

# A Study on the recent Technology introduced on the Employee's Job Security of Banking Sector with special reference to Trichy City

Dr M. Abdul Kareem

Head of the Department, Department of Commerce & Business Administration, MIET Arts And Science College, Tiruchirappalli , Tamilnadu, (India)

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### \*Corresponding Author

Email: tmktrichy[at]gmail.com

## ABSTRACT

In the last three decades, the banking sector has seen a profound transformation owing to the changes in the global financial environment. The major change witnessed in the banking sector has been great advances in financial innovations and technologies information technology (IT) has become a key element in economic development and a backbone of knowledge based economies in terms of operations, quality delivery of services and productivity of services. Therefore, taking advantage of information technologies (IT) is an increasing challenge for developing countries. There is now growing evidence that Knowledge driven innovation is a decisive factor in the competitiveness of nations, industries, organizations and firms. Organizations like the banking sector have benefited substantially from e-banking, which is one among the IT applications for strengthening the competitiveness this paper examine the resent technology introduced on the employees job security of banking sector with special reference to Trichy city.

## 1. Introduction

In this modern world of repaid high-technology changes, technological advancement will continue to accelerate the future. Technological advancement change the organizational policies and strategies (Hampel and Martinsons, 2009). In any organization, most of challenges are generated by competition, advanced technology, enhancing employee efficiency and repaid growth, new leadership and management (Madsen et al., 2005). Most of the research has shown that employee attitude and behaviours need to be develop for successful organizational performance (Bernerth, 2004). Most of the firms involved the employee in management, working for technological advancement implementation. Firms invest on employees training to improve the employee knowledge and skills and development of employees prior to the introduction of new technology. You must ensure that workers ' union to consider the effects of technological advancement on their own physiology. It is clear that the staff who worked under both the old and new systems have expressed less positive attitudes about their jobs , and these attitudes circulated to the organization because it has become less committed and more likely to leave. So firms must motivate the employees to adopt the new technology and also organization gives incentive to employee for better performance (Dauda & Akingbade, 2011). Moreover organizations purchase the advance technological tool for improving the employee's performance, facilitated job-tasks, improved communication, increased efficiencies, and higher-levels of effectiveness in work management. The introduction of advance technology has changed the way of performing job. Technological advancement improved the employee performance as well as less the employee working effort and task completion time. New technology is not only essential for company or government, it is also important for nation. Companies cannot run with old technologies. Technology increase human performance when human or employees use technology for the benefits of the organization and use with ethical values.

Individual person cannot adopt technology easily and on the other side group of people can adopt technology easily. Computer is a greatest invention; it is useful only in that case when employees use it for their work. New technology can be used for both purposes for break or for make purpose. Employee work load reduce through technological advancement. Number of employees to perform one task is also reduced. Companies require not much more employees to perform one job. Human effort is also reduced through technological advancement. Single employee can perform its job without any hurdle. Human Resource Management use the advance technologies equipment to check and evaluate the employees output or performance. Human Resource Management decides to leverage emerging technologies to drive productivity and the management of human capital will make the difference between a mediocre HR department and one that is truly a business partner. Current technology trends that will impact HR are outsourcing, advances in technology, and a continued focus on measuring the value that HR brings to the organization. The role of the HR professional has changed fundamentally as a result of technology. The core competencies that have developed are mastery of HR technology, strategic contribution, personal credibility, HR delivery, and business knowledge.

## 2. Statement of the problem

In the organizational life job security is one of the issues that engaged employees in organizational and consumed a part of mental and psychological energy of organizational. Whenever workers reach a satisfactory level of resign, they should use the mental and physical energy for organization and decrease the human tension in the organization. As well as developing e-banking as one of the applications of information technology and communication effected monetary and banking markets in India developed countries, and forced banking industry to apply such innovations. Accordingly, in this article which is applied one based on its purpose and is descriptive-

correlative based on data, tried to analyze the effect of applying developed banking technology on job security of banking employees.

