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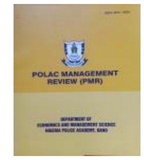

IMPACT OF POS BUSINESS ON JOB CREATION IN YOLA SOUTH LOCAL GOVERNMENT OF ADAMAWA STATE

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Abstract

The study examined the impact of POS business on job creation in Yola south of Adamawa state utilized data obtained mainly from primary sources; the data were collected through a structured questionnaire. To get the sample Size out of the population, Taro Yamane's (Yamane, 1967) formula was taken into consideration. The confidence level of 95% and 5% sampling error was considered also multi-stage sampling techniques were adopted in this study; data were collected on POS business, sustainable income, and challenges affecting POS business. The study employed Chi-square and simple percentages as the methodology of the study. The result of chi-square tests provides valuable insights into the relationship between respondents' perspectives on "POS business" and "Sustainable Income". The results indicate a statistically significant association between these two categorical variables. Specifically, the Pearson Chi-Square statistic of 12.739 with 4 degrees of freedom yields a p-value of 0.013, indicating a moderately strong relationship. This suggests that respondents' opinions on POS business are not independent of their views on sustainable income. Base on this findings, recommendation has been made on government should create a suitable business environment to achieve the potentials in POS business in reducing in income inequalities.

Keywords: POS Business, Sustainable Income and Challenges

1. Introduction

As one of the ways to deliver the dividends of democracy and thereby slow down the flow of agitation and insecurity in the country, MSME development and job creation have been given much attention by the various governments in Nigeria. In realizing this, the government has been trying to establish structures to ensure that the business environment is conducive for the private sector to thrive and create jobs. Because MSMEs and entrepreneurs are recognized globally as aggregate generators of employment, they should be encouraged to drive the process of job creation (Muhammad, 2011). The process of creating new jobs, particularly for the unemployed, is known as job creation. With an average GDP growth rate of between 5% and 6% between 2000 and 2011, Nigeria is one of the fastest-growing economies in Africa (Zerihun, 2015). Nevertheless, the GDP shrank to 1.92% in 2018—a rise of 1.12% from 2017—and to 2.21% in 2019—a rise of 0.29% from 2018. The GDP growth rate in 2020 was -1.79%, a drop of 4% from 2019, and the total of 3.65% was recorded in 2021—a rise of 5.44% from 2020, respectively (NBS, 2023). This growth has happened together with structural transformation; however, it has not translated into a reduction in rate of joblessness/ unemployment; ironically unemployment flooded from about 11% in 2000 to over 23% in 2011. However, according to Global Economy Outlook report (2023), unemployment rate in Nigeria had increased to 37.7% in 2022 and will further rise to 40.6 % due to continue inflow of job seekers into Nigerian job market (Punch, 2023).

The International Labor Organization (ILO) estimates that 4,248,436 million people live in Adamawa state as of 2020. According to the New Nigeria methodology, 54.89% of people between the ages of 15 and 65 are unemployed. Nonetheless, Adamawa state's unemployment rate is reported by the international approach to be lower, at roughly 24.67% (ILO, 2020). The National Directorate of Employment (NDE), the Small and Medium Scale Enterprise Development Agency of Nigeria (SMEDAN), the National Poverty Eradication Programme (NAPEP), and the National Economic Emancipation and Development Strategy (NNEDS) of 2003 are just a few of the initiatives the federal government has put in place to combat unemployment. The nation's and its states' unemployment rates have increased in spite of these initiatives. Concerns concerning the efficacy of government agencies and their programs were raised when Nigeria's unemployment rate was expected to be 32.5% in 2021 and 33% in 2022 (Doris, 2022). There is a rise in the number of persons operating Point of Sale (POS) businesses in Nigeria as a result of the introduction and growth of POS enterprises, which have given many jobless people access to earning options. As a result, some people now own several point-of-sale (POS) businesses and hire staff to run them. This study, "impacts of POS businesses on job creation in Adamawa state," focuses on young people who have graduated from various educational institutions in light of the necessity for a systematic approach to employment creation in Yola south metropolis.

