Research Article

IMPACT OF EMPLOYEES BEHAVIOR TOWARDS TECHNOLOGICAL INNOVATIONS IN EDUCATIONAL INSTITUTIONS

Dr. Anamika Rawat [1], Subarna Biswas Mistry [2]

ABSTRACT

This paper will check the impact of technological implementations on employees' behavior in educational institutions. The present technology driven world, technology has covered its own way in every field of business. It plays a both constructive and destructive role in this current changing industry environment. In this modern day no individual no educational institution and no business can undergo without implementing the usage of technologies. The positive side of usage of technology will make the employees to work more effectively which will recover the overall performance of the organization. All together adoption of new technology facade certain level of stress on the employees. Technological innovations are having a noteworthy impact on educational systems at all levels. Educational software, Online courses, social networking tools teaching aids and other rising technologies are unruly the traditional classroom environment. Technology in education is critical to develop strategies and techniques to manage and use for understanding the effects that technological innovations have on students, teachers, and schools. The present study is focusing on the role of technology on employee's behavior & their performance and influence of technology on employee inter- personal relationships.

Keywords: Employee behavior, Employee inter - personal relationship, Employee performance, Influence of Technology, Techno- stress, Motivation, Training

1. INTRODUCTION

Technology has certainly changed the way we live. Technology has an impact on different facet of life. Undeniably, technology plays an important role in every area of life. Technology has revolutionized the field of education. Technology has become a part in every organization, in factors of production. It happens to be a necessity for an organization to get updated with the new technologies in today's scenario. Other than profit, Success of an organization is precise by its employees, their attitude towards their work. Technology brings a change in the organization which has an impact on working system of the employee with both positive and negative effect on behavior, on their performance and on their interpersonal relationship.

[1]Dr. Anamika Rawat , SRK University Bhopal, Associate Professor in Management Department,
[2]Subarna Biswas Mistry, SRK University Bhopal, Assistant Professor in Management Department

Dr. Anamika Rawat [1], Subarna Biswas Mistry [2]

Today the importance of technology in schools, colleges and universities cannot be ignored. In fact, with the onset of computers in education, it has become easier for teachers to convey knowledge and for students to attain it. The use of technology has made the process of teaching and learning all the more pleasurable. Educational institution cannot run with old technologies. Technology increase human performance when human or employees use technology for the benefits of the educational institution and use with ethical values. Educational institution does not require many employees to perform one job. Due to technological advancement human effort is reduced. Every employee will perform its job without any problem.

There are two factors which has an impact of technology in educational institutes:
1. Awareness of new teaching and learning process
2. Acceptance of technology by the employees.

2. IMPORTANCE OF THE STUDY

The studies enrich the management with a choice of information pertaining to employee behavior, employee inter-personal relationship and their performance with regard to technology. This will facilitate the organization to make decision in adopting a fresh technology and helps to afford training to its employees in learning the technology. Just the trained employees can execute their duties well which will help the organization to accomplish its goal. This study will make the organization to realize about the techno-stress which will be helpful for them to aid their employees to prevail over the stress

3. REVIEW OF LITERATURE

Kendra M. Turner (2017) studied on the effect of a system implementation upgrade on employees' job performance. It was found that employees initially felt positive about a change but after some period of time they felt that they are in the need of training and management also increased their job duties and responsibilities without salary hike.

Muhammad Imran.,etal(2014) studied the effect of technological advancement on employee performance in banking sector. It was found that technological advancement has significant impact on motivation and training of employees. Motivation has significant impact on employee performance but training has no significant impact on employee performance. The result reveals that there is significant relationship between technological advancement and employee performance.

Yan-Hong Yao et al (2014) explore the influences of leadership and work stress on employee behavior, and the moderating effects of transactional and transformational leadership on the relationship between work stress and employee negative behaviour. The results showed that there is a positive correlation between work stress and employee negative behavior. Transformational leadership has negative impacts on work stress and employee behavior, whereas transactional leadership has positive influences.

Technological advancement is the process of combining and reorganizing knowledge to generate new ideas. The development of technology has an impact on firm performance (Mumford, 2000). Technological advancement comes from internal advancement (Pavitt, 1990), and internal

advancement comes from employee capability. So there is a close relationship between technological advancement and employee performance (Huselid, 1995).

