

IMPACT OF INFORMATION TECHNOLOGY ON THE PERFORMANCE OF EMPLOYEES OF INDIAN BANKING SECTOR WITH SPECIAL REFERENCE TO JAIPUR DISTRICT

Dr. Ashish Khandelwal*

ABSTRACT

Over the latest thirty years, the monetary locale has seen a colossal change in view of the improvements in the general money related environment. The central change saw inside the monetary region has been momentous advances in real money related upgrades and levels of progress, which are a result of fight inside the as a rule environment. The event in real money related redesigns and developments has made E-banking a serious a piece of the monetary district. E-banking has vexed the presences incredibly of present times and is considered to be a surge of information revolt after the creating and stream change. Earlier cash related clients should soon visit a bank office to execute through their saving records regardless with the presence of Internet banking the way during which financial trades are composed have changed. No matter what the way that E-banking has been notable among PC literates for quite a while, its predominance is growing decisively as Internet use makes and people find the moved advantages that are given by online banking. In the present capably organized cash related structures defying higher volatilities, more challenge and better time targets, E-banking has changed into a critical a piece of the generally financial environment to meet different necessities of clients of banking locale, in this way taking a gander at the extensive thoughts of individuals in Indian monetary system. This study makes an undertaking to research the impact of E-banking and information enhancement for the specialists of banking region. The objective of this text is to explore the effect of data improvement in the cash related business. Viability and reasonableness spread out a check for the practical improvement of the monetary development. The audit included examining and evaluating both the positive and adverse consequences of data progress on expert performance. The impact on authoritative parts and data security concerns are additionally mulled over.

Keywords: e-Banking, Information Technology, Data Security, Managerial Factors.

Introduction

Banks comparatively appear to logically see Information Technology (IT) as a fundamental part to achieve key and supportive targets.

It is information headway which attracts banks in differentiating such high presumptions of the clients who are really referring to and are similarly more techno-careful appeared unmistakably as per their partners of the yester years. They demand second, at whatever point and any spot banking working conditions. Other examines show that information progression has been offering responses for banks to wish care of their accounting and conclusive focus necessities. This has, at any rate, as of now passed

* Former Associate Professor, Department of Commerce and Management, IIS (Deemed to be University), Jaipur, Rajasthan, India.

appreciation on to gigantic extension use in affiliations zeroed in on the client of the banks. IT furthermore works with the introduction of latest vehicle works with - having all the earmarks of being Automated Teller Machines, Net Banking, and Mobile Banking and in this manner the like. Further, IT connection has expected such clear levels that it's freakish for banks to consider their IT executions on a free clarification with IT revolt, banks are truly interconnecting their PC structures across branches during a city as well as to other geographic locale with quick association establishment, and fixing area wide region affiliations and passing them on to the web.

With the event of progress, the financial plans are comprehensively over-gave transport system through a duplication of network, bank necessities to change their improvement structure, legitimize their branch network framework, and develop the level of advancement decision. Banking industry has been taking advantage of the going with 22 Technology Products. The assessment questions are according to the going with:

Banking is that the supporting of the economy for any country, including India. The monetary business of India is prolife rating close by expanded client's base considering the improved and innovative IT support which has made the undertakings speedier. Thusly, there's little requesting that IT security has gained the uprising the banking area of India. At this time, we can't think our monetary development without IT.

