

# Review of: "Internet Banking Fulfilment and Customer Trust: a Study of Bauchi State Tertiary Institutions"

Sulaiman Weshah<sup>1</sup>

<sup>1</sup> Al-Balqa Applied University

**Potential competing interests:** No potential competing interests to declare.

The study presented in this research provides insights, into the connection between Internet banking satisfaction and consumer trust specifically within the context of tertiary institutions in Bauchi State. The research rigorously utilizes the E S QUAL model and interpersonal trust model supported by a research approach involving structured questionnaires. The findings emphasize the impact of Internet banking satisfaction on customer trust underscoring the importance for banking institutions to streamline and improve their systems. The methodological approach employed in this study, which includes using SPSS and PLS SEM for data analysis lends credibility to its conclusions. Furthermore the recommendations put forward banks to simplify their systems and address language barriers to ensure online transactions providing practical insights for enhancing service quality and building customer confidence. Overall this research makes a contribution to understanding the relationship between e service quality and customer trust within the context of tertiary institutions offering valuable implications, for banking institutions striving to excel in the digital age.