Organizations can improve its employee's skills and efficiency through training and development. Research shows that investment on employees in the field of decision making, teamwork tasks and in problem solving results shows that firm's outcome level increases. In some organizations research proves that training is positively correlated with employee output. Training is not short term process. It is nonstop and systematic process. Organizations have done employee's analysis and also asses the need of firm. Then specified training program is adapted after that analysis. Organization adapts that method of training which is consistent with employees and as well as fulfil the goals of organization (Singh &Mohanty, 2012).

Motivation is define as change in behaviour not attribute to stable individual differences. Motivation mean is characteristic of an individual willing to expend efforts toward a particular set of behaviour (Quinone's, 1997). Employee motivation having a direct effect on technological advancement (Orpen, 1994).Employee require organizational incentives to enhance the advancement process (Harsanyi, 1969).The incentives or the employee can be divided into material incentives and non-material incentives; material incentive is mainly economic gain, and non-material incentive is mainly social acceptance. Material and non-material incentives can meet the different needs of employees in technological advancement activities (Gruber, 1996).

4. OBJECTIVES
1.   To study the impact of technology on employee behavior and their performance
2.   To analyze the stress level caused by technology and how technology influence employees inter personal relationship
3.   The study the effect of motivation and training with respect to technological advancement on employees

5. RESEARCH METHODOLOGY
   Both primary and secondary data are used for this study. Primary data has been collected through questionnaire method. Data has been collected by using a structured questionnaire. 250 questionnaires were distributed in which 205 were completed and 45 were found incomplete. And the secondary data were collected through articles, journals, magazines etc.

   5.1   Statistical Techniques Used:
➢ Percentage Analysis based on demographic
➢ Descriptive Analysis based on the questionnaires

6. LIMITATIONS OF THE STUDY
➢ Time was the major constrain to collect data. Only small sample size collected due to shortage of time. This study is restricted only to Bhopal city so the results of the study cannot be generalized. The samples are selected on the basis of simple random sampling method. Hence the limitation applicable for simple random sampling method applies to this study and we are using Percentage Analysis for the interpretation as other analysis method can be used.

Dr. Anamika Rawat [1], Subarna Biswas Mistry [2]

7. ANALYSIS & INTERPRETATION

Table

PROFILE		Frequency	Percent
Gender	Male	116	56.6
	Female	89	43.4
	Total	205	100.0
Age	Below 30	129	62.9
	30-40	46	22.4
	40-50	20	9.8
	50-60	10	4.9
	Total	205	100.0
Marital Status	Married	103	50.2
	Unmarried	102	49.8
	Total	205	100.0
Education Qualification	HSC	12	5.9
	Diploma	16	7.8
	Graduate	98	47.8
	Professionals	79	38.5
	Total	205	100.0
Income	Below 10000	12	5.9
	11000 – 20000	60	29.3
	21000 – 30000	58	28.3
	31000 – 40000	38	18.5
	Above 40000	37	18.0
	Total	205	100.0
Level of Employment	Entry level	49	23.9
	First level	63	30.7
	Middle level	74	36.1
	Top level	19	9.3
	Total	205	100.0
Work Experience	Below 5	106	51.7
	6 – 10	58	28.3
	11 – 15	23	11.2
	Above 15	18	8.8
	Total	205	100.0

IMPACT OF EMPLOYEES BEHAVIOR TOWARDS TECHNOLOGICAL INNOVATIONS IN
EDUCATIONAL INSTITUTIONS

From the table, it is inferred that out of 205 samples 56.6% respondents are male and 43.4% respondents are female. 62.9% respondents are under the age group of below 30, 22.4% respondents are under the age group of 30-39, 9.8% respondents are under the age group of 40-49 and 4.94% respondents are under the age group of 50-59. 50.2% respondents are married and 49.8% respondents are unmarried. 15.9% of respondents belong to HSC, 7.8% respondents are diploma, 47.8% are graduate respondents and 38.5% are professional respondents. 5.9% of respondents income level is below 10,000, 29.3% respondents are earning between11,000-20,000, 28.3% respondents are earning between 21,000-30,000, 18.5% respondents income level are between 31,000-40,000 and 18% respondents earnings are above 40,000.23.9% of respondents are working as entry level employees, 30.7%of respondents are at first level of employment, 36.1% of respondents are at the middle level and 9.3% respondents are at the top level. 51.7% of respondents are having below 5 years of work experience, 28.3% of respondents are having 6-10 years of work experience, 11.2% of respondents have 11-15 years of work experience and 8.8% of respondents have more than 15years of experience.

