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Research Paper

Impact of Bank Credit on Non-Financial Performance of Small and Medium Enterprises in Bauchi Metropolis, Nigeria

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Abstract - This study aimed to examines the impact of bank credit on the non-financial performance of small and medium enterprises (SMEs) in Bauchi metropolis. Its aim was to assess the level of relationship between bank credit on the non-financial performance of small and medium enterprises (SMEs) in Bauchi metropolis. In line with the objective of the study, three null hypotheses were formulated to guide the research. The theoretical foundation of the study was based on the Growth theory. The research design adopted in this research is survey design method a structured questionnaire was used to collect data from a sample of Three Hundred and Thirty Five (335) SMEs. Data collected were analyzed using regression analysis with the aid of Statistical Package for Social Sciences (IBM SPSS) software version 21. The research therefore revealed that the result showed that the independent variables (i.e credit procedure, credit requirement and availability of credit) were significant joint predictors of non-financial performance. It was therefore recommended amongst others that, SMEs should explain a substantial proportion of changes that arise in SMEs financing. This study suggests Banks Credit is capable of making SMEs.

Keyword - Bank Credit; Small and Medium; Enterprises; Credit Procedure; Credit Requirement; Availability of Credit; Non-Financial Performance; Nigeria.

1. Introduction

he recognized significance of small and medium enterprises (SMEs) as a driving force for growth in developing nations is acknowledged. The advancement of SMEs should be viewed as efforts aimed at accomplishing broader economic and socio-economic goals, including reducing poverty. SMEs play a crucial role in their country's development by generating employment opportunities and contributing to the overall gross domestic product (GDP). It is highly probable that SMEs will adopt labor-intensive technologies, leading to a decrease in unemployment, particularly in developing countries, thus promptly influencing job creation [1].

In comparison to large corporations, there are a substantially greater number of small and medium-sized enterprises, and they also employ a significantly larger workforce. SMEs are also attributed with spurring innovation and fostering competition across various economic sectors in all nations [2].

The overarching purpose of commercial banks is to offer financial services to the general public and businesses, ensuring economic and social stability as well as sustainable economic growth. In this context, one of the most vital functions of commercial banks is credit creation. When granting a loan to a borrower, they do not physically provide cash; instead, they establish a deposit account from which the borrower can withdraw funds. Essentially, when a loan is approved, commercial banks automatically generate deposits, a phenomenon known as credit creation [3].

Statement of the Problem

Despite continuous efforts to implement policy strategies aimed at attracting funding for small and medium-sized enterprises (SMEs) in Nigeria, the majority of these businesses have not been able to attract sufficient credit from banks. This lack of attractiveness for bank credit to Nigerian SMEs is evident from reports by the Central Bank of Nigeria [4], which show that banks consistently provided loans and advances to the SME sector that fell below the prescribed minimum during various regulatory periods. Additionally, despite the enhanced financial intermediation in the economy resulting from financial reforms, there has been limited improvement in the proportion of total bank credits allocated to SMEs.

One of the key challenges faced by SME operators in Nigeria is the lack of consideration given to them by the government when formulating policies, which often prioritize larger organizations. This situation significantly constrains the availability of financing for SME growth and impedes their

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potential to contribute to economic development in Nigeria [5].

As a result, numerous small and medium-sized enterprises (SMEs) within the nation have persisted in heavily depending on funds they generate internally, leading to a restriction in their operational capacity. This study will focus on the primary way through which the economic progress of the country can be most effectively enhanced: the financial support of SMEs by commercial banks.

Objective of the Study
The main objective of the study is assessing the impact of Bank Credit on the non-financial performance of SMEs in Bauchi while specific objectives are:
1. To examine the impact of credit procedure to SMEs on the non-financial performance.
2. To determine the impact of credit requirement to SMEs on the non-financial performance.
3. To evaluate the impact of availability of credit to SMEs on the non-financial performance.

