

A Study on Employee Understanding with Banking Technology and Training: A Way to Employee Adaptability

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Abstract

In the rapidly evolving landscape of banking technology, the ability of employees to understand and adapt to new technological advancements is crucial for organizational success. This study investigates the relationship between employee understanding of banking technology and the effectiveness of training programs designed to enhance adaptability. Utilizing a mixed-methods approach, quantitative surveys and qualitative interviews were conducted across multiple banks to gather data on employee perceptions and experiences. Key findings indicate that while a baseline understanding of technology exists among employees, targeted training significantly improves their adaptability. Moreover, factors such as understanding of technology, ease of application, training content relevance, delivery methods, and organizational support emerged as critical influencers of employee readiness and willingness to adapt. Recommendations include tailored training programs that address specific technology gaps and foster a culture of continuous learning within banking institutions. This research contributes to the growing body of knowledge on employee development in technology-driven industries and offers practical insights for enhancing employees adaptability in the banking sector.

Keywords: Employee adaptability, understanding of technology, training and organizational support.

Introduction

The banking industry has witnessed a seismic shift from the branch banking system to the networked banking services as a result of technology boom. Banks have been using IT in their many back-end and front-end operations just to ensure that they offer improved quality of banking services. It may not result in any major improvement unless employees, also referred to as internal customers within the organization, are motivated and rejuvenated towards giving excellent customer service. This is because it is believed that technology will improve productivity of bank staff through single-point data entry, automatic printing of statements and accurate balance and interest calculations. It saves time and enhances productivity. The main study deals with uncovering significant factors affecting employee perception towards technology. The respondents were top executives working in various banks located around Delhi/NCR region. Introduction Over the past few years, financial institutions such as banks which are some of the oldest financial firms have turned into being tech-savvy businesses regarding middleware, software or hardware investments due to huge impacts brought by technology advancement. Incapable

adaptability, insufficient knowledge base plus poor deliverables resulting in business failures caused by absent critical resource –technology (Timira Shukla, July 2014).

There has been a huge technological revolution in the banking sector that has breathed new life into its customers. The banking industry is being affected by all sorts of technologies, as evidenced by the speed at which banks operate today. No longer queues to open accounts, receive bank statements or wait for loans to be approved. These processes and others have become more precise through technology. (cafe, 2023)

You cannot measure someone's satisfaction at work. However, employee satisfaction and performance are influenced by several factors directly or indirectly. Banking is one of the sectors that is growing rapidly in pace with this country's economy. Several factors affect employees' performance in the banking sector. Stress as a direct factor impinging on employee performance was noted followed by training; motivation; leadership; emotional intelligence and working conditions. In particular, these stressors are often felt most acutely by bank workers from private banks because of late hours; boss-subordinate relationships; managers' characteristics and decisions about pay packages made by employers themselves around subordinated staffs who turn out to be disliked very much. The purpose of this research is to find out different factors that make an impact on job performance. It also aims at investigating various strategies used by different banks to improve the performance levels of their staffs. (Dr Poonam Madan, April 2016)

Literature review

(Jawad 1 Abbas, January 2014) stated that technology is imperative to any sector and has a big impact on financial organizations. By investing in technology, banks have established many routes of distribution. Technology has a significant impact on staff workload and guarantees oversight of errors and frauds. The bank staff is able to provide high-quality service because of the simplicity of use and quick access to information. Employee performance is positively impacted by an organization's investment in new technology; it boosts productivity and efficiency. Additionally, it increases an organization's ability to compete in the market for client services.

(Kwizera Methode.1, April 2019) in this study looked at how certain commercial banks in Bujumbura, Burundi, affected employee performance as a result of organizational change. He further stated that commercial bank management should regularly alter business practices to promptly address the constantly shifting needs of its client, implement the necessary strategy adjustments to allow them to provide services that satisfy various client groups' expectations and regularly train staff members so they stay informed and competent in the case of a change. Thus, this study contributes to the body of evidence showing that technical, strategic, and structural changes all have a major impact on staff performance in Burundi's banking industry.

(Amir Mehdiabadi 1, 27 May 2020) states that FinTechs have certainly given the financial industry new life by realizing that they can create value by bringing their skills together and working together. Financial institutions must adapt their historical perspectives and stay abreast with technological advancements. In addition, they must prioritize enhancing and offering services from the perspective of the client in order to optimally provide the crucial component of the customer experience. Banks and technology businesses are going to be extremely similar, and in order to speed up the transformation and business transformation process, banks need to collaborate with these companies.

