and lowers entry barriers. Women who frequently balance several duties will especially benefit from this accessibility (World Bank, 2021).

Since POS business models may readily fit into the current informal trade environment, such as modest stores or market stalls, which opens up novel opportunities to earn money, women have significantly benefited from this transformation (Enhancing Financial Innovation and Access [EFInA], 2023). Additionally, by fostering trust and encouraging other women to use formal financial services, female POS agents are significantly advancing financial inclusion and reducing the gender gap in account ownership (Alliance for Financial Inclusion [AFI], 2022).

In essence, financial access has become a grassroots employment creator due to the rise of POS terminals. The POS ecosystem is helping to combat unemployment and advance financial inclusion in Nigeria by providing sustainable livelihoods and increasing women's economic participation. Hence, the study will investigate the effect of agency banking on women employment and income generation in Auchi Metropolis, Edo State, Nigeria.

2. Literature review

Empowerment Theory

Empowerment Theory, first introduced by Julian Rappaport in 1981 and later expanded by scholars like Naila Kabere in 1999, offers a valuable perspective for examining the increasing involvement of women in retail financial services, especially in POS operations within Auchi Metropolis. This theory focuses on boosting the ability of individuals or groups to make intentional choices and turn those choices into successful outcomes. It views empowerment as both a journey and a result – one that encompasses access to resources, personal agency, and tangible achievements.

Empowerment Theory sheds light on how agency banking has become a crucial avenue for economic empowerment among women in Auchi. The research shows that a notable number of women are now the main earners in their households through their POS businesses. This change reflects a growing sense of agency, as women are increasingly taking charge of financial decisions, supporting their families, and making meaningful contributions to their local economies. The growing presence of women in POS operations highlights their improved access to economic resources, including digital tools, limited capital, and vital market information. Even though they face systemic challenges like security issues,

regulatory obstacles, and restricted access to startup funding, these women are steadily carving out their own space in a financial sector that has long been dominated by men. Their participation not only promotes social empowerment by pushing against traditional gender roles but also helps build entrepreneurial confidence.

The paper is located in the empowerment theory, particularly when looking at how POS businesses affect the socioeconomic sector for those running them as small businesses. Kabeer (1999) describes empowerment as the journey through which people gain the ability to make important life choices in situations where that power was once out of reach. In Nigeria, operating POS business has become a gateway for entrepreneurship, especially for women and young people who might struggle to find paid employment. These individuals can earn an income, foster customer connections, and develop essential business management skills, all of which boost their economic independence.

Agency banking in Nigeria and women employment

The agency banking in Nigeria has seen significant changes over the last ten years, fueled by a growing population, urban expansion, technological progress, and the rise of digital financial services. One of the standout innovations in this shift has been the Point of Sale (POS) system, which has played a crucial role in transforming how agency banking operates in both cities and rural areas. Agency banking in Nigeria is a vibrant mix of both formal and informal players, from big supermarkets and department stores to small micro-enterprises and street vendors. Lately, POS systems have become a staple in this environment, serving not just for sales transactions but also as a convenient way to access basic banking services like cash withdrawals, fund transfers, airtime purchases, and bill payments. This shift is largely fueled by the Central Bank of Nigeria's (CBN) push for financial inclusion and the expansion of agent banking networks, which enable retail outlets to act as financial intermediaries in communities that often lack access to traditional banking (CBN, 2023).

The growth in POS businesses is greatly influenced by the Central Bank of Nigeria's cashless policy, which has significantly accelerated the adoption of e-payment systems. The Central Bank of Nigeria (CBN) has recently reported that the number of electronic payments in Nigeria has been steadily rising over time (Jacob et al, 2024). As of 2024, the CBN reported the following data on the volume and value of transactions: ATM:496,436,959 (value at 12,206,733,099,741.90); POS:6,395,670,571 (value at 85,914,704,798,833.20); WEB:11,638,142,074 (value at 825,500,108,736,661.00); MOBILE APP: 3,493,116,888 (value at 159,419,658,081,137.00); Cheques:6:877,644 (value at 8,741,212,873,693). The figures show that over the previous few years, Nigeria has seen a notable rise in electronic payment transactions. This is explained by the country's growing e-commerce, the government's acceptance of cashless regulations, and the growing use of digital payment platforms.

