

Employee Perception on the role of information technology training in enhancing their work efficiency: a study of selected public sector banks in AP

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Abstract

This paper studies the impact of Information Technology Training practices on the employee efficiency in the select Public sector banking organizations. The aim of the paper is to analyze the impact of Information Technology training practices on employee efficiency. The study adopts descriptive research design and it imbibes both primary and secondary data. Convenience sampling method is applied for collecting the data through administering a structured questionnaire. The sample size for the study is 300. Statistical tools like Pearson Correlation Analysis, Regression Analysis and ANOVA were applied to test the proposed alternate hypothesis. The study concludes that Training Practices have a positive influence on employee efficiency in the Andhra Pradesh Banking Industry

1. INTRODUCTION

Human resources (Armstrong, 2009) have played a significant role in the economic development in most developed countries. Developing countries like India, can adopt these lessons to their growing economy. To manage an organization both large and small requires staffing them with competent personnel. The formal educational system does not adequately teach specific job skills for a position in a particular organization. Few employees have the requisite skills, knowledge, abilities and competencies needed to work effectively. As a result, many require extensive training to acquire the necessary aforementioned requisites to be able to make substantive contribution towards the organization's growth.

Training is imparting a specific skill to do a particular job while development deals with general enhancement and growth of individual skill and abilities through conscious and unconscious learning. The main purpose of training and development is by improving the employee competencies so that organizations can maximize efficiency and effectiveness of their human assets. Armstrong (2009) clearly stated in his book that organizations could benefit from training and development through winning the "heart and minds of" their employees to get them to identify with the organization, to exert themselves more on its behalf and to remain with the organization. If employees are to experience flexibility and effectiveness on the job, they need to acquire and develop knowledge and skills, and if they are to believe that they are valued by the organization they work for, then they need to see visible signs of management's commitment to their training and career needs. Training and development are the processes of investing in people so that they are equipped to perform

well. These processes are part of an overall human resource management approach that hopefully will result in people being motivated to perform. It goes without saying therefore that the training and development of employees are an issue that has to be faced by every organization. However, the amount, quality and quantity of training carried out vary enormously from organization to organization. According to Cole (2002), factors influencing the quantity and quality of training and development activities include: the degree of change in the external environment, the degree of internal change, the availability of suitable skills within the existing work-force and the extent to which management see training as a motivating factor in work.

Many organizations meet their needs for training in an ad hoc and haphazard way. Training in these organizations is more or less unplanned and unsystematic. Other organizations however set about identifying their training needs, then design and implement training activities in a rational manner, and finally assess results of training. Employees training play an important role as it enhances efficiency of an organization and helps employees to boost their performance in an efficient manner. There are many reasons that create the barriers to perform the task such as organization culture and politics. Some of the employees have lack of skills, abilities, knowledge and competencies due to this they are failed to accomplish task on timely basis.

Now days several trainings are obtainable to employees inside the organization, in order to increase their productivity and decrease the frustration. Most of the time the less capable employees prefer to leave the job because they have lack of ability to understand the technicalities of the given task. However, workforce is anticipated to learning new stuff and shows their commitment level with positive involvement in organizational success. Skilled employees can handle the critical situation in a well-organized manner. Training defined as an “efficient process of getting knowledge, abilities, skills and the behavior to meet the requirements of the job”. Training helps employees to meet their existing job requirements or helps employees to increase their productivity. Although, its benefits may spread throughout an employee’s career and help employees to meet their future responsibilities.

Organizations that don’t provide training to their employees fail to compete in the market. It generally happens because the employees of such organizations are incapable of enhancing their productivity. In other words, training helps employees to adopt the market chances and make them capable to meet the technology changes and competition. Information Technology Training has important role in the achievement of organizational goal by integrating the interest of organization and the workforce. An employee is the assets and most important resource for organizations so that organization who provides training to their employees increases their productivity. The training is an important function for the survival of any organization.

1.1 Scope of the Study

The outcomes of this research will help and support the banks to identify the Information Technology Training factors that influence the employee efficiency in the banking organizations. On the other hand, the research will be helpful in the department of human resource of every organization which are trying to increase the productivity of their employees.

2. REVIEW OF LITERATURE

Employees or human resources form crucial and internal customers for banking institutions (Kuchara, 2012). To improve service performance, most of the current literature acknowledges that favorable workforce perceptions of service are crucial (Laudon & Laudon, 2012). For studies that have examined the extent to which IT affects HR management and employee operations, one of the issues that have been investigated entails work infrastructure. According to Lerner and Tufano (2011), IT incorporation such as e-banking implementation reduces repetitive banking tasks by addressing issues such as banking, hardware and networks application. Another issue that has been investigated concerns the ease of use. As documented by Manjushree (2014), IT implementation assures convenience on the part of bank customers while improving employee productivity or efficiency. As concurred by Mermod (2011), the latter HR-related merit is achieved because IT incorporation removes location and time constraints for workforces. Time management has also been documented relative to IT implementation in banking. In the study by Mohan and Madhu (2014), the main aim was to unearth the effect of IT implementation on time management among bank HR managers. In the findings, the study indicated that through services such as e-banking systems, significant time is saved on the part of customers and that the implementation of this IT practices paves the way for employees to assume control of their services. Hence, the current study seeks to contribute to this literature by determining whether these positive effects with which IT is associated hold for the case of selected banks in India; eventually discerning whether parallels could be drawn between the results obtained by this study and those reported by previous scholarly studies investigating this and related themes.