Research Questions
1. What is the impact of credit procedure for SMEs on the non-financial performance?
2. Does credit requirement to SMEs on the non-financial performance?
3. How availability of credit to SMEs on the non-financial performance?
Banking industry?

Statement of Hypotheses
$H0_1$: Credit procedure to SMEs has no significant impact on the non-financial performance.
$H0_2$: Total credit requirement to SMEs does not significantly influence the non-financial performance.
$H0_3$: The availability of credit to SMEs have not significantly influence the non-financial performance.

2. Related Work

The inception and functioning of Banks Credit commenced in Nigeria during the latter part of the 19th century. It was introduced by colonial rulers to establish a secure place for storing money and accessing credit whenever necessary. This tradition persists to the present day. The evolution within the banking sector resulted in substantial reforms regarding bank credit, aimed at providing an extended array of financial services encompassing financial guidance, stockbroking, insurance, mortgages, retail banking, merchant banking, and currency exchange services. Additionally, the required minimum capital for Nigerian banks was increased to twenty-five billion naira (N25 billion) [6].

Consequently, numerous consolidations occurred as financial institutions endeavored to fulfill the stipulated capital demands. This led to a decrease in the count of operational banks in Nigeria to twenty-five. Additionally, regulations restricted foreign investors from owning over 10% of banks predominantly owned by Nigerians.

The purpose of bank loans, facilitated by their intermediary function, is to offer crucial financial support to small and medium enterprises (SMEs). Previous studies have recognized the lack of funds as a significant challenge to SME performance. In order for SMEs to effectively contribute to the economy, they require sufficient funding in the form of short and long-term loans [7].

[17] Examine the effect of 2004 banking reform s on loan financing of small and medium industries in Nigeria.By using survey study (field 2005). The research administered 500 copies of questionnaire and 383 copies were returned. Chi square test provided analysis on the survey data, and Cronbachs alpha, Split-half test and Guttmanns lambda provided the analysis for testing the reliability.

[2] Examined the impact of banks loan to SMEs on manufacturing output in Nigeria for the period spanning 1992 to 2010. Employing error correction modeling technique, the study deduced that bank loans to the SME sector had significant impact on manufacturing output both in the long and short run.

[31] Examined the impact of post-bank consolidation on the performance of SMEs in Nigeria, with special reference to Lagos State. A sample size of 50 was drawn from the supra-population of the study within Ikeja Local Government in Lagos State. Applying mean, standard deviation and coefficient of variation in its data analysis, the study revealed that SMEs do not have better access to finance through banks, due to neo-reorganization in banks as a result of post-bank consolidation and SMEs do not have absolute rapport with the financial institutions due to their financial background in Nigeria.

[6] Compared the performance of loans granted to SMEs by banks with that of micro-credit institutions in Nigeria, using Ondo State as a case study. Analyzing through descriptive statistics, the study revealed that the average repayment rate for banks was 92.93% and 34.06% for micro-credit schemes; hence, suggested that banks performed at much higher levels than micro-credit schemes.

[12] Examined the effect of access to credit on the growth of SMEs in the Ho Municipality of Volta region of Ghana by using both survey and econometric methods. The survey involved a sample of 78 SMEs in the manufacturing sector. Both the survey and econometric results showed that access to credit exerts a significant positive effect on growth of SMEs in the Ho Municipality.

[9] Examined how diversified operations of banks impact their loans to SMEs by using panel data on 28 banks. The result indicated that as aggressive derivatives traders, the impact of its total assets on SMEs loans is positive at 1% significance level and credit guarantees positively impact SME loans at 1% significance level, implying that large banks are encouraged to make loans to SMEs through the assistance of the credit guarantees scheme.

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[25] Established whether there is a relationship between interest rates and the demand for credit as well as interest rates and loan repayment by the poor and the SMEs in Ghana. The results showed a negative relationship between interest rates and demand for credits as well as interest rates and loan repayment. The study suggested that lowering interest rates would increase the poor and SMEs demand for credit and loan repayment at banks and non-bank institutions which can be achieved through the amendment of the fiscal policy by the government.

