

# The Impact of Information and Communication Technology on the Performance of Libyan Banks

Khaled A. Saeed  
School of Accounting and Finance  
Leeds Metropolitan University  
Khaleda\_s@yahoo.com

Roberta Bampton  
School of Accounting, Finance and Economics, Leeds  
Metropolitan University

## Abstract:

The utilisation of a new technology became widespread in both developed and developing economies especially in the banking sector in the recent years. However Libya was still using traditional methods in commercial banking systems. This paper aims to demonstrate, through research, the possibility of the transformation of Libyan commercial banks from the traditional style of work to the modern style based on the idea of electronic banking, by recognizing the reality of the banks in Libya and the availability of the basic requirements for a shift towards modern banks. This paper relies on previous studies on the use of ICT within the banking sector, and the focus is on getting opinions on what was perceived as one of the main factors, that is, ICT, which can affect the performance and efficiency of commercial banks and the impact of banking reforms on the banking sector in Libya since 2005. The paper is presented from a practitioner's perspective, using raw data gathered from interviews with seventeen of Libyan employees working at a variety of top levels within the five largest commercial banks operating in Libya. The results confirmed the level of using ICT is low in Libyan commercial banks; in addition an analysis revealed that poor state infrastructure, especially within the fields of telecommunications and electricity, causes unattractive performance within Libyan commercial banking operation and government intervention was the main reason behind the lack implementation of ICT.

**Keywords:** ICT adoption, Technology Use, Communication, Performance of Libyan commercial banks