

SYSTEM AND EMPLOYEE PERFORMANCE OF DEPOSIT MONEY BANKS IN RIVERS STATE.

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ABSTRACT

This study investigated the relationship between system customization and job performance of deposit money banks in Rivers State. Descriptive research design was adopted for this study. The population of the study was all deposit money banks licenced and operational in Rivers State where a sample size of 100 respondents was drawn. Self-structured questionnaire titled "strategic information management system and Organizational performance Questionnaire' (strategic information management AJPQ)" was used to obtain primary data after validation and ascertaining the reliability coefficient of 0.92. Descriptive statistics (mean, standard deviation, and percentages) were used as statistical tool for analysing the data, while Spearman correlation was used as statistical tools to test the hypotheses with the Statistical Package for Social Sciences (SPSS). It was found that system customization had significant relationship with job performance of deposit money banks in Rivers State. It concluded that system customization is positively correlated with organizational performance of deposit money banks in Rivers State. Based on the findings of this study it was recommended that deposit money banks should ensure their system automation are dynamically innovative, creative and accommodative; and continually contribute to societal strategic transformation in compliance with professional code of conduct, ethics and excellence as to foster a success-oriented organization.

Keywords: System Customization, Job Performance, Efficiency, Productivity

INTRODUCTION

Muraleedharan (2014) declares that the reception of vital data the board frameworks by associations in the changing industry climate has brought about capacities that give an organization an upper hand over the cutthroat powers it faces in the worldwide commercial center. This makes key data frameworks, that help or shape the cutthroat position and systems of an endeavor (Gheorghe, 2008). vital data the executives frameworks assume a significant part in giving an association an upper hand.

vital data the executives framework upgrades firm execution through means, for example, permitting the development of extraordinary items which on occasion lead to first mover advantage, decrease in activity costs by expanding effectiveness, creating key partnerships with clients, providers, specialists, and different organizations, separation of items and administrations to serve a specific market, further develop business process and to build the nature of items proposed to clients (Alipour and Mahdi, 2010).

Teymouri and Ashoori (2010) declare that there is a positive relationship between's the essential data the board framework and hierarchical execution. The advantages brought by essential data the board frameworks, for example, further developed proficiency, development in piece of the pie, and venture into new business sectors have seen more firms embrace these frameworks. It has opened new skylines permitting business ventures to bring out business exercises through cutting edge innovations. It has worked on the association's upper hand as well as worked on the viability of chance administration in these associations by recognizing, estimating, checking, and controlling the dangers confronted. Further, it has been driven by gigantic interests in Information Technology that started about 10 years prior when different enterprises in created nations began making speculation inclinations toward data innovation apparatuses and hardware (Kudyba and Diwan, 2001).

Ferguson et al. (2004) set that electronic financial practices by store cash banks have turned into an important extra practice that has prompted decreased functional expenses, further developed client experience, and furthermore gave open doors to item advancement and consistent improvement in the framework (Muraleedharan, 2014). Kharuddin, Ashhar, and Nassir, (2010) recommend that advances in IT have seen the presentation of electronic financial stages through which clients can execute on their cell phones and through the web from the solace of their workplaces or homes. Through an essential data the board framework, an association can build its efficiency as far as expanded piece of the pie, extended item range, tweaked items, and better reaction to client interest.

From the past, and seeing the current example, clearly the speed of progress in our business environment presents new troubles everyday. As such, a panacea ought to be found for the relationship, if it ought to adequately address its hardships. Various firms, as such, need to compose the purposes of inventive designs to make exceptional brands and client welcoming things/helps that will accomplish advantages concerning brand tendency and client sureness. Consequently breaking down the association between the fundamental information the board structure and definitive execution is essential.