[15] Examined the contribution of commercial banks to the growth of SMEs in Nigeria between 1980 to 2009. Using ratio analysis and trend analysis, it was discovered that commercial banks contribute to financing SMEs but their contribution has declined as the government through CBN directives abolished the mandatory banks credit allocations.

[33] Argued that in Ghana, SMEs rely primarily on personal savings of owners, business profits, family members or friends for their financial needs. They have little or no access to external credit.

[20] For US firms, Berger and Udell claimed that the sources from the principal owner, bank loans and trade credit account for 70% to 80% of total financing for SMEs, independent of firm size and age.

[27] Presented evidence on the state of micro and small enterprises finance in Ethiopia from a survey of 1000 micro and small ent Erprises in six major towns conducted by the authors. It showed that friends/relatives, suppliers credit, and are the most important sources of finance in that order.

[8] For Belgian business start-ups, this study demonstrated the huge reliance of these firms on debt financing. The median company raises 82% of its total sources by means of external debt. It concluded that banks are willing to lend to business start-ups with promising growth prospects, although these firms have a lower total debt ratio.

[19] Examined the effective factors on survival of SMEs: Case study of Iran. Their study captured all manufacturing SMEs managers and business' owners of two major towns like Zahedan and Kambuzia with population of 250 people. Questionnaire was the main tool for their study while data were analyzed using IBM SPSS and Lisrel software. From their findings, financial factors among others were considered very significant to the survival of the business in Iran. Since survival is a variable under performance, therefore, it can be reasonably agreed upon that gaining access to financial source is very germane to the SMEs performance.

[35] On project finance for small and medium scale enterprises, he sees consistent policies changing as an obstacle for SMEs in accessing financial assistance from formal source like banks which is in most cases affecting the smooth running of the business.

3. Theory/Calculation

The theory of growth driven by finance suggests that the functions performed by financial institutions play a valuable role in enhancing the economy's capacity for productivity. Advocates of this theory contend that countries with more advanced financial systems tend to experience accelerated economic growth. The significance of financial institutions in stimulating economic growth has been extensively explored in academic works. Pioneering economists like Schumpeter [8] initially recognized the role of banks in promoting technological innovation through their intermediary activities, such as providing credit to the productive sectors. He held the view that effectively directing savings towards identifying and funding entrepreneurs with the highest potential for successfully implementing innovative products and production processes is a strategy to achieve this objective. Subsequent scholars [9], [10], [11], [12] have further supported the aforementioned proposition regarding the pivotal role of banks in driving economic growth. Various channels exist through which monetary policy influences economic activities, and these transmission channels have been extensively investigated within the framework of monetarist economic theories. Monetarist principles propose that alterations in the money supply directly result in changes in the actual value of money. The process of transmission is delineated as follows: [13] outlines that when the Central Bank engages in expansive open market operations, it boosts the money stock. Consequently, this action triggers an augmentation in the reserves of Commercial Banks, enhancing their capacity to generate credit. As a result, the money supply grows through the multiplier effect. To diminish the quantity of money held in their portfolios, both banks and non-bank institutions acquire securities with attributes similar to those offered by the Central Bank. This course of action subsequently stimulates economic activities in tangible sectors, including small and medium-sized enterprises (SMEs) [14].

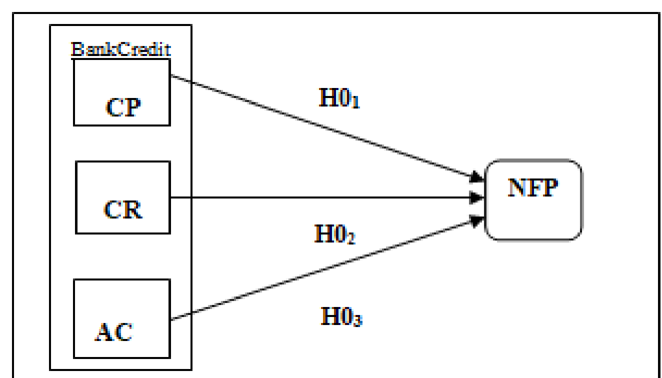

Figure 1: Conceptual Framework
Conceptual model of bank credit and non-financial performance
Source: field survey 2018.