The data by NIBSS (2022) showed that between 2018 and Q1, 2025 the number of POS terminals in Nigeria grew significantly. In 2018, there were around 217,283 thousand terminals, while as of April 2022, this figure reached roughly 1.1 million. Over the last years, the value as well as the volume of POS payment in Nigeria experienced a great increase. As of December, 2024 there are 7.8 million registered POS terminals, with 5.5 million deployed terminals across Nigeria. By the first quarter of 2025, the number has increased to 8.36 million registered terminals, of which 5.90 million active / deployed terminals (Nairametrics, 2025). According to the NIBSS data, in terms of the value of the payments,

Nigeria's POS transaction value skyrocketed to N1.01 trillion, indicating the country's increasing move toward cashless transactions. Compared to the volume of N923.37 billion in July 2023 and N930.76 billion in June 2024, this represents a substantial rise. The increase coincides partly with the nationwide expansion of POS terminal deployment and due to exceptional cash shortage, that occurred before, during and post general elections in 2023, many Nigerians were compelled to adopt electronic transactions, which is why the value of POS transactions in the country reached an all-time high of N1.15 trillion in March of last year (Nairametrics, 2024).

The rise of agent banking can be understood through the lens of the Technology Acceptance Model (TAM) introduced by Davis in 1989. This model suggests that the ease of using a new technology plays a vital role in whether people decide to adopt and keep using it. When it comes to POS systems, both retailers and customers in Nigeria are embracing this technology more and more, due to its speed, efficiency, and the convenience it brings to transactions. Retailers view it as a way to improve delivery service and boost customer satisfaction, while customers appreciate its usefulness, especially in areas where banking infrastructure is lacking.

Another important concept to consider is the Diffusion of Innovation Theory (Rogers, 2003), which sheds light on how new technologies make their way into society through different groups of adopters: innovators, early adopters, early majority, late majority, and laggards. Initially, point-of-sale (POS) systems were embraced by banks and larger retail chains, but they have now found their way into the informal and semi-formal retail sectors, especially among micro-entrepreneurs and sole proprietors (Abdullahi et al, 2025). This surge in adoption has been driven by mobile connectivity, the growing need for financial services in rural and peri-urban areas, and a broader movement towards a cashless economy.

Furthermore, financial inclusion posits a strong viewpoint in understanding agent banking. The World Bank describes financial inclusion as the ability for individuals and businesses to access affordable and suitable financial services. In Nigeria, POS systems have been crucial in enhancing financial access, especially in rural areas where traditional banks are few and far between. According to EFINA (2021), more than 60% of Nigerians depend on informal financial service providers, and POS agents have stepped in as vital links between formal financial institutions and those without bank accounts. By integrating financial services into retail settings, they help to close the gap between the formal banking sector and those who are underserved.

The spread of POS businesses has significantly enhanced financial inclusion and business performance among women in Nigeria (Adamu & Mahmoud, 2025). Women operators have facilitated access to banking services for disadvantaged populations, particularly in areas lacking formal banking infrastructure. This development aligns with Central Bank of Nigeria (CBN) efforts to promote cashless transactions and broaden financial access (Daily Trust, 2023). Point of Sale (POS) technology has made a huge difference in boosting financial inclusion in Nigeria by offering accessible and convenient banking services to those who are often overlooked or unbanked. Traditional banking systems frequently miss the mark when it comes to reaching rural and low-income communities, which is where POS agents step in as vital links. They facilitate access to essential financial services like deposits, withdrawals, money transfers, and bill payments (Ogunsuyi & Siyanbola, 2021). These agents play a crucial role in extending

the reach of financial institutions, especially in areas where there are few or no formal bank branches. The rise of POS terminals has opened the door to financial services for millions of Nigerians, allowing them to engage with the formal financial system. The Central Bank of Nigeria (2023) highlights that agent banking and POS services are key components of the national financial inclusion strategy, with the goal of integrating 95% of Nigerians into the financial system. This tech-driven approach not only reduces dependence on cash but also encourages safer, traceable transactions, which in turn supports economic growth and transparency.