System Customization

Fundamental data the board structures are regularly acclimated to meet the remarkable necessities of every single individual affiliation. Moving nearer and pleasing information can be set up and cross-suggested by many uninhibitedly shown controls and cutoff points, which incorporate the affiliation's business verticals and horizontals, individual clients, financial matters, geographic district and business capacity. The "Data System (IS) Success Model" (DeLone and McLean, 1992, 2003) incorporates an expansive collection of IS achievement factors, covering both general IS viewpoints and execution influences. However most of the achievement factors base on individual viewpoints, it besides covers several social event and moderate points of view. The IS achievement model is also used to quantify IS structure credits, for example, framework quality and data quality, as well as different features including framework use, client fulfillment, and net advantages. However, further, the net advantage point includes both the singular effect and different evened out influence, "The decision of where the effects ought to be surveyed will rely on the construction or frameworks being assessed and their motivations" (DeLone and McLean, 2003, p. 19).

Various affiliations are associated with various business parts, different evened out plans, business cycles, and standard development systems (Chang, Hung, Yen, and Lee, 2010). Generally affiliations have exceptionally complex helpful conditions considering the parts normal in the chance of their activities. Christiannse and Damsgaard (2001) show that in such complex useful conditions, suitable relationship of IT/is a fundamental test; expected purposes behind this merge overall test, generally try, cash whimsy, variety of various ordinary work markets, and the remarkable expense of game plans and worth of game plans (Cullen and Parboteeah, 2010). Expanding the squeezing need to confine from others to remain mindful of the truth is the ordinary rising of several particular cycles that wanderer off from standard cycles. In such cases, key data the pioneers bundled programming customizations are commonly evident.

As alluded to above, ERP customization can upgrade the fit between central data the pioneers bundled programming and the prerequisites of a major data the board client/connection. Through principal data the board structure customization, the business examples of the key data the bosses framework are changed to meet the ERP client-connection business needs and different evened out plans of a general affiliation (Markus, Sia, and Soh, 2012). Disclosures from Gattiker and Goodhue (2005, p. 577) show the way that "ERP customization as a fundamental impact can moreover develop nearby [or business unit] capacity." Further, Chou and Chang (2008) note that crucial data the pioneers structure customization accomplishes redesigns in both moderate unit coordination and undertaking practicality, while Holsapple et al. (2005) find that the prosperity factors (i.e., comparability and undertaking congruity) altogether influence essential data the board structure

client fulfillment. Considering this proof supporting the likelihood that customization can address protesters and misalignment between different evened out necessities and ERP framework functionalities, that is the very thing we battle

Productivity

Viability is a degree of the introduction of a subject matter expert and an essential determinant of cost effectiveness. It very well may be utilized to look at the proficiency and adequacy of any improvement drove in an economy, business, government or by people (Naveen, and Ramesh, 2014). As shown by Dialoke, et.al (2016:32), "adequacy is the focal reason behind an alliance's flourishing and effectiveness. It gives a linkage between outcome of work and consequences of laborers of the connection and responsibility of assets, human and non-human, utilized in the creation cycle". This suggests that when the workers are convincing, they achieve more in a given time. The adequacy of public area is one part that closes how sensible public asset is reality used. Continuously's end the public locale ought to be significant when the worth got from public associations proportionate with the public sponsorships put resources into it (kaimahi, 2015).

Simpson (2008) acknowledges that in the new years, there had been two or three deals to moreover encourage capability in the public area have not been answered. This is an immediate consequence of the size of the public locale, which requires giant number of workers and gets supporting from the central government and the overall people. Along these lines, general society should get a catalyst for assets exhausted, subsequently the need for serious areas of strength for a powerful open district ready for profound help development to everyone.

Viability is commonly portrayed as the degree of responsibilities to yields. It basically measure how productively creation information sources, for example, work and capital are being utilized to convey a given degree of result (Krugman, 1994). Okoye and Ezejiofor (2013) acknowledged that real capability is the degree of how well an alliance limits and besides a sign of feasibility and dispute. Likewise it is a degree of how well assets are consolidated and used for achieving set forth targets (Mali, 2008 in Okoye&Ezejiofor, 2013).

