

**THE MEDIATING ROLE OF TECHNOLOGICAL VIGILANCE BETWEEN IT
INFRASTRUCTURE AND AIS EFFICIENCY: EVIDENCE FROM CONVENTIONAL
BANKS IN PAKISTAN**

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Abstract

This study investigates the mediating role of technological vigilance within the Conventional banks in Pakistan supporting the relationship between IT infrastructure (including hardware, software, maintenance, security, networks, interoperability, and information quality) and AIS efficiency. This study adopts a quantitative approach, incorporating a survey design and utilizing a questionnaire for primary data acquisition, 279 responses were received from bankers holding various designations, including financial, accounting and financial facilities managers across Conventional banks of Pakistan that was analyzed through Hayes PROCESS macro (Model 4) to examine both direct and indirect across seven IT infrastructure subcomponents. The study finds that technological vigilance mediates the role between IT infrastructure constructs and AIS efficiency. These findings underscore the dual operational and strategic value of IT infrastructure in enhancing AIS efficiency and offer valuable insights for improving IT governance within the conventional banking sector of Pakistan.

Keywords: Technological Vigilance, AIS Efficiency, IT Infrastructure, Banks, Conventional Banks, Pakistan