



Impact of Information Techonology on the Efficiency of Employees in Regional Transport Office, Akola (M.S.)

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ABSTRACT

Information Technology made drastic changes in the work culture of administration and Management. All employees updated themselves and their administration provided them training to enhance them. Regional Transport Offices also started to use modern technology to increase efficiency of employees. Due to the use of I.T. the efficiency of employees of Regional Transport Offices increased. They are providing prompt services to their customers. Govt. protect the nature and save the energy of employees. IT is more efficient and effective in knowledge based economy. The IT resources keeps important place in increasing the efficiency of Govt. and private sector employees.

Keywords : Information Technology, Employees , Efficiency, Regional Transport Office

INTRODUCTION:

Technology is often known for the jargon, acronym and newly created world definitions. The term "Information Technology" usually creates confusion because it has various names and definitions, functions.

IT technically empowered uses by distributing intelligence and decision-making. IT works the way people do, ingoing boundaries among data, text, voice and image and provides a backbone for team oriented business structure

Information technology increasingly affects virtually every aspect of work. Understanding the importance of IT application in government offices to increase organizational productivity (efficiency and effectiveness) and customer and citizens' satisfaction, have made policy-makers to apply institutional and administrative infrastructures of information technology in government offices. It has been argued that advances in automation and IT will result in increasing the efficiency of the employees of RTO. The prevalence and importance of information technology to the design and structuring of work in today's competitive environment speaks for understanding how such technology impacts the employees performance who use it. There is various Information Technology software which will measure employees' personalities, test the skills and even sum up the qualification a certain applicant has. By using IT we can do any work within limited time. IT is more efficient and effective.

IMPORTANCE OF STUDY:

Information technology having an enormous influence on today's global economy. It would be more appropriate to say that it is now close to becoming the most important drives of the global economy and well being is getting closely aligned to its ability to innovate and participate in the IT industry.

While the second industry revolution was initiated in the labour intensive manufacturing industry by automotive pioneers like ford. It is obvious that the third revolution is driven by the knowledge based service sector. Today, and in the future, it is brain and not 'brawn' that is the key to sustainable economic growth. Consequently, the level of development of the services sector. Particularly the knowledge intensive segment has become a key defoliant of national competitiveness for economies around the world.

In the last few year following the success of the Indian software industry in the global area, many economists and forecasts in India have started analysing and formulating policies to find out how India's power in software and can aid in development a powerful economy.

Improving public sector management, extending basic services to vast population, improving public policy and promoting transparency, Govt. can promote the employees to show their efficiency effectiveness. R.T.O. played important role in economy. The study reflected the working nature of R.T.O.

OBJECTIVES:

1. To determine the sources of work efficiency in the R.T.O. in order to deal with the sources effectively.
2. To examine how employees are handling the tools of modern technology to increase their efficiency.
3. To find out the impact of information technology on employees performance of R.T.O., Akola (M. S.) in term in both efficiency and effectiveness.

Research Methodology :

Survey method used for the research. Primary data collected through questionnaire, interview and observation of employees and office. Secondary data collected through books, diary, official records and internet. Random sampling used to select the respondents. Out of 53 employees 30 respondents selected as a sample. The study is limited to R.T.O., Akola. (M. S.)

Functions of the Office:

- 1) Implementation of Motor Vehicle Act 1988 & various Rules made by Central Government and State Government.
- 2) New Vehicles Registration & keeping record thereof.
- 3) Revenue Recovery According to Bombay Motor Vehicle Tax Act 1958 and Passenger Tax Act, 1958.
- 4) Issue & Renewal of Motor Driving Licence & keeping record thereof.
- 5) Recognition of Motor Training School.
- 6) To Issue the Goods Vehicle Permit And Passenger Vehicle Permit
- 7) Keep Control & Recognition of Pollution Under Control (P.U.C.) Centre.

Total Vehicle Population :

The following figures showed the total vehicles available in

Akola.(M. S.) district.

- 1) Year 2009-2010: 52836
- 2) Year 2010-2011 : 60268
- 3) Year 2011-2012 : 68299

Revenue Recovery in Last Three Years:

The following figures represented that, in every year the revenue collected by R.T.O., Akola.(M. S.) increased step by step.