Viability is a general concern, which has vague relationship with the future of the association (Arraya, 2013). It is the key for persistence in the savage universe of business and gives the connection an essential key position over its mates when it can accomplish more with less (Arraya, 2013). The check for money related viability of an association is the strength and nature of HR. HR hints, as far as possible, capacities and qualities of an alliance's trained professional's. It incorporates the information and wellness worker's apply to pass things and associations and on to the activities of the connection, its stuff and contraptions (Arraya, 2013). Precisely when HR is sufficiently persuaded, it prompts upgrade in capability and association development.

Dynamic Capability Theory by Teece et al. (1997)

Dynamic Capability Theory spread out by Teece et al. (1997). The International Labor Organization (ILO) as referred to in Prokopenko (1992) portrayed adequacy to be the persuading and helpful usage of all assets; capital, work, material, energy, data and time. In this paper, Nwasike's (1991) definition is utilized, as a functioning definition. She portrayed adequacy as: „The ability with which data sources are utilized to make the ideal output“. Prior, Udo-Aka (1983) depicted adequacy as a degree of in regular creation capacity, practicality and expert's efficiency of the specific alliance.

Akerele (1991) fights that viability is the "degree of how well a nation's assets are used for achieving a ton of results... appearing at the fundamental level of worker's capability with immaterial usage of assets". This is a coordinated significance of efficiency. Akerele (1991) further remained mindful of that: Productivity is a demeanor of the psyche. It is the standpoint of progress and unsurprising improvement of that which exists. It is the conviction of having the decision to change what exists. It is the certification of having the decision to additionally foster today than yesterday. It is the will to cultivate what's happening, paying little notice to how exceptional it could look. It is the reliable

changes of money related conditions. It is the gone on with work to apply new strategy and it is the confidence in human cutoff points.

From the recently referenced, obviously the importance of the capability thought to each circle of human undertaking stays unsurprising, the importance and centrality of viability to human life can never be denied. This paper expects that efficiency is sensibility, reasonability, worker's capability and headway. Efficiency improvement, in the statements of Prokopenko (1998) "isn't simply getting to a higher level. It is moving along". Capability improvement thusly relies on what effectively the fundamental parts of socioproduction frameworks that mean for efficiency are perceived and utilized. Nworah (1991) had prior battle that viability improvement was the expansion in yield (work and things) got from a given responsibility by better association and use of assets, including HR. It doesn't anticipated that mean persuading they should work more sharp. Work is by and large less troublesome when capability.

METHODOLOGY

The cross sectional research design was adopted. The example for this study is 21 store cash banks making the review a registration study. A registration approach was taken on where data was looked for from 21 banks in Port Harcourt. Respondents of the review were 105 practical heads in all the head parts of the 21 (21) banks working in Port Harcourt, Rivers State. this was on the grounds that the 21 (21) banks as a populace is a sensible size.

Table 1: Population table and Selected Respondents from Categorized Functional Heads

S/N	DEPOSIT MONEY BANKS	NUMBERS OF STAFF
1	Access Bank Plc.	5
2	Citibank Nigeria Ltd.	5
3	Ecobank Nigeria Plc.	5
4	Fidelity Bank Plc.	5
5	First Bank Nigeria Ltd.	5
6	First City Monument Bank Plc.	5
7	Globus Bank Ltd.	5
8	Guaranty Trust Bank Plc.	5
9	Heritage Banking Company Ltd.	5
10	Key Stone Bank	5
11	Polaris Bank	5
12	Stanbic IBTC Bank Ltd.	5
13	Standard Chartered Bank Nigeria Ltd.	5
14	Sterling Bank Plc.	5
15	Sun Trust Bank Nigeria Ltd.	5
16	Titan Bank	5
17	Union Bank of Nigeria Plc.	5
18	United Bank For Africa Plc.	5
19	Unity Bank Plc.	5
20	Wema Bank Plc.	5
21	Zenith Bank Plc.	5

TOTAL

105

Questionnaire was the major instrument for data collection. Information got from field were introduced utilizing Simple Percentages, frequencies and diagrams. Three degree of examination was finished in this review. First univariate examination was finished utilizing frequencies, mean, standard deviation. The univariate examination was utilized to show the degree to which every one of the review factors (aspect and measures) manifest in the populace. Besides bivariate examination

was finished through spearman rank connection to discover the connection between the factors as operationalized in the review.