The model for this study assumes the relationship between some banks credit variables that can influence or determine the level of their performance on small and medium scale enterprises of a nation. The model specifies the dependent

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variable measured with Non-Financial Performance (NFP) as dependent on Credit Procedure (CP), Credit Requirement (CR) Availability of Credit to SMEs (AC), represents the independent variables.

Bank Credit

The inception and functioning of Banks Credit began in Nigeria during the late 19th century. This concept was introduced by colonial rulers with the intention of offering a secure place for storing money and accessing loans in times of necessity, a practice that continues to this day. Reforms within the banking sector brought about significant changes to bank credit policies, expanding the range of financial services to encompass offerings such as financial advisory, stock brokerage, insurance, mortgages, retail banking, merchant banking, and currency exchange services. Additionally, the mandated minimum share capital for Nigerian banks was raised to twenty-five billion naira (N25 billion) [15]. As a result, numerous banks underwent mergers and acquisitions in their struggle to meet this capital prerequisite, consequently decreasing the total count of operating banks in Nigeria to twenty-five. Furthermore, regulations stipulated that foreign investors were restricted from owning more than 10% of banks in which the majority of shareholders were Nigerian.

Banks credits through their intermediation role are meant to provide financial succor to SMEs. Prior researchers have identified lack of finance as a threat to the performance of SMEs. For SMEs to perform their role in the economy, they need adequate funds in terms of short and long-term loans [16].

Measurement of Bank Credit

For this research study, consideration was given to three dimensions bank credit thus: Credit Procedure, Credit Requirement and Availability of Credit to SMEs.

a. Credit Procedure:

A process of credit assessment is essential to guarantee that a business doesn't extend credit to customers who lack the capability to make payments. The credit evaluation is managed by the credit department, which is responsible for this procedure. The department might be furnished with physical copies of sales orders from the order entry division, detailing each customer's requested orders. Within this non-automated setting, the receipt of a sales order initiates a manual assessment procedure. During this process, the credit personnel have the authority to prevent sales orders from progressing to the shipping department unless they provide an authorized version of the sales order to the shipping manager [17].

b. Credit Requirement:

To seek a personal loan, specific prerequisites must be met, involving various elements. If you require funds for home renovations, medical expenses, or routine financial needs, opting for a personal loan can provide the necessary financial support. Acquiring a personal loan from a traditional bank or an online lending platform necessitates fulfilling particular criteria. Familiarizing yourself with the necessary documents and details before making an application can enhance the likelihood of securing approval [18].

c. Availability of Credit to SMEs

The availability of credit to small and medium-sized enterprises (SMEs) in Nigeria and its significance in establishing new capital foundations for banks is explored in this study. The research utilized a conceptual and analytical framework, employing both theoretical and statistical comparative cross-sectional data. The objective was to assess the effectiveness of the SMEs program in Nigeria in relation to enhancing the capital bases of banks, while also addressing the challenge of funding SMEs. Furthermore, the study aimed to determine the impact of this program on the overall financial stability of the system. The findings of the investigation underscored the urgent need for the government to address the issue of financial intermediaries and stability within the system on a national level. Additionally, the study highlighted the necessity of establishing institutions that would drive the process of reform [19].

Measurement of Non-Financial Performance

a. Non-Financial Performance

The significance of non-financial metrics gained significant recognition with the release of "Balanced Scorecard" by Kaplan and Norton [20]. However, existing literature in the field indicates that non-financial performance indicators, particularly relating to human resources and factors like 'employee morale,' such as individual employee turnover rates, absenteeism, and punctuality, have been employed for an extended duration, dating back to as early as 1920 [21].