Review of Literature

Diversification is being seen as together of the essential strategies for corporate turn of events and better money related execution. The various bits of connection between the increase technique and efficiency have been explored by different experts from made as well as from making economies. Very few of these assessments have stayed aware of the unessential widening framework anyway; the others have focused in on related improvement. Coincidentally, there emanate an impression of being basically vague number of surveys which have no fuss the supportive outcome of filling in a couple of economies and correspondingly the others with the foreboding consequence of update in various economies. Over the scope of late years, both these affiliations — between an affiliation's degree of enlarging and coming about corporate execution are widely investigated inside the course of action (Rumelt, 1974; Christensen and Montgomery, 1981; and Bettis and Mahajan, 1985). Bettis and Mahajan (1985) picked a blueprint of 80 firms to show up at the relationship of peril/return execution in two classes of related and unimportant better firms thinking about accounting data. They saw that as, on a mean, the connected expanded firms perform better separated from the immaterial broadened firms. Regardless, no gigantic capacity to the extent that hazard examination was explored. A monstrous piece of the examinations in 1990s moreover remained dangerous at work of update on firm execution. Cook (1992) dialled back the evaluation data of Beatrice relationship since its beginning in 1891 to its improvement as a food mix and coordinated that the connected improvement of the firm produce regard in any case superfluous broadening couldn't contribute in communicating consistent development of the firm. Pandya and Rao (1998) picked a depiction of two, 637 US firms for the complete 1981-90 to focus in on the capacity in execution among segregated and undiversified firms and unquestionable that the undiversified firms beat the somewhat long firms. Incidentally, inside the setting of risk, the undiversified firms have an unfathomably better bet when stood separated from confined firms. Experts remained disconnected on the improvement influence inside the crucial decade of the 21st 100 years.

Some confirmation from emerging economies besides down to business mixed relationship among broadening and firm execution. The effect of both related and silly redesign techniques on firm execution working enthusiastically together has been surveyed by Li and Wong (2003) on an outline of 106 firms from the progress economy of China. The evaluation found that a match among related and insignificant expanding procedures conveys better monetary execution inside the emerging economies. Moreover, as per the looks at of made economies, specialization technique is seen solid areas for as, a pure pointless expanding was seen as worth obliterating strategy in China. They saw that the endogenous methodology of the firm was the power behind increase instead of the update for better corporate execution. Existing making remained tricky on the effect of enhancement for corporate execution. One party of experts indisputable the invaluable consequence of developing an affiliation's show while the other social affair could come up with a disagreeable result on execution. In any case, the exceptional a piece of this assessment framing relies on the confirmation from made economies, a not a lot of examinations have focused in on update and corporate execution in Pakistani setting. The disclosures both from the examinations and as such the library research uncover that IT prompts saving the hour of the clients and the experts certainly.

Research Methodology

The research is based on primary data collected from the employees of different branches of Bank of Baroda of India especially in Jaipur district. Since the region is culturally well developed it was necessary to identify whether it was technologically developed. A questionnaire consisting of 4 major aspects was drafted and responses were asked from the employees across the Bank of Baroda in Jaipur regions. The Data Collected was analysed using mean, Standard Deviation, Correlation, t test and One Way ANOVA (F test). The results were interpreted according to the various hypotheses.

Hypothesis

H₀: There is no significant impact of Information Technology on performance of the employees on the basis of gender, age, education and work experience.

H₁: There is a significant impact of Information Technology on performance of the employees on the basis of gender, age, education and work experience.

Results and Findings

Out of total 100 respondents 45 are female employees and 55 are male employees. The education level of all the 100 respondents was Graduate, Post Graduate, Professional and Doctorate. Out of 100 respondents 5 were Doctorate, 40 were Post Graduate, 10 were Professional, and 45 were Graduate. The Family income of the employees were categorised as follows:

Table 1: Percentage of Employees in each Category of Family Income

Less than Rs. 5 lakhs	24
Rs. 5 lakhs to Rs. 10 lakhs	41
Rs. 10 lakhs to Rs. 15 lakhs	26
More than Rs.15 lakhs	9

However, Since the family income is not solely dependent on the respondents hence it is not studied further. The age of respondents was classified as follows:

Table 2: Percentage of Employees in each Category of Age

Upto 30	50
Between 30 to 40	28
Between 40 to 50	9
Above 50	13

The Work Experience of the employees or respondents is categorized as follows:

