THE DETERMINANT OF INFORMATION SECURITY PRACTICES TOWARDS ORGANIZATIONAL PERFORMANCE IN THE BANKING SECTOR: EVIDENCE FROM NIGERIA

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ABSTRACT

This study examines the determinant factors of information security practices towards organizational performance among Nigerian banks. To achieve this, a framework that consists of technological, organizational, and environmental (TOE) factors is proposed using information security culture as a mediator of TOE factors. The framework identifies the factors influencing information security practices among Nigerian bankers. Findings using TOE will eventually lead to the improvement of organizational performance through the establishment of information security culture among Nigerian banks. Thus, the use of information security practices will assist in reducing human factors such as errors, failures, internal incidents and social engineering attacks. A questionnaire survey was designed to obtain data on information security culture, organizational performance, organizational, environmental and technological factors. Multiple regression was used to test for the relationship between organizational performance, information security culture, TOE factors and the reliability and validity of the data. The findings indicated that perceived technology advancement, information security policy and procedure, international security standard, information security awareness, perceived training programs, motivation of employee and perceived job roles and responsibilities significantly influence the organizational performance. The remaining variables have no statistically significant influence on organizational performance. Also, this study found that information security culture significantly mediates the relationship between organizational performance and TOE factors. Thus, the result of this study shows that the objectives of this study were achieved.

Key words: organizational performance, information security practices, TOE factors, information security culture
ABSTRAK


Kata kunci: prestasi organisasi, amalan sekuriti maklumat, faktor-faktor TOE, budaya sekuriti maklumat
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<td>NDIC</td>
<td>Nigeria Deposit Insurance Corporation</td>
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<td>OP</td>
<td>Organizational Performance</td>
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<td>ISC</td>
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<td>National security Telecommunication and Information System</td>
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CHAPTER ONE
INTRODUCTION

1.1 Research Background

The global era of technology advancement brought about changes in the operational perspectives of the organization in order to improve the performance of business activities (Wang & Zhao, 2011; Parsons, McCormac, Butavicious & Feguson, 2010). This increases the volume of sales on one hand and the profit growth on the other. These changes affect performance within an organization either positively or negatively. Information and communication technology (ICT) through the use of the internet reduces the world to the global village. The effective use of ICT has been the concern of organizations on sharing information through the internet (Wang & Zhao, 2011; Parsons et al., 2010). It is postulated by Parsons et al. (2010) that organizations are on the verge of losing information to social engineering attack, knowing for sure that human is the greatest target of social engineering attack.

The attack on information defeats the objectives of confidentiality, integrity and availability (Akinsuyi, 2009; Qingxiong, Schmidt, Herberger, & Parsons, 2009). Many organizations consider the information to be the basis of knowledge because it is the business “actionable” and any organization that lose information, lack competitive advantage and cannot survive because of performance deterioration (Brothby, 2009; Drucker, 1993). Thus, it calls for information security culture that provide a platform for
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