The adoption of POS systems in Nigeria leads to two key benefits: improved retail efficiency and greater financial inclusion. Retail efficiency gets a boost due to quicker transaction times, less cash handling, better inventory management (especially when POS systems work hand-in-hand with sales software), and happier customers. Meanwhile, financial inclusion makes strides as more people can access services like savings, remittances, and bill payments without having to step into a bank.

Several key factors that can impact how well POS integration works in the retail industry: These factors include having access to startup funds, the level of digital literacy, the quality of mobile network infrastructure, regulatory oversight, and security issues like fraud and identity theft. In Nigeria, many POS operators struggle with challenges such as obtaining devices, handling transaction failures caused by poor connectivity, and overcoming customer distrust stemming from security breaches (Ndukwe, 2022).

The way POS systems have woven themselves into Nigeria's retail sector has really transformed how financial transactions are handled, making them more efficient and secure. Research shows that adopting POS technology has boosted sales and income for small and medium-sized enterprises (SMEs). In addition, this technology has opened doors for women, especially in Edo State, Nigeria, helping them break through traditional barriers to accessing financial services and fostering economic empowerment (Ogunsuyi, and Siyanbola, 2021; Leadership News, 2023).

Despite the progress made, there are still hurdles to overcome. Security threats like fraud and theft continue to be major worries for POS operators. On top of that, there's a noticeable gender gap in the POS agent field, with women making up just 15% of registered agents in Nigeria. This lack of representation highlights the urgent need for focused strategies to encourage more women to get involved in the POS industry (Leadership News, 2023; Technext, 2023; Jacob et al, 2024)

Empirical studies on agency banking, especially regarding Point-of-Sale (POS) operations, and their impact on women's employment show mostly Positive, though sometimes mixed, results throughout Nigeria and Africa. It turns out that agency banking can significantly affect women's participation in the labor market, their ability to generate income, and their overall economic empowerment.

Ogunsuyi and Siyanbola (2021) discovered a noteworthy Positive connection between Point of Sale (POS) operations and women's employment. They pointed out that agency banking not only creates self-employment opportunities but also boosts income stability and improves access to financial services. In a similar vein, Olayemi and Adeyemi (2020) found that women involved in agency banking enjoyed

greater financial independence and a surge in entrepreneurial activities, showcasing how POS businesses contribute to inclusive employment.

On a larger scale, Demirgüç-Kunt et al. (2018) noted that agent banking tends to benefit women more by broadening their access to financial services, which indirectly fosters employment through the growth of micro-enterprises. However, Demirgüç-Kunt, Martinez Peria, and Tressel (2020) pointed out that the direct impact of agency banking on employment is conditional, hinging on additional factors like education, financial literacy, and access to startup capital. Ozili (2021) also emphasized that security risks, infrastructure challenges, and digital illiteracy can limit the potential of women-run POS businesses.

Supporting this, the Central Bank of Nigeria (CBN, 2022) reported that agency banking boosts women's involvement in economic activities, while Women's World Banking (2021) highlighted its importance in facilitating income generation and financial independence. Hence, the hypothesis:

H1: Agency banking does not have an effect on women's employment in Auchi Metropolis, Edo State, Nigeria.

3. Methodology

This research adopted a descriptive survey design to explore how POS operations affect women's employment in Auchi Metropolis. The study centered on female POS operators working in different retail outlets throughout Auchi. To capture a broad spectrum of perspectives, 109 respondents were selected using a stratified random sampling approach, which included various age groups, educational backgrounds, and business sizes. Data collection involved structured questionnaires (questionnaire items were adapted from Ogunsuyi and Siyanbola, 2021) with measures such as engaging in POS business generates a reliable source of income, POS retailing has created employment opportunities for women, POS business provides women with a stable source of income, Women acquire entrepreneurial and business management skills through POS operations, Participation in POS business gives women greater financial independence) A total of 120 questionnaires were distributed to POS operators in Auchi metropolis. Out of these, 109 were correctly filled and returned, representing a response rate of 90.8%, which is considered adequate for statistical analysis (Krejcie & Morgan, 1970). A significant portion of the respondents, about 65%, fell within the 25 to 40 age range, showcasing a vibrant and youthful group actively involved in POS operations. Around 70% of them completed at least secondary school, while 30% held higher education degrees. This solid educational foundation made it easier for them to adopt and manage POS technologies.