4. Experimental Method/Procedure/Design

The research employed a survey design approach, which serves as a structured framework for conducting research projects. This survey design was chosen to help the researcher understand and outline the characteristics of the specific variable of interest. In this particular investigation, the total study population consisted of 2066 SMEs businesses in Bauchi metropolis, as indicated by the National Bureau of Statistics' first quarter report [22]. Therefore, the study's population was determined to be 2066 SMEs [23].

For sampling, the researcher utilized random sampling techniques, ensuring an equal chance of selection for each participant. This approach resulted in the random selection of 335 SMEs samples using Yamane's formula [24]. The instrument's reliability and validity were examined, revealing Cronbach's alpha coefficient of approximately 0.880, establishing the internal consistency of the tool. The research instrument was validated by four experts, allowing the main survey to proceed.

The study's hypotheses were tested using multiple regression coefficients at a significance level of 0.05. The decision rule was set to reject the null hypothesis if the p-value was less than 0.05; otherwise, the null hypothesis would be supported and accepted if the p-value exceeded 5%.

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5. Results and Discussion

Demographic Characteristics

Demographic data of the participants was gathered, and an analysis of frequency and percentage was conducted. The outcomes were presented to gain insights into the profile of the respondents. A total of 335 questionnaires were administered, and the same number of responses was received. In the Gender category, the tabulated data indicates that 69.6%, equivalent to 257 participants, are male, while 30.4%, representing 78 participants, are female. Regarding Marital Status, the table demonstrates that 37.7%, comprising 97 respondents, are married, while 62.3%, totaling 160 respondents, are single. The Age breakdown displays that 28.8% (74 respondents) fall within the 18-30 age range, 40.5% (104 respondents) are aged 31-40, 18.3% (47 respondents) fall within 41-50 years, and 12.5% (32 respondents) are above 50 years old. The Level of Education chart reveals that 15.6% (40 respondents) hold a First degree qualification, 3.9% (10 respondents) possess a Master's degree, 3.9% (10 respondents) have a Ph.D., and the majority at 76.7% (197 respondents) hold Other qualifications. In terms of Location, 46.7% (120 respondents) are from Yalwa, while 38% (98 respondents) hail from Wunti, and 15.2% (39 respondents) are associated with Central market. The Profession distribution shows that 12.8% (33 respondents) are engaged in Manufacturing, 24.1% (62 respondents) are involved in Trading, and 63.0% (162 respondents) belong to another category.

Table 1. Regression Coefficient

Model	Understandardized coefficients		Standardized Coefficient	T	Collinearity statistics		
	B	std Error	Beta		sig	Tolerance	VIF
Constant	3.362	.341	-	9.862	.000	-	-
Credit procedure	-.041	.057	-.045	-.719	.473	.991	1.009
Credit requirement	.035	.055	.040	.629	.530	.966	1.036
Availability of credit	.137	.055	.158	2511	.013	.969	1.031

a. Dependent variable non-financial performance

Tolerance and Variance Inflation Factor (VIF) are employed to assess factors like multicollinearity. Taking tolerance as an example, the credit procedure exhibits a value of 0.991, credit requirement has a value of 0.966, and credit availability holds a value of 0.969, all exceeding the threshold of 0.10. This indicates minimal multicollinearity among the variables. For the Variance Inflation Factor (VIF), the credit procedure records a value of 1.009, credit requirement stands at 1.036, and credit availability is 1.031, all below 10 and statistically significant.

Regression Analysis

From the model summary, the R value 0.172 which indicate that, 17.2% of variation in the dependent variable (non-financial performance) is caused by the explanatory variable (credit procedure, credit requirement and availability of credit) included in the mode summary. Whereas the remaining 82.8% are explaining by other variable those are not included in the model but also affect the dependent variable. By implication, the model is fit for the research, since the R value is not close to 1 which indicate the little fitness to the model, because the result is showing that 17.2% variation in model is explain by explanatory variables.

