Information Technology, Bank Automation, and Attitude of Workers in Nigerian Banks

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ABSTRACT This study examined the attitude of workers to the application of Information Technology in the banking industry and determined it's effects on recruitment and training of staff. Data used for the study were collected from six commercial banks randomly chosen from Lagos. The choice of Lagos stemmed from the degree of clustering of the population as the headquarters of 55 out of 69 banks in Nigeria were located in the city. A total of 60 questionnaires were administered to the staff of the six banks out of which 42 responded. The questionnaire made use of likert scale to test the attitudes and opinions of the sampled population towards a 10-point variable. Oral interview was also conducted to corroborate and augment information generated from the question-naires. Analysis of the data collected was done through the use of descriptive and inferential statistics such as percentages, mean and standard deviation. Responses from 42 employees of the six selected banks revealed that application of Information Technology has far reaching effects on personnel requirements. Sixty six percent of the employees (66%) claimed that automation of banking services has altered the required skill in favor of those that are computer literate in the banking environment. This has heightened the fear of redundancy and retrenchment among workers from fields that are less related to banking. This calls for constant training and re-orientation of staff. The need to train and retrain workers to make them relevant to automated banking environment was highly supported. About ninety five (95.1%) of the respondents , with a calculated mean of 4.5, agreed with this view. Majority of the workers (88%) believed that automation has not complicated work for the staff but has rather made it easier and more interesting. Necessary suggestions that could assist human resources managers in the banking industry were proffered.

Table 1: Degree of utilization of automated systems as perceived by the qorkers

Devices	x		fx	$\underline{x}$	S^2	%
Automated Teller Machines						
Highly Utilised	3	9	27	1.84	0.67	27.3
Moderately Utilised	2	10	20			30.3
Lowly Utilised	1	14	14			42.4
Electronic Fund Transfer						
Highly Utilised	3	21	63	2.5	0.46	55.3
Moderately Utilised	2	13	26			34.2
Lowly Utilised	1	14	4			10.5
Electronic Data Interchange						
Highly Utilised	3	15	45	2.1	0.71	41.7
Moderately Utilised	2	10	20			27.8
Lowly Utilised	1	11	11			30.5
Electronic Cards						
Highly Utilised	3	11	33	1.9	0.65	29
Moderately Utilised	2	13	26			34.2
Lowly Utilised	1	14	14			36.8
Magnetic Ink Character Reader						
Highly Utilised	3	32	96	2.9	0.12	86.5
Moderately Utilised	2	5	10			13.5
Lowly Utilised	1	-	-	-	-	-
Local Area Network						
Highly Utilised	3	29	87	2.6	0.38	72.5
Moderately Utilised	2	5	10			12.5
Lowly Utilised	1	6	6			15
Wide Area Network						
Highly Utilised	3	15	45	2.2	0.6	41.7
Moderately Utilised	2	13	26			36.1
Lowly Utilised	1	8	8			22.2
Point of Sales System						
Highly Utilised	3	4	12	1.6	0.53	14.3
Moderately Utilised	2	8	16			28.6
Lowly Utilised	1	16	16			57.1
Electronic Home and Office Banking						
Highly Utilised	3	9	27	1.8	0.67	25.7
Moderately Utilised	2	10	20			28.6
Lowly Utilised	1	16	16			45.7
Computer System						
Highly Utilised	3	33	99	2.8	0.19	84.6
Moderately Utilised	2	5	10			12.8
Lowly Utilised	1	1	1			2.6
Telephone Banking						
Highly Utilised	3	12	36	1.97	0.68	32.43
Moderately Utilised	2	12	24			32.43
Lowly Utilised	1	13	13			35.14

Source: Research Survey, 2000

Table 2: Attitude of bank workers towards automation

	x	f	fx	x	S	$\%$
Automated Machines have Complicated Work	5	2	10	1.83	0.95	4.8
Strongly Agree	4	1	4			2.4
Agree	3	2	6			4.8
Hardly Agree	2	20	40			47.6
Disagree	1	17	17			40.4
Strongly Disagree						
Computer Literacy Offers No Unique Advantage						
to Workers in Automated Banking Environment	5	-	0	1.6	0.49	-
Strongly Agree	4	3	12			7.1
Agree	3	-	0			-
Hardly Agree	2	16	32			38.1
Disagree	1	23	23			54.8
Strongly Disagree						
Fear of Redundancy and Retrenchment Grip						
Bank Workers Who are not Computer Literate	5	4	20	3.62	0.85	9.5
Strongly Agree	4	25	100			59.5
Agree	3	8	24			19.1
Hardly Agree	2	3	6			7.1
Disagree	1	2	2			4.8
Strongly Disagree						
Banking Automation has Altered the Required						
Skill in the Banking Industry	5	10	50	3.6	1.11	23.8
Strongly Agree	4	18	72			42.9
Agree	3	5	15			11.9
Hardly Agree	2	5	10			11.9
Disagree	1	4	4			9.5
Strongly Disagree						
Fewer Workers are Needed in Automated Bank	5	9	45	3.74	1.00	21.4
Strongly Agree	4	21	84			50
Agree	3	4	12			9.5
Hardly Agree	2	8	16			19.1
Disagree	1	-	0			-
Strongly Disagree						
Recruitment into Banks Favours People with						
Computer Engineering Background	5	2	10	2.74	1.20	4.8
Strongly Agree	4	9	36			21.4
Agree	3	13	39			31.0
Hardly Agree	2	12	24			28.6
Disagree	1	6	6			14.3
Strongly Disagree						
Banking Automation has Made Work Easier and More Interesting	5	17	85	4.2	0.73	40.4
Strongly Agree	4	18	72			42.9
Agree	3	6	18			14.3
Hardly Agree	2	-	0			-
Disagree	1	1	1			2.4
Strongly Disagree						
Banking Automation has not Affected the Size of the Work Force	5	-	0	2.33	0.94	-
Strongly Agree	4	6	24			14.3
Agree	3	11	33			26.2
Hardly Agree	2	16	32			38.1
Disagree	1	9	9			24.4
Strongly Disagree						
There is Need to Train and Retrain Workers to Make Them						
relevant to Automated Banking Environment	5	24	120	4.5	0.43	57.1
Strongly Agree	4	16	64			38.1
Agree	3	1	3			2.4
Hardly Agree	2	1	2			2.4
Disagree	1	-	0			-
Strongly Disagree						
An Averagely Educated Person can Use Manual to						
Operate Computer	5	1	5	3.11	0.43	2.4
Strongly Agree	4	24	96			57.1
Agree	3	3	9			7.1
Hardly Agree	2	7	14			16.7
Disagree	1	7	7			16.7
Strongly Disagree						

Source: Research Survey 2000