4. Results and discussion

Table 1: Descriptive statistics of POS services (n = 109)

Item (POS Services)	SD	D	N	A	SA	Mean	SDv
POS retailing is easily accessible	3	6	12	45	43	4.09	0.91
POS services are affordable	2	8	15	46	38	4.00	0.89
POS offers convenience for transactions	1	5	11	49	43	4.18	0.82
POS business generates income	0	7	9	51	42	4.17	0.77
POS attracts more customer base	4	9	18	46	32	3.85	1.02

The analysis of respondents’ perceptions of Point-of-Sale (POS) agency banking, as presented in Table 1, provides useful insights into the role of POS in agency banking. The table summarizes responses on a five-point Likert scale –ranging from *Strongly Disagree (SD)* to *Strongly Agree (SA)* –together with the mean scores and standard deviations.

Overall, the findings indicate that respondents hold a generally Positive view of POS agency banking. The mean scores for all five items fall above 3.80, suggesting widespread agreement. Notably, the item “POS offers convenience for transactions” recorded the highest mean score (M = 4.18, SD = 0.82). This suggests that most respondents strongly recognize the convenience afforded by POS technology, and the relatively low standard deviation indicates a high level of consensus.

A similarly Positive perception is observed for “POS business generates income” (M = 4.17, SD = 0.77), implying that respondents acknowledge the potential of POS retailing as a viable source of income. The small standard deviation further reflects a strong agreement across respondents on this aspect. The item “POS retailing is easily accessible” also received a high rating (M = 4.09, SD = 0.91), pointing to the growing ease of accessing POS services in the retail sector.

The affordability of POS services was rated Positively as well (M = 4.00, SD = 0.89), indicating that most respondents perceive the cost of using POS to be reasonable and supportive of business transactions. However, the item “POS attracts more customer base” recorded the lowest mean score among the five statements (M = 3.85, SD = 1.02). Although this still represents a generally favorable perception, the higher standard deviation suggests more divergent opinions among respondents regarding the extent to which POS services attract additional customers. This divergence may reflect differences in business location, competition, or the quality-of-service delivery.

Taken together, the findings underscore that POS agency banking is widely regarded as accessible, affordable, convenient, and income-generating, which highlights their growing importance in agency banking. Nevertheless, the slightly lower rating and higher variability in perceptions concerning their ability to attract customers point to an area where further research and targeted interventions may be necessary

Table 2: Descriptive statistics of women employment (n = 109)

Item (Women Employment)	SD	D	N	A	SA	Mean	SDv
POS retailing has created jobs for women	1	5	13	50	40	4.13	0.83
POS provides women with stable income	2	6	14	47	40	4.07	0.91
Women acquire entrepreneurial skills via POS	3	7	16	45	38	4.00	0.95
POS gives women financial independence	2	4	17	49	37	4.06	0.88
POS business supports women’s work-life balance	4	9	21	48	27	3.79	1.01

Table 2 presents respondents’ perceptions of the influence of Point-of-Sale (POS) retailing on women’s employment and empowerment. Responses were measured on a five-point Likert scale (*Strongly Disagree* to *Strongly Agree*), with corresponding mean scores and standard deviations provided to assess the level of agreement and variability in opinions.

Overall, the data suggests that POS retailing is perceived as an important contributor to women's economic participation. The highest mean score was recorded for the statement "POS retailing has created jobs for women" (M = 4.13, SD = 0.83), indicating that respondents largely agree that the proliferation of POS businesses has opened employment opportunities for women. The relatively low standard deviation reflects a strong level of consensus.