(Shinta Winasisa, January 2020) identified that the banking sector is currently undergoing a digital transition. To make sure the business can adapt in the face of competition, work practices and conditions

that have been followed for decades are to be drastically altered. To improve performance and raise the likelihood of a long-term, sustainable business, the company needs to adopt an integrated digital transformation strategy. The modifications have a significant impact on the working environment and human resource practices in addition to the majority of the organization.

The psychological state of employees will be directly impacted by the effects of change. Since businesses require dedication and involvement from their employees throughout this phase, improper handling of this could have a negative impact on the changes itself. Employers require workers that are committed to the process, fully support it, and act as change agents by encouraging optimism and positive thinking among coworkers. An environment where creativity flows naturally throughout a transformation process can be established by engaged staff members, and this culture can subsequently unite all employees around a common objective. Employees with high levels of engagement will labor with zeal and have a strong emotional bond with the organization.

(Brigid Trenerry^{1*}, 23 March 2021) detailed that the nature of work is changing due to digital technologies and hence businesses must adapt and upgrade their business models to keep up with the constant disruption. In the meantime, the development of cutting-edge technologies is altering the kinds of abilities and proficiencies required in the job and necessitating a mentality change in individuals, groups, and institutions. Firstly, they identified five broad characteristics at the individual level that are associated with an effective digital transformation among workers: the use of technology; attitudes and views toward technological change; skills and training; workplace adaptation and resilience; and work-related wellbeing, secondly, three group-level requirements for digital transformation: workplace relationships and team identity; team adaptation and resilience; and team communication and collaboration. Lastly, organizational climate, human resources, and leadership are the three key components of digital transformation.

To thrive and stay competitive, organizations must adopt digital technology and change. Employees have a critical role in the success of the digital transformation process, thus it's critical to comprehend their attitudes and perceptions of technological change in addition to other tactics to improve their digital skills. The key role that workers, organizational leaders, managers, and human resource departments play in this transformation process was highlighted.

(Spacek, 13 February 2021) stated that in the context of the digital transformation, strategy and management, technology and regulation, customers, and staff are given a lot of attention. The areas of employee and customer participation, public benefit, and product and market knowledge are where the remaining major obstacles are located. It would be ideal to create a thorough normative paradigm for sectoral and scientific enrichment.

(Sohee Park, 2020) in their study identified that Environments, both technical and global, have quickly become more complex, ambiguous, and dynamic. Therefore, it is essential for businesses to train staff members who can function well in the new environment. As a result, experts and professionals have talked about how crucial employee characteristics are for assisting them in changing with the times. The study further highlights research on developing employees' abilities, strengths, and desired behaviors to work in effective and dependable ways in contexts related to change at both the individual and organizational levels through the use of the analytical framework (awareness, process, and direction/outcome). This study determined the skills people should acquire and apply, as well as which ideas they should evaluate and refine further. Organizations must, for instance, concentrate on encouraging employees to take the initiative and persevere in the face of difficulty if they want to help them become more proactive.

(Machteld van den Heuvel, 2020) stated the advantages of worker involvement during times of change as well as the micro-level transition mechanisms that affect employee adaptation. Positive attitude toward change was positively correlated with work engagement, and this relationship was reflected in observable adaptive performance. According to this study, controlling employee involvement throughout transitions can be beneficial and hasten the adoption and successful execution of organizational change. Employee adaptation to change over time may result in a decrease in anxiety and an increase in sense of control during change.

Employee engagement at work, in turn, gives them the motivation to keep improving adapt to change over time.

(Dr. Timira Shukla, 02 June, 2014) identified factors like work infrastructure, ease of use, time management, coordination, competence, skill, management support, employee learning and IT investment as a major contributor in enabling positive acceptance to technology especially in banks.

Objectives

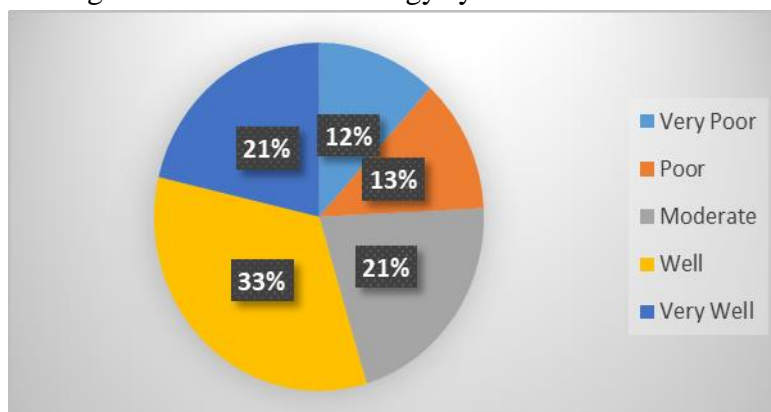
1. To identify the understanding of employees with the functionalities and usage of core banking software and systems.
2. To identify whether training on regulatory requirements related to technology in banking is imparted.

