Employees' attitude towards information technology

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Abstract: *In this paper an attempt has been made to find out whether the employees have a faourable attitude towards Information Technology and difference of attitudes by gender wise, age wise, job nature wise by using statistical tools like Tables, Diagrams, Tests of hypothesis etc., to analyze and present the data. It is found that the nature of jobs (Government or Private) and age influence the attitude towards Information Technology. But the gender differences may not have significant influence on the attitude towards Information Technology.*
Key words: *Information Technology, capabilities, educated illiterate*

INTRODUCTION

Now a days Computers and communications are becoming integral parts of our lives. The Information Technology or IT is revolutionizing the way, in which we live and work. It is challenging all aspects of our life and life style. The digital revolution has given mankind the ability to treat information with mathematical precision, to transmit it at very high accuracy and to manipulate it at will. These capabilities are bringing into being a whole world within and around the physical world. The amount of calculational power that is available to mankind is increasing at an exponential rate. A few decades back communications used to be between people, one person to another. But now inanimate objects are getting into the act, books can tell the cash registers how much they cost, identity cards can tell the door lock whether to open or not, automated guided vehicles can tell the post computer where they are in the shop floor and what they are carrying and when they will be free, missiles can compare the landscape with their own map and hit the target with pin point precision. On the internet people engage in lively chats and discussions, shopping , play games even if they are physically into different continents.

It is known fact that no field is untouched by computers. Unless one has the ability to make use of computers in the respective fields, he/she is considered to be an illiterate even though he/she is educated. Otherwise, he/she is known as an educated illiterate in the modern era. Even though, having a computer is considered to be a status symbol and many people are posing, as if they are using the computers effectively. They do not possess adequate knowledge about computers and their operating procedures. It is because of the fact, that many people are very much afraid of operating the computers, as the operations involve many technical terms or jargons. Therefore, on many occasions they keep themselves a little away from the computer circle, even though the

computers have a lot of applications and user friendly in nature.

At present people feel that the world has become a small village because one can talk to anyone, enter into library, seek any information, discuss on any academic problem, share any idea, search the information which is not commonly available, etc.,. This shows that one has an access to every nook and corner of the world. All this has been made possible due to invention of internet, Voice mail, E-mail, Cyber café etc. Recently virtual university has come to existence; people are studying in virtual classrooms, one need not to travel to other countries and can complete education staying at his own place of residence. This shows that accessibility has increased very rapidly.

INDIA-INTERNET USAGE STATS AND TELECOMMUNICATIONS MARKET REPORT

TABLE-1

1998	1,400,000	1,094,870,677	0.1 %	ITU
1999	2,800,000	1,094,870,677	0.3 %	ITU
2000	5,500,000	1,094,870,677	0.5 %	ITU
2001	7,000,000	1,094,870,677	0.7 %	ITU
2002	16,500,000	1,094,870,677	1.6 %	ITU
2003	22,500,000	1,094,870,677	2.1 %	ITU
2004	39,200,000	1,094,870,677	3.6 %	**C.I. Almanac**
2005	50,600,000	1,112,225,812	4.5 %	**C.I. Almanac**
2006	40,000,000	1,112,225,812	3.6 %	**IAMAI**
2007	42,000,000	1,129,667,528	3.7 %	**IWS**
2009	81,000,000	1,156,897,766	7.0 %	**ITU**
2010	100,000,000	1,173,108,018	8.5 %	**IWS**
2012	137,000,000	1,205,073,612	11.4 %	**IAMAI**
2015	375,000,000	1,251,695,584	30.0 %	**IAMAI**
2016	462,124,989	1,266,883,598	36.5 %	**IAMAI**

The world is changing at an incredible pace. The agricultural revolution and the industrial revolution are followed by information revolution and knowledge revolution. Today the disparity is not so much between those who 'have more' and those who 'have less' but between those who 'know more' and those who 'know less'. It was Peter Drucker, the great management expert

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who coined the term 'knowledge workers' several years ago. Knowledge is doubling in every two years in almost all occupations. That means we have to keep pace with it by doubling our knowledge every two years even to stay where we are. Otherwise instead of forging ahead we fall behind. Instant communication across the seven continents has become a common day-to-day experience. Distance is abridged and the world is shrinking. The global society which was envisaged by our ancient seers and visionaries in the concepts of 'Vasudhaika kutumbam' and 'Sarvejana sukhinobhavanthu' can become a reality today on account of TV and Internet, Web and other tools of Information Technology.