Similarly, the item "POS provides women with stable income" (M = 4.07, SD = 0.91) received a high level of agreement, suggesting that POS activities serve as a reliable source of earnings for many women. A comparable Positive perception was observed for "POS gives women financial independence" (M = 4.06, SD = 0.88), underscoring the role of POS retailing in empowering women to meet their personal and household financial needs.

The acquisition of entrepreneurial skills by women through involvement in POS businesses also garnered substantial support (M = 4.00, SD = 0.95), indicating that POS retailing is perceived not only as a source of income but also as a platform for developing business management capabilities. Although still Positive, this item's slightly lower mean and higher standard deviation point to some variation in experiences, possibly due to differences in the scale of operations or access to business training.

The lowest mean score among the items was associated with the statement "POS business supports women's work-life balance" (M = 3.79, SD = 1.01). While respondents generally agree that POS retailing offers some flexibility for balancing work and family responsibilities, the relatively high standard deviation suggests a more diverse set of opinions. This variability may stem from factors such as the demands of managing a POS outlet, the location of the business, and the availability of family or community support.

In summary, the findings highlight that POS retailing is widely regarded as a Positive driver of women's employment and empowerment, particularly in terms of job creation, stable income, and financial independence. However, there is less unanimity on its contribution to work-life balance, indicating that further research may be needed to explore the specific conditions under which POS retailing best supports women's broader well-being.

Testing of the Hypothesis

H₀: Agency banking does not have a significant effect on women's employment in Auchi Metropolis, Edo State, Nigeria.

H₁: Agency banking has a significant effect on women's employment in Auchi Metropolis, Edo State, Nigeria.

Correlation analysis

Table 3: Correlation between agency banking and women employment

Variables	Agency banking	Women Employment
Agency banking	1	0.624**
Women Employment	0.624**	1

Table 3 presents the Pearson correlation coefficients showing the association between agency banking offered through Point-of-Sale (POS) operations and women's employment outcomes. The correlation

matrix reveals a Positive and statistically significant relationship between the two variables ($r = 0.624$, $p < 0.01$).

The Positive coefficient indicates that as the quality, accessibility, and availability of POS agency banking increases, there is a corresponding improvement in women’s employment indicators such as job creation, income stability, entrepreneurial skill development, and financial independence. The significance at the 1% level suggests that this association is unlikely to have occurred by chance, providing empirical support for the hypothesis that POS agency banking contribute meaningfully to women’s economic participation.

From a practical standpoint, this finding implies that policies and interventions aimed at strengthening the POS retail ecosystem—such as improving infrastructure for electronic payments, reducing transaction costs, and supporting small-scale POS operators—can have a direct and beneficial impact on women’s access to employment and income-generating opportunities. The observed relationship reinforces the argument that financial inclusion strategies are not only important for overall economic development but also for enhancing gender equity in labour market participation

Regression analysis

Table 4. Model summary on agency banking and women employment

Statistics	Value
R	0.624
R ²	0.389
Adjusted R ²	0.383
Std. Error	0.421

Table 5. ANOVA on agency banking and women employment

Source	Df	F-value	p-value
Regression	1	68.121	$p < 0.01$
Residual	107	-	-
Total	108	-	-

Table 6. Coefficients on agency banking and women employment

Predictor	B	Std. Error	Beta	t	p-value
Constant	1.327	0.282	-	4.70	0.000
Agency banking	0.617	0.075	0.624	8.25	0.000

Tables 4,5 and 6 present the results of a simple linear regression analysis examining the effect of agency banking (Point-of-Sale services) on women's employment in Auchi Metropolis. The model summary shows a modestly Positive correlation between women's employment and agency banking, with an R-value of 0.624. The model has a decent explanatory power, as evidenced by the coefficient of determination ($R^2 = 0.389$), which shows that agency banking operations explain for around 38.9% of the variation in women's employment.

The modified R^2 value of 0.383, which is just slightly less than the R^2 after considering sample size measurements, indicates that the model is still stable and not overfitted. The standard error of estimate

(0.421), which indicates a relatively small divergence of observed values from the regression line, suggests that the model appears to reliably predict women's employment outcomes.

