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Role of age in employee performance a knowledge management respondent- A hypothetical study

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ABSTRACT

In today modern organization employee performance depends on both monetary and non-monetary benefits provided. When speaking about Knowledge Management the factors can be in and around of organization they work, but when we see to the impact where it affects the result extends to employee performance and employee satisfaction. In this study, the impact of Knowledge Management is analyzed and found employee performance is one of the important effects on the organization. But when comparing the impacts of Knowledge Management on performance and demography, the level of impact changes. Thus in this article the level of significance between Age which is one among the demographic variable and Employee Performance an impact of Knowledge Management is being analyzed.

Keywords— Age, Knowledge management, Employee performance

1. INTRODUCTION

1.1 Knowledge Management

"Knowledge management is a systematic, explicit and deliberate building, renewal and application of knowledge to maximize an enterprise knowledge-related effectiveness and returns from its knowledge assets."

Knowledge management is not an entirely new concept in the history of human development. However, the term —knowledge management has become popular only within the last few years. Although knowledge management has now been seen used widely in companies, governments, institutions and other organizations. Knowledge Management (KM) refers to a range of practices and techniques used by organizations to identify, represent and distribute knowledge, know-how, expertise, intellectual capital and other forms of knowledge for leverage, reuse and transfer of knowledge and learning across the organization.

Companies are therefore investing large amounts of money in the development of knowledge management systems of which intranets, document management systems and data warehouses are the most popular technologies. When these systems are applied correctly by following a knowledge-centric approach with the necessary emphasis on information technology, as well as creating an environment conducive to knowledge creation and sharing, companies often experience a large increase in their return on investment.

1.2 Employee Performance

Employee Performance began around 60 years ago as a source of income justification and was used to determine an employee's wage based on performance.

Organisations used this new method to drive behaviours from the employees to get specific outcomes. In practice, this worked well for certain employees who were solely driven by financial rewards. However, where employees were driven by the learning and development of their skills, it failed miserably.

The gap between the justification of pay and the development of skills and knowledge became a huge problem in the use of Employee Performance. This became evident in the late 1980s; the realization that a more comprehensive approach to manage and reward performance was needed. This approach of managing performance was developed in the United Kingdom and the United States much earlier than it was developed in Australia.

In recent decades, however, the process of managing people has become more formalized and specialized. Many of the old performance appraisal methods have been absorbed into the concept of Employee Performance, which aims to be a more

extensive and comprehensive process of management. Some of the developments that have shaped Employee Performance in recent years are the differentiation of employees or talent management, management by objectives and constant monitoring and review.

Its development was accelerated by the following factors:

- The introduction of human resource management as a strategic driver and an integrated approach to the management and development of employees; and
- The understanding that the process of Employee Performance is something that's completed by line managers throughout the year - it is not a once off annual event coordinated by the personnel department.

Measuring performance is an essential function in business management. Business owners must have quantitative or qualitative analysis procedures to review their companies operations. Quantitative analysis uses mathematical calculations to measure performance output. Qualitative analysis allows business owners to make personal judgments or inferences from business information. Employee performance is a key cog of a company's success. Employees usually represent the largest expense for a company, and measuring performance is essential to the employee management process.

2. STATEMENT OF THE PROBLEM

Generally, the banking sector depends on gathering, segregating, processing, analyzing and providing information in order to meet the needs of their customers. Banking institutions were the early adaptors of information and communication technologies which require a certain type of skills. The growth of the knowledge management infrastructure has increased the competition among banks which has led to strategies for customer satisfaction and improving organizational performance and employees' job satisfaction. Implementation of the virtual banking system has enabled Indian banks to manage increased transaction volume with a large customer base in a very efficient and accurate manner leading to high level of satisfaction among customers as well as bank employees, which will result in a high level of job satisfaction and low-level stress factors among banking employees. In the Banking sector, knowledge management provides their employees with opportunities to enhance skills and experience by working together and sharing other people's knowledge and learn from one another, thereby improving personal performance, thus leading to better career advancement and satisfaction. At this juncture, the following questions were probed in the present study.

