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# The relationship between IT capabilities and organizational effectiveness (Case Study: Welfare bank branches Golestan Province)

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## ABSTRACT

**Objective:** This study sought to the relationship between IT capabilities and effectiveness of the organization. The importance and role of automation and technological devices to provide new and better services and adapting the organization to meet With diverse and changing environments today. Role of information technology in knowledge management is an important issue for organizations that want to take advantage of technology to manage their intellectual capital. And also the importance of effectiveness for these organizations to continue their work. Then, by reading articles, Books, use the database to collect the literature in relation to IT automation capabilities and effectiveness of the actions and assumptions were developed. **Methodology:** The study population consisted of all bank employees welfare of Golestan province were selected. To gather the information needed and to test hypotheses and questionnaires were distributed Interviews and direct observations were studied. **Results:** According to the statistical methods including statistical analysis was performed and the average test mean difference test and researchers With the implementation of statistical methods to the conclusions and recommendations of case study organizations attempted to Ready to meet the objectives and effectiveness of the administrative system due to the use of information technology is possible. **Conclusion:** The results of this study also shows that the effectiveness of various aspects of information technology functions such as IT architecture, IT infrastructure, human resources and communication resources was significant.

## 1. Introduction

The Brgrdsh management and administrative correspondence in organizations has changed completely and administrative methods and problem Ghyrmkanyz-h not acceptable. The volume of information and communications and access, officials and administrators to manage their time in the series under his leadership Baha, towards automation has led in many Bonesetter, (2014). Information technology helps us a new network of relationships between members of the organization and outside the organization to create. Information technology is that it is part of a set of automation hardware and software Based Brkampyvtrgrfth that store, transfer, convert the data into meaningful information used. Office automation is an issue that has been much interest recently in the field of information technology. According to the office automation, the best tool to achieve effective solutions to save In time and optimum use of available facilities in the organization Behan and Holmes (1986).

Therefore, the mechanized solutions to accelerate and manage the communication flow is provided in the workflow. In this process, correspondence, paper, saving and efficient use of time and Increasing productivity is practical. The communications office in organizations, due to the expansion and development of rapid changes in technology and increased environmental changes And the need to respond quickly and appropriately to these developments the

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organization has changed completely (Behan and Holmes, 1986). For this purpose, the use of office automation system as a new method, on the one hand to speed up work flow and on the other hand, the activities of the organization and classification of data collection, provides a good platform to speed up daily routines.

Order of automation used as independent variables change and replacement of office equipment with newer and more advanced equipment. Open Automation to change from manual to electronic equipment used (Hafeznia, 2014).

On the other hand, in the tumultuous world of today, the organization for information technology and knowledge management tools to help organizations use (Robbins, 1999). Information technology in its various forms has enabled individuals and organizations that They, their knowledge, their choice and exchange in a way that has never been possible before, therefore they have helped to create new knowledge (Taghavi, 1992; Mohammadi, 1996; Nabavi and Zokaei, 1996). Employee empowerment approach is known by its managers are able today's organizations To run efficiently and as a learner (Sabouri, 1992). The results of numerous research studies indicated a relationship and enabling information technology. And the empowerment of human resources affect information technology (Sabouri, 1992). In fact, information technology is a tool for empowerment.

What culture that is effective on the effectiveness of the organization, its dimensions more important question that should be considered. This relationship and the use of automation and information technology Examined its relationship with effectiveness and to measure the effectiveness of measures by Talcott Parsons and used. In this study, automation features and capabilities of information technology as an important factor in the performance and effectiveness of the organization is taken into account.

This study seeks to fit between the automation and IT capability and effectiveness of the bank to check the welfare of Golestan province. We want to see what there is a significant relationship between these variables? Due to the changing world and rapid process information and use of advanced technologies, automation is necessary to do.

## 2. Materials and methods

Stock and Abbas Pur (2012) an article entitled "The role of culture in knowledge sharing and IT capabilities by deploying knowledge management" did. The findings of that knowledge sharing between cultures and all aspects of knowledge management and As well as between IT capabilities and all aspects of knowledge management and there is a significant positive relationship.

Daft (2015) did the results of the study showed that the automation system has a positive impact on increasing the accuracy of decisions made by administrators. Automation system has a positive impact on increasing the accuracy of decisions made by administrators. Automation system has a positive impact on the timeliness of decisions made by administrators. Automation system on the economic impact of the decisions made by administrators and there was no evidence to reject the hypothesis of four.

Akbari and Ardesliri, (2007) did the population of this research included all employees of the National Bank of Ardabil province is 600 Using simple random sampling method and sample size was 250 people. The results of the data analysis using correlation and path analysis showed the relationship between IT capabilities with the agility of organizations established in the field of banking.

## 3. Discussion and results

### 3.1 Test hypotheses

#### 3.1.1 The main hypothesis 1

H.: IT capabilities and effectiveness of staff between branches of Bank Refah There was no significant Golestan province.

H1: between IT capabilities and effectiveness of staff welfare bank branches in Golestan province have a significant relationship.

**Table 1. correlation between IT capability and effectiveness**

effectiveness	IT capabilities		
**0/205	1	Correlation Pearson	IT capabilities
0/006		Significance level	
180	180	Number	
1	**0/205	Correlation Pearson	effectiveness

	0/006	Significance level	
180	180	Number	

### Consequently hypothesis

According to Table 1 times the amount of correlation  $r = 0/205$  is due to the significance level of  $\text{sig} = 0/006$  and this value is less than ( $1\% \alpha =$ ) means ( $\text{sig} < \alpha$ ) we can conclude that H. rejected and 1H assumption has been confirmed that it can be concluded that the 99% confidence level between IT capabilities and The effectiveness of staff welfare bank branches in Golestan province is a significant positive relationship.