8. CONCLUSION

Employees were satisfied with new technology implemented and they are willing to learn more about the new technology without any hesitation. This will boost their performance level. They tend to keep updated with technology as it helps them to become a certified in their own field. An employee shows an optimistic attitude towards technology as it constrains their work & made it straightforward and helps them to conclude their work in time. If organization not compel his employees to update their skills and provides enough time periods in adopting new technology, employees will feel stress free and convenient in adopting it which makes them to give more towards organization development. Technology doesn't affect the employee interpersonal relationship, it helps them to have an improved communication with their co-workers and wish to work in teams than as individual but it has reduced their personal connections. The employees prefer to have some frivolous activities to be organized by its organization.

REFERENCES

1. Ghamin, S. and Rasheed, Z. (2006). Promoting Innovation in the Higher Education: A Study on the Faculty at the University of Mosul. A study submitted to the Conference on Creativity and the Administrative and Economic Transformation. Yarmouk University, Jordan.
2. Friedman, H.H., Friedman, L.W. and Pollack, S. (2005). Transforming a University from a Teaching Organization to a Learning Organization. Review of Business, 26(3), 31-35.
3. Baker, W.E. and Sinkula, J.M. (2002) Market orientation, learning orientation and product innovation: delving into the organization's black box. Journal of Market Focused Management, 5(1), 5-23.
4. Laursen, K. and Foss, N.I. (2003). New human resource management practices, complementarities and impact on innovation performance. Cambridge Journal of Economics, 27, 243-283.
5. De Leede, J. and Looise, J. K. (2005). Innovation and HRM: towards an integrated framework. Creativity and Innovation Management, 14(2), 108-117

6. Carmeli, A. and Schaubroeck, J. (2007). The influence of leaders' and other referents' normative expectations on individual involvement in creative work. The Leadership Quarterly, 18(1), 35-48.
7. Carmeli, A. and Spreitzer, G.M. (2009). Trust, connectivity, and thriving: Implications for innovative behaviors at work. The Journal of Creative Behavior, 43(3), 169-191.
8. Schumpeter J.A. (1934). The theory of economic development. Cambridge, Mass.: Harvard University Press.
9. Machlup, F. (1962). The production and distribution of knowledge in the United States (Vol. 278). Princeton University Press.
10. Binyamin, G. and Carmeli, A. (2010). Does structuring of human resource management processes enhance employee creativity? The mediating role of psychological availability. Human Resource Management, 49(6), 999-1024.
11. Bond, F.W. and Flaxman, P.E. (2006). The ability of psychological flexibility and job control to predict learning, job performance, and mental health. Journal of Organizational Behavior Management, 26, 113-130.
12. Holman, D., Totterdell, P., Axtell, C., Stride, C., Port, R., Svensson, R. and Zibarras, L. (2012). Job design and the employee innovation process: The mediating role of learning strategies. Journal of Business and Psychology, 27(2), 177-191.
13. Fernandez, S. and Moldogaziev, T. (2013). Employee empowerment, employee attitudes, and performance: testing a causal model. Public Administration Review, 73(3), 490-506.
14. Alas, R., Übius, Ü. and Vanhala, S. (2011). Connections between organisational culture, leadership and the innovation climate in Estonian enterprises. In E-Leader Conference (pp. 3-5).
15. Cingöz, A., & Akdoğan, A. A. (2011). An empirical examination of performance and image outcome expectation as determinants of innovative behavior in the workplace. Procedia-Social and Behavioral Sciences, 24, 847-853.
16. Yuan, F. and Woodman, R.W. (2010). Innovative behavior in the workplace: The role of performance and image outcome expectations. Academy of Management Journal, 53(2), 323-342.
17. Yidong, T. and Xinxin, L. (2013). How ethical leadership influence employees" innovative work behavior: A perspective of intrinsic motivation. Journal of Business Ethics, 116(2), 441-455.
18. Shin, S.J. and Zhou, J. (2003). Transformational leadership, conservation, and creativity: Evidence from Korea. Academy of Management Journal, 46(6), 703-714.
19. Zoubi, J. (2006). Organizational Climate Factors Influencing the Creative Behavior of Managers in the Ministries of Jordan: A Field Study (Unpublished Master Thesis). University of Jordan, Amman, Jordan.
20. DiLiello, T. C., & Houghton, J. D. (2006). Maximizing organizational leadership capacity for the future: Toward a model of self-leadership, innovation and creativity. Journal of Managerial Psychology, 21(4), 319-337.
21. Cabrera, E. F. (2012). The Six Essentials of Workplace Positivity. People and Strategy, 35(1), 50.
22. Nusair, T.T. (2013). The role of climate for innovation in job performance: Empirical evidence from commercial banks in Jordan. International Journal of Business and Social Science, 4(3), 208-217.
23. Kheng, Y.K. and Mahmood, R. (2013). The Relationship between Pro-Innovation Organizational Climate, Leader-member Exchange and Innovative Work Behavior: A Study among the