Coordination forms an additional factor that has been studied in relation to the manner in which IT affects HR operations. According to Nair (2014), IT implementation in banking speeds up the work performed by employees by enhancing coordination. Regarding the aspect of skills, Nayak, Nath and Goel (2014) observed that IT implementation leads to enhanced skill compatibility among banking aspects, an outcome that was documented to be a pointer or predictor of improved employee productivity. As avowed by Obeng and Mkhize (2017), an additional attribute that leads to insights regarding the relationship between IT implementation and HR management (as well as the performance of banking institutions) involves competence. Particularly, the study indicated that through IT implementation, bank employees exhibit competence because they believe that they possess the required skills and capabilities to implement and learn e-banking; with the confidence also making them be part of and participate in IT implementation; especially after undergoing adequate training. Managerial support has also been observed to play a moderating role in reflecting the relationship between IT implementation and HR operations among banking institutions. According to Patel and Pithadia (2013), IT implementations makes most of the workforces to create trust while removing any location and time constraints that threaten to stall their rate of productivity. Lastly, Praful (2013) focused on the aspect of employee learning as a factor that reflects the correlation between IT implementation and HR management. Indeed, the study revealed that through IT implementation, employee skills and learning tend to be enhanced. Based on this literature, this study provides the results and insights gained from selected banking institutions and participants.

2.1 Objectives of Study

To examine the impact of Information Technology Training on the efficiency of employees in the Andhra Pradesh banking Industry.

To suggest certain procedural measures for effective implementation of Information Technology Training practices in order to enhance the employee efficiency in the Andhra Pradesh banking Industry.

2.2 Hypothesis

In order to intensify the above objectives, the following alternate hypothesis was framed to test the statistical significance and validity.

Ha1: There exists a strong relationship between Training Practices and employee efficiency.

3. RESEARCH METHODOLOGY

The present research study adopts descriptive research design and the study involves bank employees at different managerial cadre from four commercial banks involving in public sector organizations. The public sector banks include State Bank of India include three districts of West Godavari District, Guntur District, Krishna District Banks of SBI. The study area is restricted to state of Andhra Pradesh and three main branches of three districts from every sub branches of each bank were identified. In SBI banking organizations project a sample size of 300. Convenience sampling method was used in the study. Both primary and secondary data were used for the research study. The primary data was collected through questionnaire method. The secondary data involves various published documents. For collecting the data, convenience sampling technique was used. The statistical tools like Pearson Correlation, ANOVA and Regression Analysis were used to test the proposed alternate hypothesis.

3.1 Sampling Particulars

Branches in District	No.of Branches	Branches Visited	No.of Questionnaire Distributed	No.of Respondents
West Godavari District	86	18	150	87
Krishna District	116	23	152	98
Guntur District	121	26	173	115

		Employee Efficiency	Training Practices
Employee Efficiency	Pearson Correlation	1	0.536***
	Sig (2-tailed)		0.000
	N	300	300
Training Practices	Pearson Correlation	0.536***	
	Sig (2-tailed)	0.000	
	N	300	

It was found from the above table that the coefficient of correlation between Training and Development practices and employee performance is 0.536 at a significance level of 0.01 (2-tailed). Thus it indicates that there exists a strong linear correlation in between the two identified variables and they are closely related.

R	R Square	Adjusted R Square	Std. Error of the Estimate
0.468a	0.140	0.138	3.188

It shows that the Training practices explained 468% of the total variation in employee efficiency. Thus it indicates that there is a positive relationship in between the two variables.

	Sum of Squares	Df	Mean Square	F	Sig.
Regression	639.52	1	639.52	36.365	0.000b
Residual	2946.74	98	18.716		
Total	3586.26	99			

365 (p= 0000) It is further tested with regression coefficients for Information Technology Training and Development practices and employee performance

Coefficient of Regression between Information Technology Training Practices and Employee Efficiency

	Unstandardized	Standardized				
	Coefficients	Beta	t	Sig.		
	B	Std.err	Coefficients		-	-
Constant	12.156	1.163		8.938	-	-
Training Practices		0.22	0.046	0.296	4.247	0.000

It shows that regression results at a confidence interval level of 95% with unstandardized data coefficients value of 0.22 indicates a t – value 4.247 (p value of 0000) Since the calculated value (4.247) is greater than the critical value, alternate hypothesis is accepted It indicates that Training practices have a strong influence on employee efficiency in the Indian Banking Industry

3.2 Findings

The study shows that Training programs and Employee efficiency are interlinked in the select banking industry.

The analysis shows that Training programs are strongly influencing the employee efficiency in the select Banking Industry.

It is found from the above study that Training program had certainly increased the efficiency levels of the select bank employees.

3.3 Suggestions

Need based Information Technology training programs are to be imparted to the employees by the organizations in order to make them focused on the organizational goals.

Equal opportunity for all cadres of employees in the organizations is to be given in order to maintain homogeneous enhancement of skills and techniques.

Information Technology Training programs should have their roots in the basic elements like effective Customer Relationship Management, Total Quality Management and Talent Management.

Career Planning and Development Schemes are to be implemented and they should be closely monitored.

4. CONCLUSION

The findings in the research study indicate that there exists a strong correlation between Information Technology Training practices and Employee efficiency in the select banking organizations. This infers that there exists a positive relationship in between Information Technology Training and Employee efficiency. Organizations which invest in their employee skills by way of Training and Development activities will certainly reap the profits through employee productivity.

It is very essential on part of the organizations to continuously develop the employee skills in order to maximize employee performance. This is possible only by way of continuous training practices. It is a well-known fact that untrained employees could not perform up to the mark and this will certainly affect the overall performance of the organization. As the concept of Information Technology Training Practices have a significant impact and influence on employee efficiency and productivity it is essential for the organizations to maintain the ambient environment which involves continuous training process. Organizations which promote Information Technology training and development practices tend to possess a shining corporate image.

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