### 3.1.2 The main hypothesis 2

H.: IT architecture and effectiveness of staff between branches of Bank Refah There was no significant Golestan province.

H1: the IT architecture and effectiveness of staff welfare bank branches in Golestan province have a significant relationship.

**Table 2. correlation between IT architecture and effectiveness**

effectiveness	IT architecture		
**0/187	1	Correlation Pearson	IT architecture
0/000		Significance level	
180	180	Number	
1	**0/187	Correlation Pearson	effectiveness
	0/000	Significance level	
180	180	Number	

### Consequently hypothesis

According to Table 2 times the amount of correlation  $r = 0/187$  is due to the significance level of  $\text{sig} = 0/000$  and this value is less than ( $1\% \alpha =$ ) means ( $\text{sig} < \alpha$ ) we can conclude that H. rejected 1H assumption has been approved and that it can be concluded that the 99% confidence level between IT architecture and The effectiveness of staff welfare bank branches in Golestan province is a significant positive relationship.

### 3.1.3 Sub-hypothesis

H.: IT infrastructure and effectiveness of staff between branches of Bank Refah There was no significant Golestan province.

H1: the IT infrastructure and effectiveness of staff welfare bank branches in Golestan province have a significant relationship.

**Table 3. correlation between IT infrastructure and effectiveness**

effectiveness	IT infrastructure		
**0/115	1	Correlation Pearson	IT infrastructure
0/001		Significance level	
180	180	Number	
1	**0/115	Correlation Pearson	effectiveness
	0/001	Significance level	
180	180	Number	

### Consequently hypothesis

According to Table 3 times the amount of correlation  $r = 0/115$  is due to the significance level of  $\text{sig} = 0/001$  and this value is less than ( $1\% \alpha =$ ) means ( $\text{sig} < \alpha$ ) we can conclude that H. rejected and assuming the approved 1H That is, it can be concluded that the level was 99% between IT infrastructure and effectiveness of staff welfare bank branches in Golestan province there is a significant positive relationship.

### 3.1.4 The main hypothesis 3

H.: Human resources and employee effectiveness of bank branches There was no significant welfare Golestan province.

H1: the human resources and employee effectiveness of bank branches there is a significant welfare Golestan province.

**Table 4. correlation between human resources and the effectiveness of**

effectiveness	human resources		
**0/211	1	Correlation Pearson	human resources
0/004		Significance level	
180	180	Number	
1	**0/211	Correlation Pearson	effectiveness
	0/004	Significance level	
180	180	Number	

#### *Consequently hypothesis*

Table 4 Number of  $r = 0/211$  correlation is due to the significance level of  $\text{sig} = 0/004$  and this value is less than ( $1\% \alpha =$ ) means ( $\text{sig} < \alpha$ ) we can conclude that H. rejected and deemed approved 1H That is, it can be concluded that the level was 99% between human resources and employee effectiveness of bank branches is significantly correlated well Golestan province.

#### *3.1.5 The main hypothesis 4*

H.: communication between resources and employee effectiveness of bank branches There was no significant welfare Golestan province.

H1: the communication resources and employee effectiveness of bank branches there is a significant welfare Golestan province.

**Table 5. correlation between the effectiveness of communication resources**

effectiveness	communication resources		
0/226**	1	Correlation Pearson	communication resources
0/002		Significance level	
180	180	Number	
1	0/226**	Correlation Pearson	effectiveness
	0/002	Significance level	
180	180	Number	

#### *Consequently hypothesis*

Table 5 Number of  $r = 0/226$  correlation is due to the significance level of  $\text{sig} = 0/002$  and this value is less than ( $1\% \alpha =$ ) means ( $\text{sig} < \alpha$ ) we can conclude that H. 1H assumption has been rejected and confirmed that it can be concluded that the 99 percent confidence level between communication resources and employee effectiveness of bank branches is significantly correlated well Golestan province.

## **4. Conclusions**

The results of this study also shows that the effectiveness of various aspects of information technology functions such as IT architecture, IT infrastructure, human resources and communication resources was significant. This means that whatever consequently increase the effectiveness of Architecture IT, IT infrastructure, human resources and communication resources in staff also increases, so IT has a major role in the effectiveness of staff and This matter should also be emphasized in the Bank Refah Golestan Province To increase individual and organizational resources and performance are improved.

#### *4.1 Practical recommendations (based on hypotheses)*

1. Should the relationship between efficiency and IT automation capabilities to organizations of all sizes identify and In order to achieve the objectives identified and the results used in different centers. It seems that banks will have to increase the effectiveness of your employees work well Golestan Province to turnout and quality of the People go up because people in organizations accelerate service to client satisfaction and quality of work done faster is better.

2. It is suggested that managers strengthen their skills in their targeting. The overall objectives, qualitative and ambiguous functionality and effectiveness will be measured.
3. It is suggested that managers quickly get relevant information so that they can benefit from all the features and strategies to solve problems.
4. It is suggested that data entry is done accurately and timely to enhance the quality of information and The result is high quality staff work efficiency.
5. It is proposed to increase bank holding meetings to discuss and exchange ideas, offer new ideas within the organization and with Acts of rewarding the top ideas for improving staff conditions of entry to provide new ideas.

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