Here an attempt has been made to find out whether the employees have a favourable attitude towards computers. So the study entitled **"EMPLOYEES' ATTITUDE TOWARDS INFORMATION TECHNOLOGY"** has been undertaken.

OBJECTIVES OF THE PRESENT STUDY

- To study the employees' attitude towards Information Technology

- To study the difference of attitude towards Information Technology between Government & Private employees

- To study the difference of attitude towards Information Technology between Male & Female employees

- To study the difference of attitude towards Information Technology between the employees below 40years of age and above 40years of age

METHODOLOGY

The present research study mainly focus on the employees' general attitude towards computer. It also deals with various other issues of comparing the attitudes of Government and Private employees, Male and Female employees, the employees below 40 years and above 40 years of age.

The field work was undertaken in Kavali mandal in Nellore district of Andhra Pradesh. For the purpose of survey , I met different employees in different departments. I have selected a sample of employees of size 200 using Stratified Random Sampling technique. I have selected the sample randomly from different departments, which covers Government and Private employees, Male and Female employees of different age groups. Here all the employees of private institutions, corporations like RTC, LIC , Banks etc., are treated as Private employees and all the Government departments including Government Aided institutions are treated as Government employees.

TOOL

For the present study I prepared a questionnaire comprising of 21 questions by which the awareness of Information Technology can be assessed. I have used two options as well as three option questions. For two option questions I have given the weightage as 1 and 0 for yes or no respectively. For three option questions I have given the weightage as 2,1 and 0 respectively. An individual can get a score range from 0 to 26. So if anyone gets a score of 13 and above I considered him as favourable towards Information Technology.

I used statistical tools like tables, diagrams, tests of hypothesis etc., to analyze and present the data.

ANALYSIS

After considering the awareness scores I found that 125 employees out of 200 have favourable attitude towards Information Technology, which says that 62.5% of the respondents have favourable attitude towards Information technology and 37.5% of the respondents have unfavourable attitude towards Information Technology.

If we consider the category wise responses, 56 Government employees out of 104 have favourable attitude towards Information Technology, which says that 53.5% of the respondents have favourable attitude towards Information technology and 46.5% of the respondents have unfavourable attitude towards Information Technology. Similarly 69 Private employees out of 96 have favourable attitude towards Information Technology, which says that 71.9% of the respondents have favourable attitude towards Information technology and 28.1% of the respondents have unfavourable attitude towards Information Technology. 78 Male employees out of 126 have favourable attitude towards Information Technology, which says that 61.9% of the respondents have favourable attitude towards Information technology and 38.1% of the respondents have unfavourable attitude towards Information Technology. 48 Female employees out of 74 have favourable attitude towards Information Technology, which says that 64.9% of the respondents have favourable attitude towards Information technology and 35.1% of the respondents have unfavourable attitude towards Information Technology. 47 members of Age above 40 employees out of 92 have favourable attitude towards Information Technology, which says that 51.1% of the respondents have favourable attitude towards Information technology and 48.9% of the respondents have unfavourable attitude towards Information Technology. 77 members of Age below 40 employees out of 108 have favourable attitude towards Information Technology, which says that 71.3% of the respondents have favourable attitude towards Information technology and 28.7% of the respondents have unfavourable attitude towards Information Technology.

The following table gives category wise responses of survey and Category wise percentage of employees favourable towards Information Technology.

TABLE-2: CONSOLIDATION OF SURVEY

CATEGORY	Total	Favourable	Not Favourable	Percentage of Favourables
Total number of Employees considered for the survey	200	125	75	62.5
Government Employees	104	56	48	53.8
Private Employees	96	69	27	71.9
Male Employees	126	78	48	61.9
Female Employees	74	48	26	64.9
Age above 40	92	47	45	51.1
Age <=40	108	77	31	71.3