3. OBJECTIVES

To analyse the significant difference between the impacts of knowledge management on employee performance with age as a mediating factor.

4. RESEARCH METHODOLOGY

This research is certainly a descriptive one. Sampling technique used is Systematic Random Sampling. Both Primary and Secondary data collection is done for the research. The sampling size of research is 370 employees of Public sector Banks in Chennai.

Table 1: Impact of Knowledge Management on Employee Performance

Employee performance	SA	A	N	D	SD
It helps employees in improving skills and experiences	93 (23.7)	153 (38.9)	125 (31.8)	19 (4.8)	3 (0.8)
Rewarded for high performance	114 (29.0)	164 (41.7)	95 (24.2)	12 (3.1)	8 (2.0)
Competitive capacity and position	105 (26.7)	171 (43.5)	111 (28.2)	6 (1.5)	0 (0.0)
Prevents employees and the organization from constantly reinventing the wheel	83 (21.1)	194 (49.4)	98 (24.9)	10 (2.5)	8 (2.0)
Enhancing communication and knowledge sharing	103 (26.2)	156 (39.7)	117 (29.8)	9 (2.3)	8 (2.0)
Improves job performance and better decision making	130 (33.1)	187 (47.6)	52 (13.2)	14 (3.6)	10 (2.5)

H₀: There is no significant difference between the age of the respondents and employee performance

H₁: There is a significant difference between the age of the respondents and employee performance

Variables	Labels	SS	Df	MS	F	Sig.*
Employee Performance	BG	162.152	3	54.051	5.472	0.001
	WG	3842.383	389	9.878		
	Total	4004.534	392			

5. INFERENCE

The table reveals the result of One way ANOVA applied to find whether the mean scores vary according to the KM factors on the perception towards knowledge management of public sector bank employees. The calculated P value for the perception towards Employee Performance shows that there is a significant difference between the KM factors of public sector bank employees since its P value is less than 0.01. Hence, the null hypothesis is rejected. Thus, it is inferred that these factors affecting the perception towards knowledge management differ significantly between the knowledge management and employee performance.

6. FINDINGS

- The majority (42.2%) of the respondents belongs to the age group of 41-50 years and maximum (41.7%) of the respondents are completed their post-graduate degree.
- It is noted from the analysis that the majority (60.3%) of the respondents' opinioned knowledge management delivers the right knowledge among employees for their significant improvement of performance.
- Employee Performance shows that there is a significant difference between the KM factors of public sector bank employees since its P value is less than 0.01. Hence, the null hypothesis is rejected.

7. SUGGESTION

- It is suggested that the banking sectors will offer varied tools like a computer network, internet, and mobile to any or all the workers for effective data access.
- In order to induce the most effective performance, the banking sector ought to encourage the involvement of the staff within the team.
- It is counselled that the banking sector ought to bring of most of the transactions below on-line method for avoiding lack of your time. Moreover, they must offer some financial and non-financial profit for dynamic folk's behaviour from data billboard to data sharing. The banking sector could offer IT facilities like core banking to the agricultural branches conjointly.
- It is steered that the banks can give each the financial and non-monetary perks to their staff so as to enhance their performance.

8. CONCLUSION

The banking sector is the backbone of a country's economy. Within the fashionable banks, there's no dialogue concerning the worth of data Management as a business application. The banks, the insurance firms and every one the opposite players within the competitive money service sector has recognized that data is power.

Further, it's disclosed that computer network is the best method of sharing data and it will increase the involvement of the staff. Wherever because of the lack of your time and ever-changing of individuals' behaviour from data sign to data sharing are the barriers within the banking sector. The findings counsel that the barrier among the staff within the banking sector may be eradicated by the adoption of recent banking technologies like a computer network, net and by the availability of adequate coaching facilities, financial and non-financial facilities (in relevancy KM) to the bank workers.

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