

Research Article

The Role of Management Information Technology in The fuzzy of Banking Institutions and Its Implications for The Efficiency and Performance of Employees, A Field Study in Commercial Banks in Basra

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Abstract: This study examines the field of employee performance in light of the ambiguity in information and the lack of clarity and the extent of its impact on performance and how information technology can improve performance the two researchers conducted a field survey on the employees of the Commercial Bank in Basra, and took the opinions of a sample of them about the antiquities, and their number reached (130) A questionnaire was distributed to them and retrieved valid for statistical analysis using the arithmetic mean, standard deviation, and coefficient of variation using (SMART PLS) program And then testing the hypothesis of the study and reached the most important results that the use of technology in improving the performance of employees, which helps reduce the burden of human efforts that were taking our time and allocating money and cost. recommended by the researchers on the importance of the information that the institution needs in its daily procedures and be a result of improving The performance of the staff, due to the use of modern technology in the delivery of information.

Keywords: administrative information technology, fuzzy of institutions, improving employee performance.

1. INTRODUCTION:

Information technology is a new situation that has invaded the world and has become an important and required phenomenon that cannot be escaped from, and from it in the banks that were imposed on them to improve the performance of their employees and services (Ayyagari *et al.*, 2011: 833). Many service organizations use information technology in response to the external environment, with a lot of volatility and change, and to provide sophisticated and advanced services that satisfy customers who deal with them (Venkatesh *et al.*, 2010:595). Information technology improves banking performance, provides the best banking services, reduces costs, and increases profitability, with diversified services, greater flexibility in use, and greater value (Aliyu & Tasmin, 2012:81). Application of electronic payment (concepts, technologies, policies) and implementation of electronic devices in the banking industry The access of information technology to every aspect of human life and business has become so remarkable that it does not need to be highlighted more. Information technology has been of abundant importance in the banking system (Olanrewaju, 2016:60). Information technology and its applications are considered as valuable assets for the banking sector to meet the challenges of the new economy. Information technology has been the cornerstone of recent developments in the financial sector aimed at enhancing the speed and reliability of financial operations and initiatives to enhance banking services (Nuskiya, 2018: 50), and information technology represents the dominant force in today's global society. And improvements in it that enable banks to meet these higher expectations of more demanding customers who are also more tech-savvy than their counterparts in years past (Abbas *et al.*, 2014:273). They demand immediate banking facilities, anytime and anywhere (Dangolania, 2011:14). There is a significant and clear effect of the blurring of organizations, represented by the lack of information for the employee for the purpose of decision-making, weak communication networks, lack of focus on work, internal conflicts increase, and work supervision and coordination of work or clarity of procedures and the availability of information causes him exhaustion and psychological pressure, and then move away from efficiency and lack of productivity and failure to achieve the desired goal. Since the early nineties, measuring employee performance has become an important and necessary matter for any production or service institution and an