In Adamawa state, businesses are increasingly adopting POS systems to streamline payment processes, manage inventory efficiently, reduce costs, and enhance customer service and also to serve as the source income among youth. The growth of POS systems is attributed to their ability to eliminate the need for price tags, link selling prices to product codes, enable easy price adjustments, implement various discounts, offer loyalty schemes, and improves stock control. While previous studies have explored POS adoption by SMEs in Nigeria and the development of youth entrepreneurship in Agriculture and ICT, there is a noticeable gap in empirical research on the income-generating capacity and sustainability of POS businesses, as well as the entrepreneurial prowess of their operators in Adamawa state. This study seeks to investigate whether POS businesses in Yola South, Adamawa state, generate income sufficient to sustain their owners

2. Literature review

2.1 Conceptual Issues

Point-of-Sale (POS): A point of sale (POS), also known as a point of purchase, serves as a device enabling local debit cardholders to withdraw cash or make payments for goods and services (Asihkia & Soetan, 2018). Kolawole (2020) highlights that owning a POS outlet are currently considered one of the most lucrative businesses in Nigeria. While some individuals rely on it as their primary source of income, others view it as an additional income stream, with these outlets offering various banking services, such as cash deposits, withdrawals, fund transfers, utility bill payments, airtime recharge, and related services. According to data from the Nigeria Inter-Bank Settlement System (NIBSS), there were around 307,000 POS machines in Nigeria as of March 2021, but only 167,000 were active. Notably, Nigeria witnessed a remarkable surge in POS transactions in 2021, reaching a total value of N6.43 trillion, marking the highest levels ever recorded. This growth was attributed to the increased acceptance of digital payment methods, with the Christmas festivities contributing significantly to the surge. The volume of POS transactions also experienced a substantial 50% increase, reaching 982.8 million in 2021, compared to 655.8 million in the previous year. This figure represents the highest number of transactions recorded since the adoption of POS transactions in Nigeria.

Analyzing historical data from the Central Bank reveals significant growth in POS adoption since the introduction of the agent banking system in 2012. In the inaugural year, POS transactions amounted to N46.86 billion, showcasing a substantial increase over the nine subsequent years (Oyekanmi, 2022). Conceptually, the use of POS systems is associated with various benefits. The World Bank emphasizes that globally, electronic payment systems play a strategic role in accelerating growth within financial sectors worldwide. The anticipated benefits of using POS platforms include faster transactions, reduced queues at points of sale, improved on-site hygiene by eliminating the spread of bacteria through notes and coins, increased sales, simplified cash collection, and effective staff entitlement management (Gilaninia, Fattahi, and Mousavian, 2011). Other advantages encompass improved customer services by eliminating the need for invoices and cheque clearance, enabling purchase and instant payments through the point of sale, and offering discounts for online purchases (Oyetade & Ofoelue, 2012).

Job Creation

The concept of job creation is not new in social and management science, consequently, the concept has been variously defined by scholars in the disciplines. The concept of job creation varies from scholars, depending on their notion of what job creation should be. One of such definition has been defined by the Director-General of Small and Medium Enterprises and Development Agency of Nigeria (SMEDAN) - Umar, Muhammad Nadada defines the concept of job creation in the following manner; “the process of providing new jobs for unemployed people, the process of providing jobs for yourself, and the process of providing more paid jobs” (Umar, 2011). The above observations of what job creation entails are that job creation is the act of providing jobs for the unemployed, either by helping them to create jobs for themselves or providing a paid job where they can get salaries or wages as the case may be. There is no doubt that the role of creating a job in economic development cannot be under-estimated, the reason being that job creation whether in the form of a paid job or starting up a small business or large scale business is a product of economic growth that must have necessitated job creation in the first place. On the contrary, any country that decided to embark on massive job creation to empower her citizens without it being necessitated by economic growth will soon go into recession. Sustained economic growth seems to enhance job creation; that consequently brings about economic development.