Research Methodology:

The objective of the study was to identify the understanding of employees with the functionalities and usage of core banking software and systems. The study also aims at assessing whether training on regulatory requirements related to technology in banking is imparted. The study covers various branches of private and public commercial banks. The study is limited to Jalgaon city. The structured questionnaire was distributed to the employees of both private and public commercial bank for the purpose of collecting the data. The sample size is 450 respondents.

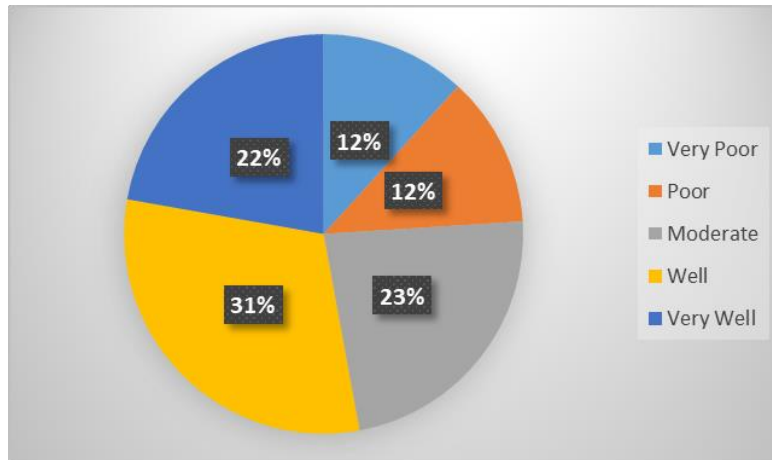
Data analysis and interpretation:

1. Employees understanding of the various technology systems used in Commercial Banks.



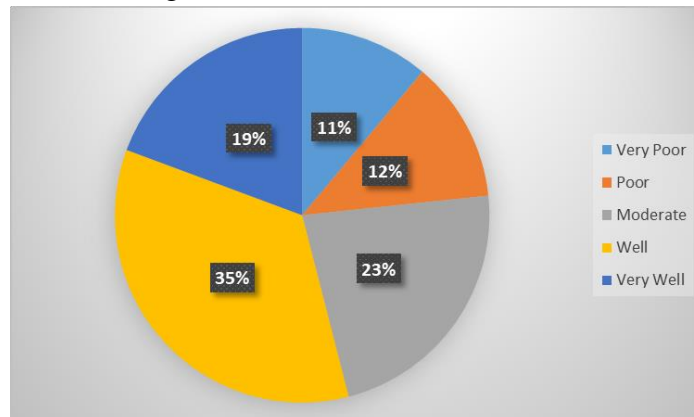
Observation: It was observed that majority 33% of the respondents reported their understanding of the various technology systems used in Commercial Banks.

2. Employees understanding of the features and functionalities of bank's digital platforms and applications.



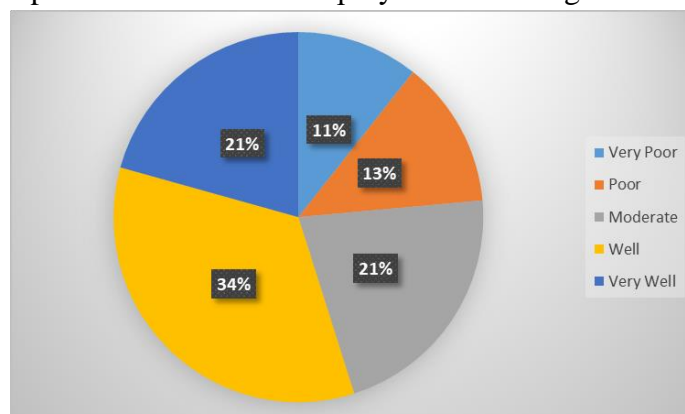
Observation: It was observed that majority 31% of the respondents reported their understanding of the features and functionalities of bank's digital platforms and applications.