Table 3: Percentage of Employees in each Category of Work Experience

Less than 5 years	52
5 to 15 years	34
15 to 25 years	9
More than 25 years	5

Testing of Hypothesis

The questionnaire mainly consisted of 4 aspects in which total 39 questions were asked from the respondents. The responses were based on Likert Scale where the respondents have to fill Strongly Agree, Agree Neutral, Disagree and Strongly Disagree. The 4 aspects were:

- Positive Impact of IT on Employees
- Negative Impact of IT on Employees
- Managerial Efficiency
- Data Security

The responses were analysed on the basis of Age, Gender, Work Experience and the education of the employees. All the 39 questions were answered and the mean score of the 4 aspects were taken and analysed on the basis of grouping variable such as age, gender, work experience and education. As regards gender t test was conducted and as regards the other 3 parameters F test (One way ANOVA) was conducted.

Table 4: t Test Value on the Basis of Gender

		t-test for Equality of Means		
		d.f	Sig. (2-tailed)	Mean Difference
Mean Positive	Equal variances assumed	98	.463	.11825
	Equal variances not assumed	27.343	.518	.11825
Mean Negative	Equal variances assumed	98	.900	-.03039
	Equal variances not assumed	45.703	.900	-.03039
Mean Management	Equal variances assumed	98	.217	.16420
	Equal variances not assumed	32.1008	.257	.16420
Mean Security	Equal variances assumed	98	.081	.24219
	Equal variances not assumed	31.320	.114	.24219

Since the p value in case of t test is more than 0.05 in all cases the null hypothesis is accepted that there is no significant difference between the perceptions of employees towards impact of information technology on the basis of gender. This means that both the male and female employees consider the positive and negative aspects of the information technology equally. The managerial factors and data security concerns are of same weightage to both the male and female employees.

Table 5: F Test Value on the basis of Education

		Sum of Squares	d.f	Mean Square	F
Mean Positive	Between Groups	.294	3	.098	.285
	Within Groups	17.198	96	.344	
	Total	17.492	99		
Mean Negative	Between Groups	.323	3	.108	.138
	Within Groups	38.983	96	.780	
	Total	39.306	99		
Mean Management	Between Groups	.207	3	.069	.291
	Within Groups	11.832	96	.237	
	Total	12.039	99		
Mean Security	Between Groups	.340	3	.113	.436
	Within Groups	12.985	96	.260	
	Total	13.325	99		

Since the p value in case of F test is more than 0.05 in all cases the null hypothesis is accepted that there is no significant difference between the perceptions of employees towards impact of information technology on the basis of education. This means that all the employees consider the positive and negative aspects of the information technology equally regardless of their education. The managerial factors and data security concerns are of same weightage to both all the employees which means that the education level has no role in the perception of employees towards information technology.

The results of the respondents were also tested on the basis of work experience of the employees and the results were as follows:

Table 6: F Test Value on the Basis of Work Experience

		Sum of Squares	d.f	Mean Square	F
Mean Positive	Between Groups	.092	3	.031	.088
	Within Groups	17.400	50	.348	
	Total	17.492	53		
Mean Negative	Between Groups	3.787	3	1.262	1.777
	Within Groups	35.519	50	.710	
	Total	39.306	53		
Mean Management	Between Groups	.511	3	.170	.739
	Within Groups	11.528	50	.231	
	Total	12.039	53		
Mean Security	Between Groups	.433	3	.144	.560
	Within Groups	12.892	50	.258	
	Total	13.325	53		

Since the p value in case of F test is more than 0.05 in all cases the null hypothesis is accepted that there is no significant difference between the perceptions of employees towards impact of information technology on the basis of work experience. This means that all the employees consider the positive and negative aspects of the information technology equally regardless of their work experience. The managerial factors and data security concerns are of same weightage to both all the employees which means that the work experience has no role in the perception of employees towards information technology.

