

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

A.A. Agboola

Department of Management and Accounting Obafemi Awolowo University, Ile-ife, Nigeria

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ABSTRACT This study examined the attitude of workers to the application of Information Technology in the banking industry and determined its 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 questionnaires. 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.