Table 2. Model Summary

Model	R	R square	Adjusted R square	Std error of estimate	Durbin Watson
1	.172[a]	.029	.018	.4357	1.949

a. predictor (constant) availability of credit, credit procedure and credit requirement

b. non-financial performance

Also from the ANOVA table which is used to test statistical significance is 0.000[b] which is less than P value 0.05.this implies that credit procedure, credit requirement and availability of credit significantly affect non financial performance but also have less positive effect on non financial performance. This implies that an impact will less positively influence non financial performance.

Table 3. ANOVA

Model	Sum of square	Df	Mean square	F	Sig
Regression	1.457	3	.486	2.563	.055[b]
Residual	47.934	253	.189		
Total	49.391	256			

a dependent variable non-financial performance

b predictors (constant) availability of credit, credit procedure and credit requirement

Hypothesis one

H1: there is significant impact between credit procedures on non-financial performance of SMEs.

H0: there is no significant impact between credit procedures on non-financial performance of SMEs.

From the table title coefficient, Beta value under credit procedure is 15 which is a unique contribution of credit procedure to the dependent variable (non-financial performance). In this case credit procedure, the significant level is 0.172 which is more than P value 0.05 and also it has lesser positive increase to the non-financial performance. It

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can be concluded that there is no significant impact between credit procedure and non-financial performance. Therefore, null hypothesis was accepted and the alternative hypothesis which state that there is significant impact between credit procedures on non-financial performance is rejected.

Hypothesis two

H1: there is significant impact between credit requirements on non-financial performance of SMEs.

H0: there is no significant impact between credit requirements on non-financial performance of SMEs.

The Beta value of credit requirement is 0.040 which indicate its lesser contribution to the dependent variable non-financial performance which is 0.530 is more than 0.05 therefore, the hypothesis can be rejected. As such the null state that there is not significant impact between credit requirement and non-financial performance should be accepted.

Hypothesis three

H1: there is significant impact between availability of credit on non-financial performance of SMEs.

H0: there is no significant impact between availability of credit on non-financial performance of SMEs.

The Beta value representing availability of credit is 0.158, which contributed to the dependent variable non-financial performance in this case the Beta value 0.013, is less than the P value which 0.05, it can be concluded that the availability of credit contributed greater contribution to the non-financial performance. Therefore, the hypothesis was accepted and null hypothesis that state that there is not significant impact between availability of credit and customer non-financial performance should be rejected.

Discussion of Results

This subheading presents explanation and discussion of major findings in light of past literatures as well as interpretation of the results. This study attempted to answer three (3) research questions on the impact of e-service quality on customer's loyalty in the Nigerian banking industry. The discussion of findings provides the critical analyses of the results and their implications.

The findings were discussed based on the order of the research questions as follows.

As observed from, the findings reveal that the extent of the relationship between credit procedure and non financial performance has a positive and significant R value statistics at 5% levels of significance in all the models, this indicates that the models are statistically fit to predict customer's loyalty in the Nigerian banking industry by interactivity. Meaning that, the variables used in the study are appropriate to predict the dependent variable. Furthermore, credit procedure indicators explained 17.3% of the variation in the models. Looking at the contribution of each of the bank credit indicator in the model, credit procedure had significant contribution to customer trust with coefficient values of -0.045, and probability values of 0.003 and 0.0000 respectively.

This became necessary particularly because of the facts that the purpose of the study was to examine the study focuses on determining impact of e-service quality on customer's loyalty in the Nigerian banking industry. Therefore, in the course of conducting the study, reports the results of all the relevant inferential statistics.

The observation made in the course of carrying out this study agrees with the study of Yu, *et al*., [25], [26] in their study as stated. On the other part, the result contradicted the previous studies of [27] that all discovered the existence of negative impact in his study.