3. Employees ease in troubleshooting common technical issues related to bank's technology.



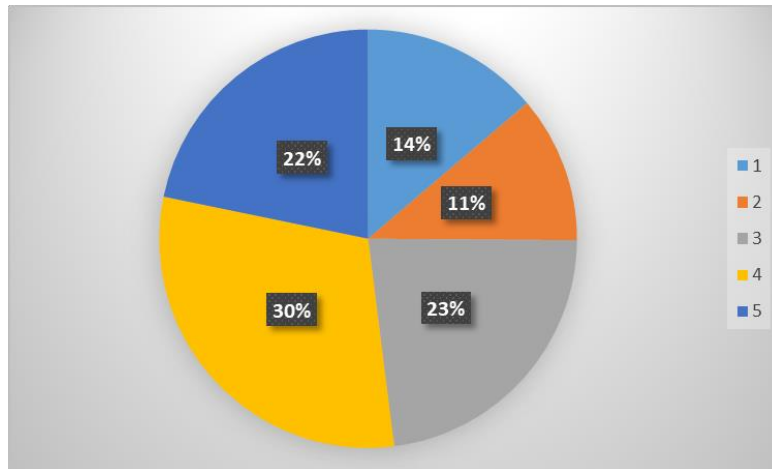
Observation: It was observed that majority 35% of the respondents reported ease in troubleshooting common technical issues related to bank's technology.

4. Training and resources provided to enhance employee's knowledge of bank technology



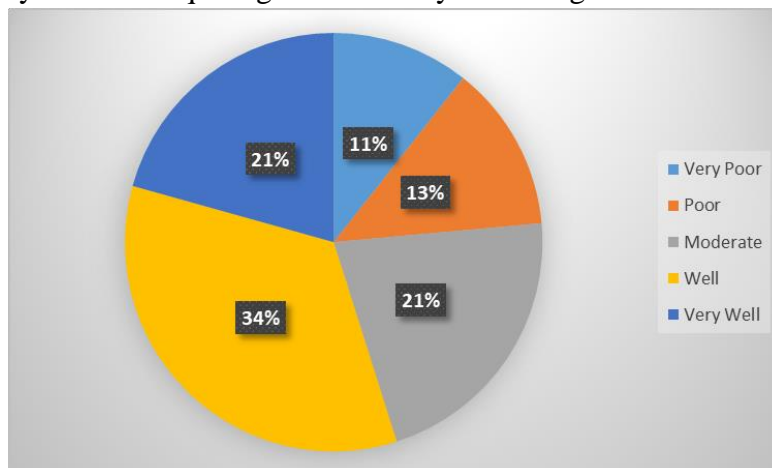
Observation: It was observed that majority 34% respondents reported that training and resources are provided to enhance their knowledge of bank technology.

5. Belief that knowledge of bank technology positively impacts employees ability to perform your job effectively.



Observation: It was found that majority 30% employees reported that they believe that the knowledge of bank technology positively impacts their ability to perform their job effectively.

6. Support provided by Bank in acquiring the necessary technological skills for banking operations



Observation: It was found that majority 34% employees reported well support provided by Bank in acquiring the necessary technological skills for banking operations

Conclusion and Discussion:

Banking technology is continuously changing these days and this ranges from digital transactions to AI driven customer service. In order to enable them function effectively in line with these expectations, employees must be conversant with the technological know-how as customers move towards embracing digital banking. This instruction enables them examine issues and help clients solve them. When one understands banking technology, it makes duties easier hence leading to fewer errors and improved outcomes. Staffs are adjustable when they take advantage of gadgets for swift accurate transfers. Ongoing training ensures that workers remain up-to-date on the dynamics of the industry such as legislative changes. That way they can easily adapt to any new inventions or even new operating systems that may come up. Technology helps in delivering individualized customer experience. Trained staff have a better chance at providing personal solutions thus catering for individual interests more effectively thereby increasing their loyalty scores in return. Both private and public commercial banks' employees do

understand the technology they utilize in their banking operations too well. They also know what bank's digital platform is and how its applications work so they can fix some of the most common bugs that occur there often times. Systematic training and availability of resources to enhance employee's knowledge of bank technology have a positive impact on their ability to adapt to changing technological environment. Employees are of the opinion that the support extended by Bank in acquiring the necessary technological skills for banking operations have a positive impact on employee's adaptability towards technology. To sum it up, building a culture where bank employees get used to banking-related technologies through consistent training encourages adaptability. It means they can successfully negotiate change, offer unique service standards and contribute towards the bank's success in an era driven by digital revolution.

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