2.2 Empirical Review

On the empirical front, numerous empirical evidences can be seen studying the influence of POS business on job creation and income sustainability Funmilola and Oluwatobi (2015) conducted a study to explore the factors influencing the adoption of Point of Sale (POS) systems by business organizations in Lagos and Ibadan metropolises. The research was grounded in the Technology Acceptance Model (TAM) as its theoretical framework. Employing a survey design method, they sampled 200 organizations that had implemented POS systems in Lagos and Ibadan, utilizing questionnaires as their primary research instruments. The outcomes of their investigation indicated that subjective norms and perceived ease of use exhibited a significant relationship with the adoption of POS machines by the surveyed organizations. However, factors such as organizational characteristics, image, and perceived usefulness did not demonstrate a significant relationship with POS adoption. It is important to note that the study was confined to only two states, and as such, the findings may not be universally applicable to the entire country.

Okeke, Nwatu, and Ezeh (2017) conducted a study focusing on the application of the Extended Technology Acceptance Model to predict consumer adoption of Point of Sale (POS) e-payment systems in Nigeria. The research highlighted that individuals' perceptions of the usefulness and ease of use significantly influence the adoption of POS terminals in Nigeria. Furthermore, operational security was found to moderately impact perceived ease of use (PEOU) with a lesser impact on perceived usefulness (PU). Additionally, the study identified a positive and significant impact of customer awareness (CA) on both PU and PEOU.

In another investigation, Akerejola, Asihkia, and Soetan (2018) explored consumer trust and the adoption of Point of Sale systems within selected business organizations in Lagos State, Nigeria. The research utilized a cross-sectional survey design, targeting SMEs using POS in selected sectors and business organizations in Lagos State. The study included a population of 11,663 and a sample size of 2,059, achieving a response rate of 77.1%. Analyzing the data using descriptive and inferential statistics, the research revealed significant relationships between customer trust and POS adoption, adoption of POS and youth, and POS security and POS adoption. The conclusion drawn was that customer trust has a significant and positive association with the adoption of POS within selected SMEs in Lagos State, Nigeria. As a recommendation, the study suggested that stakeholders should prioritize security and trust considerations to enhance the adoption of POS systems within selected business organizations in Lagos State.

Koye et al. (2022) investigated the influence of Point of Sale (POS) businesses on reducing the unemployment rate in Anambra state. The researchers utilized a structured questionnaire to collect data from owners of POS businesses. The study's population comprised 3,045, and the researchers selected 100 respondents from various locations, including Onitsha, resulting in a cumulative sample of 300 respondents. Two hundred and forty-seven questionnaires were retrieved, employing a purposive sampling technique and a survey research design due to the nature of the study. Both primary and secondary sources of data were used.

2.3 Theoretical Review

Technology Acceptance Theory

Theoretical extension of Technology Acceptance Model (TAM) was developed by Davis (1986) and adopted by Venkatesh and Davis (2000) in their studies. Original TAM explained why users adopt or reject an innovative information system. It offers a powerful explanation for user acceptance and usage behavior of information technology. TAM theorizes that an individual’s behavioral intention to adopt a system is determined by two beliefs, perceived usefulness (PU) and perceived ease of use (PEOU). TAM extended the constructs of TAM and included additional determinants of TAM’s PU and usage intention constructs. This model helps to understand how the effects of these determinants change with increasing user experience over time with the target system. TAM incorporates additional theoretical constructs extend over social influence processes and cognitive instrumental processes and explained that the additional constructs - social influence processes (subjective norm, voluntariness, and image) and cognitive instrumental processes (job relevance, output quality and result demonstrability) significantly influenced user acceptance. The level of Technology acceptance will influence the operational efficiency of any organization. Technology is a major driving force of organizational efficiency in whatever stimulated to increase production for sale, investment and export trade to enhance performance. The Utilization of modern ICT technologies was significantly believed to have relevance in job creation and enhancing output quality by improving organization’s efficiency and effectiveness which in the long run reduces operational costs, it attracts new customers and hence affecting the operational efficiency