The finding shows that relationship between credit requirement and non financial performance has a positive impact but statistically significant influence on non financial performance with coefficients value of 0.104 and probability value of 0.004, which is below the 5% level of significance. The results are not in accordance with what was earlier expected going by the hypotheses statement in chapter one. This finding is in line with the results of [28]. [29], [30] and [31], who discovered that credit requirement, has a positive significant influence on non financial performance. This observation disagrees with the study [32] and [33].

The findings also showed that the impact of availability of credit on non financial performance has a positive and significant influence on the non financial performance in the Nigerian banking industry where the non financial performance measured by non financial performance for the study period. This is because the probability values for depicted in table under the robust standard error are all less than 5% level of significance, as can be seen 0.001. The result is agreement with the prior studies such as [34], [35], [36], [37] that found a positive significant influence of customer trust. The results are not in accordant with what was earlier expected going by the hypotheses statement in chapter one. The result is in disagreement with the prior studies such as [38], [39] in their study.

6. Conclusion and Future Scope

This paper concludes by assessing how banks' credit affects small and medium-sized non-financial enterprises in Nigeria. The findings affirm the continued significance of bank credit as a crucial financing source for SMEs, fostering their growth. To maximize benefits, SMEs should view bank credit as a financial resource to expand their operations. Government intervention should encourage deposit banks to lend to SMEs, offering incentives and urging preference for them. Simultaneously, SMEs should maintain comprehensive financial records, a prerequisite for obtaining loans. Additionally, the study finds that bank credit to SMEs, government spending, and bank density moderately influence SMEs' output, possibly due to credit accessibility restrictions and the impact of government expenditure in the economy. The study also notes that interest rates negatively impact SME output, aligning with expectations and reflecting the stable macroeconomic interest rate management in Nigeria. Shifting focus, this research investigates the influence of internet and mobile banking on customer satisfaction in Nigeria.

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Recommendations

1. The government must actively enhance the business landscape in Nigeria by offering essential infrastructure, thereby reducing the expenses associated with conducting business. This action will stimulate the expansion of small and medium-sized enterprises (SMEs).
2. The interest rate applied to loans provided to SMEs should be significantly decreased. Commercial banks should extend favorable loan terms to this vital economic sector and relax strict regulations regarding credit provision to SMEs. These actions will amplify the positive impact of bank loans on the growth of the SME sector.
3. Increased endeavors should be undertaken to provide access to short, intermediate, and extended duration loans for productive ventures such as SMEs. These enterprises form an essential component of the development and conversion of an agriculture-centered economy like Nigeria's. This action will stimulate job creation and earnings for diverse economic participants, leading to a ripple effect on personal savings and sectoral expansion.

Suggested Areas for Further Research

The following research areas are hereby recommended.

i. The research focused solely on a specific set of Nigerian SMEs during the timeframe of 2021 to 2023. Consequently, there is a requirement for additional investigations involving different banks and spanning a greater number of years in Nigeria.

ii. Scholars within this field have the opportunity to conduct analogous research employing alternative non-financial performance metrics as their dependent factors. This effort can aid in offering precise recommendations to the Nigerian banking sector regarding the provision of suitable e-service quality that maximizes a bank's value. This is particularly relevant since a majority of prior investigations have drawn from foreign nations for their evidence.

iii. In future research, it is crucial to extend the reach of this study to encompass additional geographical regions within Nigeria. This expansion will contribute to the enrichment of knowledge, considering that the current survey was exclusively conducted in Bauchi state, Nigeria.

Contribution to Knowledge

The study's results carry implications across theoretical, practical, policy, and managerial aspects. The notable and meaningful impacts of the study's components offer a chance for informed decision-making by bank executives and managers. This empowers them to formulate improved strategic policies. The insights from this research will also be utilized by practitioners and stakeholders to convey the advantages linked to bank credit, which enhances non-financial performance and customer support.

Conflict of Interest

This distinct replica has not been distributed and is not being considered for publication elsewhere. As a result, there are no conflicts of interest to disclose.

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Author Contributions

All authors contributed equally to this inquire approximately work. They all examined and confirmed the extreme adjustment of the first duplicate.

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