Knowledge Workers of the Knowledge Intensive Business Services in Malaysia. Business Management Dynamics, 2(8), p15.

24. Nybakk, E. and Jenssen, J.I. (2012). Innovation strategy, working climate, and financial performance in traditional manufacturing firms: An empirical analysis. International Journal of Innovation Management, 16(2), 1250008-1-1250008-26.

25. Kahn, J. and Langlieb, A.M. (2003). Mental health and productivity in the workplace: A handbook for organizations and clinicians. Hoboken, NJ.

26. Leung, K., Huang, K.L., Su, C.H. and Lu, L. (2011). Curvilinear relationships between role stress and innovative performance: Moderating effects of perceived support for innovation. Journal of Occupational and Organizational Psychology, 84(4), 741-758.

27. Greenhaus, J.H. and Beutell, H.J. (1985). Sources of Conflict between Work and Family Roles. Academy of Management Review, 10(1), 76-88.

28. Jawahar, I.M., Kisamore, J.L., Stone, T.H. and Rahn, D.L. (2012). Differential effect of inter-role conflict on proactive individual‟s experience of burnout. Journal of Business and Psychology,27(2), 243-254.

29. Ravi Chandra G and Dr. A.B. Saraswathi, Impact of Performance Management System on Employee Performance- A Conceptual Frame Work for It Organizations, International Journal of Civil Engineering and Technology, 9(6), 2018, pp. 412–420.

30. Lathesh K R and Vidya D Avadhani, A Study on Social Intelligence and its Impact on Employee Performance of Insurance Sectors in Mysuru City, International Journal of Mechanical Engineering and Technology 9(1), 2018. pp. 530–537.

31. K.N. Lakshmi and K.S. Sekhar Rao, A Study on Role of Emotional Intelligence on Employee Performance. International Journal of Civil Engineering and Technology, 9(3), 2018, pp. 440-448.

32. Dr. Nirzar Kulkarni. A Study on Relationship between Employee Performances with High Performance HR System in Automobile Industry of Nagpur. Journal of Management, 4(2), 2017, pp. 74–80.

33. Frizziero, L. E. O. N. A. R. D. O., et al. "New recovery energy turnstile achieved through research and innovation eco-design method (EQFD)." Int. J. Mech. Prod. Eng. Res. Dev 9 (2019): 277-286.

34. Szabo, Roland, and Reka Csontos. "Efficient Organisational Renewal: The Role of Technological and Management Innovation." International Journal of Business Management & Research (IJBMR) ISSN (P) (2016): 2249-6920.

35. JOSE, NEETHU MARIA. "TECHNICAL INNOVATIONS AS AN AID FOR ENHANCING CUSTOMER EXPERIENCE IN EMERGING MARKETING LANDSCAPE." International Journal of Sales & Marketing Management Research and Development (IJSMMRD) 9.2, Dec 2019, 57–68

36. Mudassir Khan, Mohd Ayyoob. "The scope of E-learning in the computer science & technologies." International Journal of Computer Science Engineering and Information Technology Research (IJCSEITR) 6.6 (2016): 93-98.

37. SIKANDAR, MA. "AGE OF DISRUPTIVE INNOVATION THROUGH DIGITAL TECHNOLOGIES IN INDIA: ISSUES, CHALLENGES AND OPPORTUNITIES." International Journal of Human Resource Management and Research (IJHRMR) ISSN (P): 2249-6874; ISSN (E): 2249-7986 Vol. 9, Issue 3, Jun 2019, 175-180