3. Methodology

3.1 Research Design

The study utilized a descriptive survey research design that incorporated both qualitative and quantitative approaches. This design was deemed suitable as it facilitated the collection of information and the capture of respondents' attitudes and opinions effectively (Creswell & Clark, 2017). Its appropriateness was attributed to its flexibility, allowing the researcher to gather information from diverse sources and employ various data collection methods. The survey specifically investigated the impact of Point-of-Sale

(POS) businesses on the creation of employment opportunities within the labor force aged 18 to 64. Additionally, the study incorporated variables such as gender, educational level, and age to assess people's attitudes and behaviors concerning the correlation between job creation for job seekers and POS business in selected areas of Yola South Local Government Area.

3.2 Data and Sources

For the purpose of this study, the researcher used primary data mainly because it provide firsthand information needed to achieve the objectives of the study. The data was collected using structured questionnaires containing five Likert scale s used as a basis of the questions. Primary data connotes the generation of new data sets specifically for the research problem at disposal given the aim and objective of the study. Data was collected through the administration of structured closed ended questionnaire. This is because it takes the form of multiple choice questions, with this, the questionnaire provides sufficient choices to fully cover the range of answers, and designed questionnaire was the main instrument that was used in collecting primary data from the public customers of some selected commercial POS business operators. Likert five point scales ranging from 1-5(5=strongly agree, 4= agree, 3=undecided, 2= disagree 1=strongly disagree) are used as a basis of the questions. It was used to collect information including the confidentiality and anonymity of respondents.

3.3 Population and sample size of the Study

The population of the study consists of the entire population of POS operators in some selected wards within Yola South Local Government Area. These wards include (Makama A. main market, Bole Yolde Pate and Bako ward). To get the sample out of the population of study Taro Yamane's (Yamane, 1967) formula was taken in to consideration. Confidence levels of 95% and 5% sampling error were considered. This formula was used: $n= N/(1+N\alpha^2)$. Where, n = sample size or respondents for the research, N = population size, α = the level of precision (A 95% confidence level or 5% precision level was assumed). Thus, the sample size was calculated as follows:

$$\mathbf{n= N/(1+N\alpha^2).}$$

$$n = 2800/\ \mathbf{(1+2800(0.05)^2),\quad n= 350}$$

Hence, the sample size of 350 was drawn from the total population of study of 2800 of some selected commercial activities within three wards of Yola south which was used in collecting the information needed for the study. The sample size was divided by the population and calculated in to percentage in order to get the sample size percentage of each ward commercial centers. Thus: (350/**2800×100) = 12.5%**

Table 1: Population and Sample Size of each Commercial Center in the Selected Wards

S/N	Commercial centers	Population	Sample size at 12.5 %
1	Makama A. main market	1300	163
2	Bole Yolde Pate	900	112
3	Bako ward	600	75
	Total	**2800**	**350**

Source: field survey 2023

3.4 Sampling and Technique for Data Analysis

A multi-stage sampling technique was adopted in this study. This has helped the researcher in avoiding biases or skewness in sampling. At first stage, the researcher applied cluster sampling techniques which involved breaking the entire population into wards in Yola south: the second stage applied was convenience sampling in drawing a sample of 28 from each ward within Yola south. Constructing the convenience sampling technique was deemed appropriate because the researcher may not know the spot of every POS attendants and they may not be available when the instrument was be administered. Also descriptive and chi-squre technique was employed to assess the demographic of the respondents and the extends to which POS business has impacted on income sustainability in Yola South Adamawa state.