The ANOVA results provide more evidence for the correctness of the model. The regression model's high F-value (68.121) and p-value of less than 0.01 indicate that agency banking is a strong predictor of women's employment. The coefficient data indicates that agency banking has Positive and statistically significant effects on women's employment. The unstandardized coefficient ($B = 0.617$, $SE = 0.075$) indicates that for every unit increase in agency banking activities, women's employment rises by an estimated 0.617 units. The standardized coefficient ($Beta = 0.624$) indicates that agency banking has a major role in explaining the variations in women's employment. The constant term ($B = 1.327$, $t = 4.70$, $p < 0.001$) represents the baseline level of women's employment when agency banking is held constant.

Discussion of findings

This study examined the effects of agency banking, particularly Point-of-Sale (POS) operations, on women's employment in Auchi Metropolis, Edo State, Nigeria. The null hypothesis (H_{01}) states that agency banking has no discernible effect on women's employment. The regression and correlation analysis results provide compelling evidence rejecting this hypothesis. Women's employment and agency banking were found to be Positively and statistically significantly correlated ($r = 0.624$, $p < 0.01$). This moderate-to-strong correlation suggests that increased access to and availability of POS agency banking services is directly linked to improved employment prospects for women. Increased financial independence, the growth of entrepreneurial abilities, the creation of jobs, and stable income are some of these outcomes. The notion that agency banking is crucial to fostering women's economic empowerment is supported by the correlation's significance at the 1% level, which indicates that the observed link is unlikely to be a coincidence.

This finding is further supported by the regression analysis, which shows that agency banking has a direct influence on women's employment. A somewhat favorable link between the variables is shown by the model summary's R-value of 0.624. Agency banking accounts for about 38.9% of the variation in women's employment in Auchi Metropolis, according to the coefficient of determination ($R^2 = 0.389$). This degree of explanatory power is significant in social science research, indicating that, while other factors also play a role, agency banking is a major determinant of women's employment.

The modified R^2 value of 0.383, which is only marginally lower than the R^2 , indicates that the model is stable and not overfitted even after accounting for sample size. Additionally, the standard error of estimate (0.421) indicates that the model predicts women's employment with a decent level of accuracy. The robustness of the model is further supported by the strong F-value (68.121) and p-value less than 0.01 in the ANOVA results, which further show the overall statistical significance of the regression model.

The coefficient estimations show that women's employment is Positively and statistically significantly impacted by agency banking. In particular, the unstandardized coefficient ($B = 0.617$, $p < 0.001$) suggests that women's employment increases by 0.617 units for every unit rise in agency banking operations. According to the standardized coefficient ($Beta = 0.624$), agency banking significantly contributes to the

explanation of differences in women's employment results. The baseline level of women's employment in the absence of agency banking activity is represented by the constant term ($B = 1.327$, $p < 0.001$).

In summary, these findings provide compelling evidence that agency banking significantly boosts women's employment in Auchi Metropolis through POS operations. POS agency banking provides flexible income-generating possibilities, decreases entry barriers to entrepreneurship, and expands access to financial services, making it an effective instrument for women's economic empowerment. Also, the finding aligns with the study of Ogunsuyi and Siyanbola (2021) which posit that POS facilitates employment and entrepreneurship for women. Consequently, the null hypothesis is rejected while the alternative hypothesis is accepted.

5. Conclusion

The study highlights the pivotal role of POS operations in promoting women's employment and financial inclusion in Auchi Metropolis. While challenges persist, the POS sector offers substantial opportunities for economic empowerment. Addressing the identified challenges through targeted interventions can further enhance women's participation and success in this sector.

We recommend training programs that focus on financial literacy, business management, and security protocols to empower women with the skills they need for successful POS operations. They should be microcredit schemes and financial support systems specifically designed for women entrepreneurs to help ease those capital constraints. Partnering with telecommunication companies can boost network reliability, making POS transactions smooth and hassle-free. It's important to simplify regulatory processes and provide clear guidelines to help POS operators stay compliant. In addition, they should be a community outreach programs to highlight the benefits of POS businesses and inspire more women to get involved.

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