### 3. Review of the Literature

**Oluwagbemi Oluwatolani et al (2011)**, there is indeed no doubts that majority of organizations including the banks have taken the advantage of IT to enhance their operations. Today most of them have website on the Internet in order to extend their services globally, provide executive services and promote quality of service delivery. Driven by their ambitious aspirations to dominate the African financial services landscape, and under the leadership of a dynamic and visionary management team through information technology, Nigerian banks has been rapidly transformed from being just a bank to a one-stop-shop financial solutions provider. As the economies of Nigeria and Africa continues to improve, following the established path of other emerging markets; that is, increased political stability, improved government finances, growing domestic consumer demand, high commodity prices and significant improvement in other economic indicators, the banks in Nigeria are well positioned as a warrant on the African renaissance story.

It is expected that when the 3G network is operational, it will boost m-Commerce activities in Nigeria but may require further investment in the quality of cell phones. However, there are enormous opportunities for m-Commerce implementation in Nigeria based on the rate of growth and the diffusion of mobile devices. There is prospect for patronage but may be dependent on the available services.

**Muhammad Imran and Nadeem Maqbool and Huzafah Shafique (2014)** the study shows that employee performance influenced by technological advancement. Basically, three main variables technological advancement, motivation and training are taken as independent variable to check the employee performance. In first stage, technological advancement is taken as independent variable and motivation and training are taken as dependent variables .and it has been observed that technological advancement has significant impact on both variables motivation and training. In other words, we can say that with the advancement in technology employees of banking sector tend to be motivated to do their work and there is more need of training for employee skills and knowledge about that specific technology. In second stage motivation and training are taken as independent variables and employee performance is taken as dependent variable. And it has been observed that motivation has significant impact on employee performance but as well as concern for training of employee, it is found that training has no significant impact on employee performance. In other words we can say that if employees are motivated towards their work, their performance will be better than those who are not motivated towards their job and about training we can say that training not much influenced the employee performance. In Third stage, technological advancement is taken as independent variable and employee performance is taken as a dependent variable and finds that technological advancement has significant impact on employee performance it means that as technology tend to be advanced, performance of employee enhanced.

### 4. Objectives of the Study

- To analysis the introduced the new techniques of banking sector
- To study the Impact of information Technology introduced on the employees job security of Banking Sector.

### Hypotheses

#### First Hypotheses

H0: using electronic money transfer don't have any positive and significant effect on employees" security

H1: using electronic money transfer has a positive and significant effect on employees" security.

#### Second hypotheses

H0: using e-banking services don't have any positive and significant effect on employees" job security.

H1: using e-banking services has a positive and significant effect on employees" job security.

### 5. Scope of the Study

- To know there new techniques introduced by the banking sector
- To know about employee job security of the banking sector
- To find out the reason for choosing the new technique
- To know which features they admire in their banking product

### 6. Research Methodology

#### *The Research Design Used For the Study*

The research design used for the study is descriptive. Descriptive research studies are those, which are concerned with describing the characteristics of a particular individual or group. The studies concerned with specific prediction with narration of facts and characteristics concerning individual group or situation are all examples of descriptive research Studies.

#### *Population Size*

The total population size is indefinite.

#### *Sample Size*

This refers to the number of items to be selected from the total population to constitute the sample. The sample size used for study is 50.

#### *Sample Design*

It is a definite plan for obtaining a sample from a given population. It refers to the technique the researcher adopts in selecting items for the sample. The respondents are selected based on convenient sampling.

#### *Statistical Tools*

The data collected through questionnaires were analyzed using simple percentage analysis.