3.4.1 Model specification

$Y^{*}= X^{*}\beta^{*}+ \varepsilon^{*}$**--------------------------------------(1)**

Where

Y = sustainable income, X = POS business**,** ε = error term

4. Results and Discussions

Table 2: Demographic Information of the Respondents

VALID	Frequency	%	Valid %	Cumulative
MALE	74	74.0	74.0	-
FEMALE	26	26.0	26.0	74.0
Age of respondents				
18-25	15.4	15.4	15.4	-
26-35	51	51.0	51.0	15.4
36-45	28.5	28.5	28.5	66.4
46-65	5.1	5.1	5.1	94.9
Education level of the respondents				
NO FORMAL EDUCATION	2	2.0	2.0	-
WASC/GCE	13.4	13.4	13.4	2.0
OND/NCE	28.2	28.2	28.2	15.4
HND/DEGREE	29.2	29.2	29.2	43.6
PROFESIONAL QUALIFICATION	27.2	27.2	27.2	72.8
Employment status of the respondents				
Employed	6.1	6.1	6.1	-
Unemployed	43.6	43.6	43.6	6.1
Self Employed	50.3	50.3	50.3	49.7
Source of fund to start POS business				
Family	29.53	29.53	29.53	-
Savings	34.23	34.23	34.23	29.53
Friends	20.13	20.13	20.13	63.76
Bank loan	11.7	11.7	11.7	83.89
Government	4.41	4.41	4.41	95.59
How long have you been operating POS businesses?				
1-3 yrs	41.3	41.3	41.3	-
4-7 yrs	38.6	38.6	38.6	**41.3**
8-11 yrs	20.1	20.1	20.1	**79.9**

Source: Author's Computation, 2023

Table 2 reveals that, 74.0% Male responses were collected for the study while the remaining 26.0% of the respondents were females. With this information, it can be resolved that males are engaged into POS businesses more than females with only 26.0% in Yola south. Table 2 also shows that 51 per cent of the respondents were within the age range of 26-35 years old, followed by 28.5 per cent of POS operators who were the age range of 36-45 years old in Yola south local government. The result further revealed that only few individuals above the age of 45 years operate POS businesses, 15 per cent of the respondents were found to be within the age of 18-25 years old. 29.2% had Degree/HND equivalent, 28.2% of the respondents were OND/N.C.E certificate holders, similarly Professional qualification certificates holder participated up to 27%, while on the other hand 13.4% of the respondents have WAEC/GCE certificates, while the remaining 2% have no formal education. From this observation, it can be concluded that majority of the respondents are Degree /HND holders 29.2%, OND/NCE with a slide difference of only 1% and 27.2% with professional certificates. 50.3 % of the respondents were self-employed through POS businesses, while 43.6% were unemployed. The remaining 6.1% were employed by the government but still operate POS businesses. From this observation, it can be deduce that greater percentage of the respondent were self-employed by POS businesses while 43.6% were unemployed.

Table 2 shows that, 34.23% of the respondents raised funds from their personal saving to establish a POS business, the result also show that, the family also played a significant role at raising capital to POS businesses in Yola south. Only 11.7 of the respondents obtained loan from bank to establish a POS businesses while the remaining 4.41% raised their capital from government. From this observation, it can be concluded that the majority of the respondents depend on personal savings and family contributions to start up a POS businesses in Yola south. From Table 2 the study found that 41.3% % of the respondents got into POS business just three years ago, 38.6% of the respondents were into operation 4-7 years ago while 20.1% have been into the business for a long period of time approximately 8-11 years ago in Yola south. From this observation, it can be concluded that POS businesses are prominent every year among youth in Yola South local government area.

Table 3: The extent to which POS business has served as a source of sustainable income to the operators. in Yola south local government area Adamawa State.