The results of the respondents were also tested on the basis of age of the employees and the results were as follows:

Table 7: F Test Value on the basis of Age

		Sum of Squares	d.f	Mean Square	F
Mean Positive	Between Groups	1.313	3	.438	1.352
	Within Groups	16.180	50	.324	
	Total	17.492	53		
Mean Negative	Between Groups	1.580	3	.527	.698
	Within Groups	37.726	50	.755	
	Total	39.306	53		
Mean Management	Between Groups	.296	3	.099	.419
	Within Groups	11.744	50	.235	
	Total	12.039	53		
Mean Security	Between Groups	.506	3	.169	.657
	Within Groups	12.820	50	.256	
	Total	13.325	53		

Since the p value in case of F test is more than 0.05 in all cases the null hypothesis is accepted that there is no significant difference between the perceptions of employees towards impact of information technology on the basis of age. This means that all the employees consider the positive and negative aspects of the information technology equally regardless of their age. The managerial factors and data security concerns are of same weightage to both all the employees which means that the age has no role in the perception of employees towards information technology. The four aspects were also tested to find out whether there exists a correlation between them.

Conclusion

As regards explicit capability, the PSU banks, the BANK OF BARODA gathering and fittingly the new portrayed locale banks have all of the stores of being performing superb in that mentioning, with business mix considering the way that the outcome measure. A colossal piece of the low improvement recorded across regions is thanks to imaginative reasons, but regulatory and scale deficiencies in addition exist. the methodology of making and translating the overall sensibility scores and suitability improvement limits as moving out of this study could assist heading as regards the nature and level of IT with remembering for a bank. As a gadget of managerial assistance, these techniques could be used to benchmark the DMUs against the best performer. Regardless these appraisals and scatters are found at the bank pack level, they could be applied correspondingly well at individual bank level or branch level, as borne out by blend of the assessments. for example, inside the occasion of a branch, 'how much branches' variable inside the DEA evaluation might be superseded by 'number of work stations' as an obligation, while various data yield factors as portrayed inside the review would despite hold perfect.

Through the study conducted it was found that the employees were having same perception towards the information technology regardless of gender, age, education and work experience. Either the employees were not serious in filling the questionnaire or the awareness regarding the information technology is very low. The employees may be either resistant to change or may have fully understood the impact it carries. The employees of BANK OF BARODA of Jaipur district needs to be made more educated regarding the pros and cons of information technology as they have to serve the customers. The study was based on selected branches of BANK OF BARODA so a proper conclusion about employees of BANK OF BARODA or employees of banking sector cannot be made. The employees have adapted to the dynamic needs of banking and their performance is enhanced due to information technology. The study may be the good input to the society as employees have raised data security concerns which are ultimately related to the customers. The employees require better execution of information technology policy on the part of management.

References

1. Gupta Sweety and Yadav Anshu (2017); *The Impact of Electronic Banking and Information Technology on the Employees of Banking Sector*
2. Chandrasekhar M and Sonar Rajendra M; *Impact of Information Technology on the Efficiency and Total Factor Productivity of Indian Banks*; South Asian Journal of Management Volume 15 No. 3
3. Shukla Tanu and Kanna Chiranjeevi; *Information technology in relation to human resource management: an impact evaluation study on Indian banking sector*; International Journal of Human Resources Development and Management Vol. 17, No. 3-4
4. Tayal, R., Kumar Upadhya, R., Yadav, M., Rangnekar, S. and Singh, R. (2018), *The impact of transformational leadership on employees' acceptance to change: Mediating effects of innovative behaviour and moderating effect of the use of information technology*; VINE Journal of Information and Knowledge Management Systems, Vol. 48 No. 4, pp. 559-578.
5. Panda, S. and Rath, S.K. (2021), *How information technology capability influences organizational agility: empirical evidences from Indian banking industry*; Journal of Indian Business Research, Vol. 13 No. 4, pp. 564-585.
6. Nath Rupanjali, Bhal Kanika T and Kapoor Geetika T (2013); *Factors influencing IT Adoption by Bank Employees: An Extended TAM Approach*
7. Aldoseri, Fatima and Almaamari, Qais (2020); *The Impact of Information Technology in Banking System (A Case Study in Bank Keshavarzi IRAN)*.