Results

Ho₁: There is no significant relationship between system customization and productivity of deposit money banks in Rivers State.

Relationship between System Customization and Productivity

		System		Decision	
		Customization	Productivity		
Spearman's rho	System Customization	Correlation Coefficient	1.000	.400**	Significant Relationship
		Sig. (2-tailed)	.	.000	
		N	95	95	
	Productivity	Correlation Coefficient	.400**	1.000	
		Sig. (2-tailed)	.000	.	
		N	95	95	

** . Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Data Output based on Field Survey (2022)

Table above shows a connection coefficient (r) worth of 0.504 utilizing a 2 followed test $p = 0.000$ at 0.01 degree of importance. Since the p-worth of 0.00 is not exactly (\leq) 0.01 alpha levels, the invalid speculation is thusly dismissed and the substitute acknowledged. This suggests that there is a critical connection between framework mechanization and efficiency of store cash banks in Rivers State.

System Customisation and Organizational performance of deposit money banks

The evaluation of the relationship between framework customization and genuine execution of store cash banks followed three express speculations that were endeavored. These speculations were obviously pardoned considering the arising p-expected gains of under 0.01. The outcomes uncovered a moderate to an extraordinarily imperative positive relationship between structure customization and degrees of Organizational execution of store cash banks. The outcome got in the study was by the going with:

Effectiveness generally speaking has been described in the Cambridge International and Oxford Advance Learner's statement references as the rate at which items are made concerning number of people and proportion of materials essential to conveyed it. On the other hand, effectiveness has been described as the utilization of resources in conveying a thing or organizations. It has furthermore been portrayed as the extent of the outcome (extraordinary and organizations) and data (Labor, capital or the board). The importance of proficiency is utilized by monetary experts at the advanced level to conclude the economy's prosperity, examples and improvement rate whiles at the endeavor level, it applies to areas of orchestrating, cost surveying, accounting and cost control.

A couple of components impact work productivity and undeniable among them is the central preparation for any strong labor force. Despite the above is the eating routine of the labor force and social above like transportation and cleansing (Heizer and Render, 1999). Besides, motivation, bunch building, planning and expert dependability have a tremendous bearing on the work proficiency. Joined with the ahead of communicated factors, work proficiency can't be achieved without staying aware of and working on the capacities of work and human resource frameworks. Better utilized

work with more grounded liability and working on safe positions in like manner add to impact work effectiveness.

CONCLUSION

The audit broke down the association between Strategic information the board structures and Organizational execution of store cash banks in Rivers State. It saw that fundamental information the board structure is unequivocally associated with various leveled execution of store cash banks in Rivers State. On the ensuing note, the survey found Organizational system as a coordinating component in the association between fundamental information the leaders structure and progressive execution of store cash banks.

The outcome of the assessment uncovered that structure motorization, system customization practices and access controls have a positive and really basic relationship with various leveled execution of store cash banks in Nigeria. The result additionally uncovered that fundamental information the chiefs system has a quantifiably basic relationship with productivity and organization movement. From the outcome of the data assessment, it will in general be assumed that fundamental information the board system expect a huge part in gaining the continued with headway of store cash banks under study.

RECOMMENDATIONS

1. In light of the discoveries from this review, the accompanying suggestions were made:
2. Deposit cash banks ought to guarantee their mechanization frameworks are progressively imaginative, innovative, and accommodative; and ceaselessly add to cultural vital change in consistence with proficient set of rules, morals, and greatness to encourage a triumph situated association.
3. Management of store cash banks ought to further develop their framework customization rehearses.

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