Cross tabulation			Sustainable Income			
			Neutral	Agree	Strongly Agree	Total
POS	Neutral	Count	4	16	0	20
		Expected Count	3	13.5	3.6	20
		% within Sustainable Income	9.10%	8.00%	0.00%	6.70%
		% of Total	1.30%	5.40%	0.00%	6.70%
	Agree	Count	33	123	29	185
		Expected Count	27.3	124.8	32.9	185
		% within Sustainable Income	75.00%	61.20%	54.70%	62.10%
		% of Total	11.10%	41.30%	9.70%	62.10%
	Strongly Agree	Count	7	62	24	93
		Expected Count	13.7	62.7	16.5	93
		% within Sustainable Income	15.90%	30.80%	45.30%	31.20%
		% of Total	2.30%	20.80%	8.10%	31.20%
	Total	Count	44	201	53	298
		Expected Count	44	201	53	298
		% within Sustainable Income	100.00%	100.00%	100.00%	100.00%

		% of Total	14.80%	67.40%	17.80%	100.00%

Source: Researcher's Computation, 2023

Table 4 Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	12.739a	4	0.013
Likelihood Ratio	16.492	4	0.002
Linear-by-Linear Association	11.404	1	0.001
N of Valid Cases	298		

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 2.95.

Source: Researcher's Computation, 2023

The chi-square tests conducted in table 4 and 5 provide valuable insights into the relationship between respondents' perspectives on "POS business" and "Sustainable Income". The results indicate a statistically significant association between these two categorical variables. Specifically, the Pearson Chi-Square statistic of 12.739 with 4 degrees of freedom yields a p-value of 0.013, indicating a moderately strong relationship. This suggests that respondents' opinions on POS business are not independent of their views on sustainable income. In other words, individuals who express a particular sentiment about POS business are more likely to hold a corresponding opinion about sustainable income.

Furthermore, the Likelihood Ratio Chi-Square, which is another important test statistic for evaluating associations between categorical variables, reinforces the findings. With a test statistic of 16.492 and 4 degrees of freedom, the p-value of 0.002 provides additional evidence of a significant relationship at 5% level. This result supports the conclusion that the observed association between POS business and sustainable income is unlikely to be a chance occurrence.

The Linear-by-Linear Association Chi-Square test is particularly noteworthy as it focuses on the ordinal nature of the variables. In this case, it assesses the linear trend between respondents' levels of agreement on both POS business and sustainable income. The test yields a statistic of 11.404 with 1 degree of freedom and a p-value of 0.001, which is highly significant at 5% level. This indicates a clear linear relationship, suggesting that as respondents' level of agreement with POS business increases, their level of agreement with sustainable income also tends to increase.

Table 5: Challenges encountered by POS business operators

Questions	**Strongly Disagree**	**Disagree**	**Neutral**	**Agree**	**Strongly Agree**	**Total**
Replace with question 1	6	14	13	117	148	298
	(2%)	(5%)	(4%)	(39%)	(50%)	(100%)
Replace with	7	20	31	127	113	298

question 2						
	(2%)	(7%)	(10%)	(43%)	(38%)	(100%)
Replace with question 3	13	19	27	107	132	298
	(4%)	(6%)	(9%)	(%36)	(44%)	(100%)
Replace with question 4	8	9	31	143	107	298
	(3%)	(3%)	(10%)	(48%)	(36%)	(100%)
Replace with question 5	8	22	25	124	119	298
	(3%)	(7%)	(8%)	(42%)	(40%)	(100%)

Source: Researcher's computation, 2023

The provided table offers valuable insights into the respondents' perspectives on five different questions. Each question elicits a range of responses, from "Strongly Disagree" to "Strongly Agree," allowing for a clear understanding of the participants' opinions.

In Question 1 (Frequent network failure hinder effective transactions made through POS payment in Yola), a striking 89% of respondents either agreed or strongly agreed with the statement. This indicates a strong consensus among participants, suggesting that the sentiment expressed in the question resonates with a significant majority. This level of agreement could be indicative of a topic that is widely recognized or supported within the surveyed population. The relatively low percentages of disagreement and neutrality further highlight the prevailing positive sentiment towards the statement.

Question 2 (Cybercrime and internet fraud affect POS business in Yola south) reveals a more balanced distribution of responses, with a notable percentage of respondents falling into the "Agree" and "Strongly Agree" categories (81% combined). While there is a substantial proportion of participants who express agreement, there is also a notable presence of respondents who either disagree or hold a neutral stance. This indicates that the sentiment expressed in Question 2 is more divisive or open to interpretation compared to the first question.