We can display the above particulars using multiple bar diagram by which an ordinary man can also understand easily.
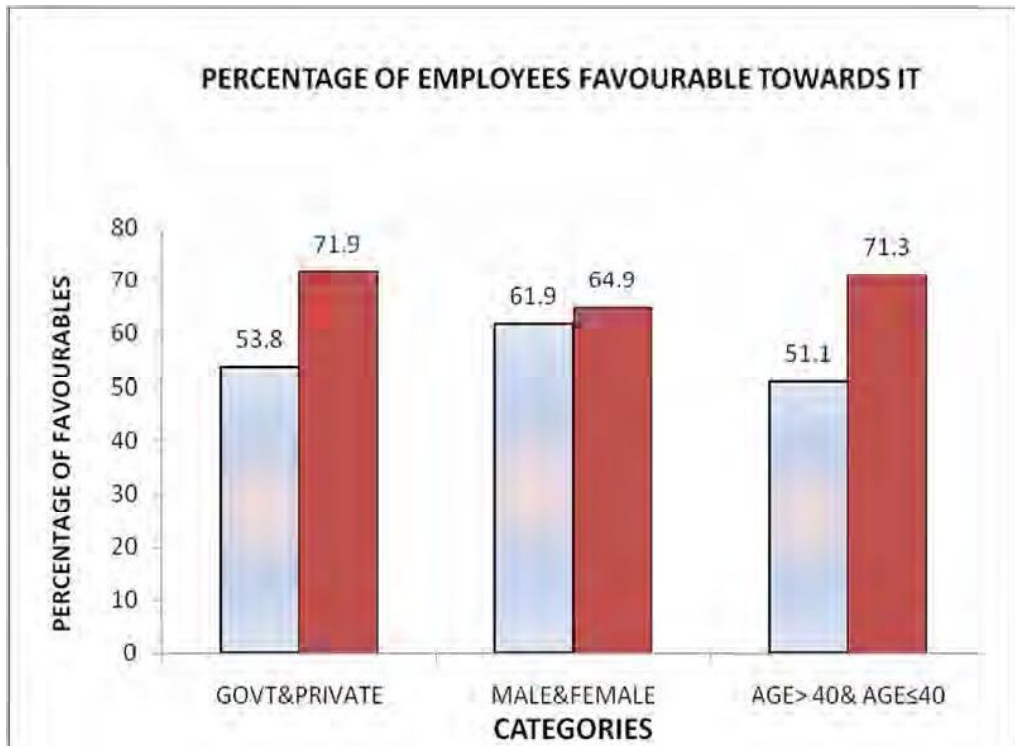
Now for the purpose of testing the following null hypotheses were formulated:

- There is no significant difference between **Government & Private** employees in respect of their attitude towards IT

- There is no significant difference between **Male &Female** employees in respect of their attitude towards IT

- There is no significant difference between employees of **age below 40** and **age above 40** in respect of their attitude towards IT

As we are having the proportions of favourables for different categories , to test the above hypotheses we have to adopt **" Test for Proportions"**. Being the sample size is 200, these are large sample tests. The test statistic for this type of test is

$$t_c = \frac{\overline{p_1} - \overline{p_2}}{\sqrt{PQ\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}} \sim N(0,1)$$

The details of calculations for this test and results obtained are shown in the following table

TABLE-2: TESTS OF HYPOTHESES FOR PROPORTIONS OF DIFFERENT CATEGORIES

Category	Sample size	Favourable	Proportions of FavourableS	Critical value	Table value	Significance at 5% LOS
Government	104	56	0.538	2.6413	1.96	Significant
Private	96	69	0.719			
Male	126	78	0.619	0.4242	1.96	Not significant
Female	74	48	0.649			
Age above 40	92	47	0.511	2.9334	1.96	Significant
Age below 40	108	77	0.713			

From the above table we can say that the first and third hypotheses are significant at 5% level of significance and the second hypothesis is not significant at 5% level of significance.

CONCLUSION

Thus the present study has shown that

- The majority of the employees are favourable attitude towards Information Technology

- The Private employees are favourable towards Information Technology than Government employees

- The employees of age below 40 years are favourable towards Information Technology than above 40 years

- There is no significant difference between the attitudes of Male and Female employees towards Information Technology

Totally we can conclude that the nature of jobs (Government or Private) and age influence the attitude towards Information Technology. But the gender differences may not have significant influence on the attitude towards Information Technology.

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