## 7. Data Analysis and Interpretation

**Table No.1**  
**Demographic Frequency Table**

Personal Details	Description	No of Respondents n=50	Percentage
Age	Bellow 30 years	13	26
	31 – 40 years	20	40
	41 – 50 years	11	22
	Above 51 years	06	12
Gender	Male	33	66
	Female	17	34
Marital status	Single	22	44
	Married	28	56
Educational Qualification	Up to HSC	12	24
	UG	21	42
	PG	10	20
	Professional	07	14
Designation	Office assistant	18	36
	Clerk	25	50
	Manager	07	14
Income	Bellow 20,000	08	16
	21,000 – 30,000	13	26
	31,001 – 40,000	12	24
	40,001 – 50,000	07	14
	Above 51,000	10	20

Source: Primary Data

This table explicitly demonstrates that majority of respondents belongs to the age group of 31 – 40 years. 66% of the respondents are male and 34% of the respondents are female. More than 56 percent of the respondents are married. Maximum of 42 percent of the respondent have opined under

graduate degree holder of their education qualification. 50 percent of the respondents have stated their designation as the employees of the clerk. Majority of 20 percent of the respondents have opined their income as above rs.51,000.

**Table no.2**  
**Regression coefficients for the Hypothesis**

Dependent variable	Independent variable	B	Standard error	t	Sig level
Employees" job security	Money electronic transfer services	-1.37	0.077	3.09	0.012
Stable value		2.48	0.011	4.08	0.008
Specification coefficient			0.072		
Fisher value			3.98		
Fisher's sig level			0.0024		
Watson camera value			1.89		

In this hypothesis the value of determining coefficient was 0.72 that shows independent variable is able to predict the dependent variable. Watson Camera statistics was used to analyze independence of errors. When the value of Watson Camera statistics is in the distance from 1.5 to 2.5 the assumption of correlation between errors is rejected and we can use regression that in this hypothesis it is 1.89 that can be categorized in this range; therefore, the hypothesis of error independence is accepted. On the one hand, the sig level of Fisher test is less than 5% showing that the model of this

hypothesis is significant. In the above table the sig level of t-test is less than 5%; therefore, the independent variable can affect dependent variable, as well, since regression coefficient of electronic money transfer is negative, by the way, the effect of this variable on employee's job security is reversal. Therefore, H0 indicating lack of effecting electronic money transfer on employees" job security is accepted. Second Hypothesis: using e-banking services has a positive and significant effect on employees' job security.

**Table No.3**  
**Regression Coefficient for the second hypothesis**

Dependent variable	Independent variable	B	Standard error	t	Sig level
Employees" job security	Telephone banking	-4.892	0.009	4.99	0.000
Stable value		2.09	0.28	4.055	0.001

Specification coefficient	0.071
Fisher value	5.98
Fisher's sig level	0.001
Watson camera value	2.14

In this hypothesis the rate of determination coefficient is 0.71 indicating that independent variable is able to predict dependent variable. Watson Camera statistics is used to analyze error independence. When the value of Watson Camera statistics is from 1.5 to 2.5, the correlation hypothesis between errors can be rejected and regression coefficient can be used which in this hypothesis it is 2.14 allocating in this range. Therefore, the hypothesis of error independence is accepted. On the one hand the sig level of Fisher test is less than 5%, stating that the model is significant. In the stated table the sig level of t-test is less than 5%; therefore, the independent variable can has reverse effect on dependent variable. Therefore, using telephone bank has a negative and significant effect on employees" job security.

## 8. Conclusion

E-banking services resulted in developing banking services and increasing customers" satisfaction that consequently resulted in increasing efficiency and profitability of banks. E-banking have broken the borders of traditional banking and caused connecting banks to the foreign countries. Accordingly, using these services caused workers not to benefit from security and job stability, because consequent use of these services result in lack of attending customers to banks and result in beforehand retiring of workers. Result of this study showed that in the view of commercial bank employees of Kermanshah, using electronic money transferring services, using telephone bank and using banking electronic services causes decreasing job stability and decreases job security. This study is one of the newest studies in e-banking; therefore, researchers are suggested to do some studies and aim to extend the result of this study in this context.

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