Question 3 (Illiteracy and lack of public enlightenments are problems hindering effective POS businesses in the community, super markets and shopping malls) showcases an even stronger agreement, with a staggering 80% of respondents falling into the "Agree" and "Strongly Agree" categories. This high level of consensus suggests that the statement resonates strongly with a significant majority of participants. The relatively lower percentages of disagreement and neutrality further emphasize the prevailing positive sentiment towards the statement. This question appears to address a topic that holds considerable significance or alignment with the surveyed population.

In Question 4 (High bank operational charges imposed on each transaction made by the customer using POS services poses a great challenge to performance of shopping in Yola south) there is a clear majority of respondents who agree with the statement, with a combined percentage of 84%. This indicates a high level of consensus among participants, suggesting that the sentiment expressed in the question aligns with the views of a significant majority. The relatively lower percentages of disagreement and neutrality further emphasize the prevailing positive sentiment towards the statement. Similar to Question 3, this question addresses a topic that appears to hold considerable importance or resonance with the surveyed population.

Question 5 (lack of enough capital hinders POS operators from realizing maximum potentials of businesses) presents a slightly more balanced distribution of responses compared to the previous questions. However, a substantial majority of respondents still express agreement, with 82% falling into the "Agree" and "Strongly Agree" categories. This indicates a significant level of consensus, suggesting that the sentiment expressed in the question is widely supported among the surveyed population. The presence of respondents who disagree or hold a neutral stance adds a layer of complexity, indicating that the sentiment in Question 5 may be subject to some variation in interpretation or perspective.

5. Conclusion and Recommendations

This study investigated the extent to which POS business creates sustainable income in Yola south local government in Adamawa state, Nigeria. The result study concluded that POS businesses attracts jobless people to venture into the business because it ease business transaction and also create income to the operators to sustain them in Yola south local government. The results of simple percentages revealed that 74% of POS operators are male with only 26% were females, within these genders, 51% are within the age of 26-35 years old which shows they are mostly youth with education status of OND/NCE 28.1 %, B.Sc/HND 29% and professional qualification 27.2%. Therefore, improving POS businesses will assist in absorbing jobless youth to be self-employed, it was noted that only 4.41% of POS operators were empowered by the government, 11.7% established their businesses through Bank loan, 20.1% obtained their startup capital from friends while most of the business centers were established from family contribution and personal savings with a percentage of 29.53% and 34.23% respectively.

Similarly the study found that network failure, illiteracy, high bank operational charges, cybercrime and internet fraud and lack of enough capital are among challenges that significantly affect the performance POS businesses in Yola south local government. Hence, there is urgent attention by government, commercial banks, monetary authorities and service providers to proffer solution to the challenges in order to secure and improve POS businesses in yola south local government Adamawa state and Nigeria as well. Base on the finding of the study the following recommendations were made.

i. Government through the central bank of Nigeria (CBN) should formulate and improve monetary policies (cashless policy) aimed at encouraging and improved POS payment system. With this, the demand for POS will increase in business stores, shopping mules and POS terminals in communities with difficulty to access bank services. This will no doubt create more opportunities to POS operators in expanding their source of income to their sustenance among youth in Yola south local government of Adamawa state.

ii. Government, commercial banks, monetary authorities (CBN) and service providers (MTN,GLO, 9MOBILE AIRTEL) should collaborate to proffer solution to the challenges facing POS operators (network failure, illiteracy, high bank operational charges, cybercrime and internet fraud and lack of enough capital) in order to secure and improve the performance of POS services in Yola south of Adamawa state.

iii. Giving the importance of POS as a payment system in commercial centers, it is recommended that relevant authorities (CBN, NCC,) should collaborate with security agencies (EFCC, DSS, ICPC) to strictly monitor, secured, utilize effectively, and as well provide services constantly in other facilitates it smooth usage in other to improve the performance of commercial activities in Yola south local government.

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