- 1) Year 2009-2010: Rs. 6, 95, 27,891/-
- 2) Year 2010-2011 : Rs. 7, 93, 90,627/-
- 3) Year 2011-2012 : Rs. 8, 28, 58,080/-

ANALYSIS & INTERPRETATION OF DATA:

The collected primary data analysed as under:

TABLE NO. 1
Qualification, Use of IT

Particulars	No. of Respondents	Percentage
Qualification		
Up-to H.S.S.C.	05	16.67
Graduate	20	66.66
Post Graduate	05	16.67
Use of IT		
Yes	30	100
No	00	000
Using the facility of IT		
Yes	27	90
No	03	10

(Source : Questionnaire)

There are maximum number of Graduate respondents working in R.T.O., Akola.

100% respondents responded that, there is use of IT in R.T.O., Akola.

90% of respondents responded that, they are using the facility of IT, while 10% respondents responded that, they did not use the facility of IT in R.T.O. office.

TABLE NO.2
Increase of Efficiency, Motivation

Particulars	No. of Respondents	Percentage
Efficiency increased by using IT software		
Yes	26	86.67
No	02	6.67
Stable	02	6.66
Increase of efficiency		
Agree	20	66.67
Disagree	04	13.33
Partially	06	20
Received motivation		
Agree	12	40
Disagree	08	26.67
Partially	10	33.33

(Source : Questionnaire)

There are majority of 86.67% respondents in the R.T.O. who agreed that, efficiency is increased by using IT software

in R.T.O., while 6.67% of the respondents thinks it is not effective in the RTO and rest of the 6.66% respondents are neither agreeing and disagreeing with this statement.

66.67 % respondents have agreed that, their efficiency increased by using IT in R.T.O., while 13.33% of respondents are disagreed with this statement and rest of the 20 % respondents are partially agreed that, their efficiency increased by using IT software and improve their performance.

40% respondents got motivation from their Officers. 26.67% respondents are disagreed with this statement, while 33.33 % of them are partially agreed with this statement.

TABLE NO.3
Award, Changes in Computer System

Particulars	No. of Respondents	Percentage
Award from office for the performance		
Agree	06	20
Disagree	16	53.33
Partially	08	26.67
Changes in computer system.		
Agree	19	63.33
Disagree	04	13.33
Partially	07	23.34
Computers are used on every step		
Agree	05	16.67
Disagree	09	30
Partially	16	53.33

(Source : Questionnaire)

There is majority of 53.33% of respondents who are disagreed that, they do not received any award from their office for the performance they had accomplished in IT, while 20% of the respondents responded that, they received award from their office for the performance they had accomplished in IT, while rest of 26.67% of respondents partially agreed with this.

63.33 % respondents agreed that, they received information of changes in computer system from time to time. 13.33% of respondents disagreed, while 23.34 % of respondents are partially agreed that, they received information from time to time without any hurdle.

53.33% of respondents disagreed that, they used computers on every step. While 16.67% of the respondents agreed that, at every step of their work they used computer to complete their work, while rest of 30% respondents are disagreed that, they used computer on every step of R.T.O. work.

Conclusions:

There are maximum number of Graduate respondents working in R.T.O., Akola (M. S.). There are maximum number of male respondents. 100% respondents responded that , there is use of IT in R.T.O., Akola (M. S.). 90% respondents used the facility of IT. Majority of respondents in R.T.O. increased their efficiency by using IT software. 52.68% respondents responded that, the government has not provided special IT facility to improve the efficiency of respondents. 73.33 % of respondents received motivation from their officers. 46.67% respondents responded that, employees are getting award from the office. There are most 50% respondents provided immediate IT services to the public.52.70% respondents agreed that, they received information from time to time without any hurdle. Only 15.80% respondents used computer on every step of R.T.O. Akola. . (M. S.) 31.85% respondents have adequate knowledge to deal with any computer problems.

Suggestions:

The government shall provide different facilities for employees in R.T.O.

The government shall provide training to employees for increase their efficiency.

To increase efficiency of employees in R.T.O. the officers has

inspired to all employees in R.T.O. Government can give reward to employees for their better work. R.T.O. shall provide prompt services to public. It is suggested that to bring more efficiency in working performance of employees, the govt. shall arrange training programs to deal with update technological solutions.

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