

PERCEPTIONS AND OPINIONS OF INFORMATION TECHNOLOGY USERS

(A Study on Selected Sections of Society in Visakhapatnam)

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ABSTRACT

Information is the most valuable asset for any organization or institute. The growth of the Internet has greatly influenced the ease and speed with which information is shared. Today's challenge is to make the information accessible. A typical information processing cycle consists of five steps namely input, processing, output, storage, retrieval, distribution and communication. Information Technology is the combination of different fields such as information science, computer technology, and communication technology and management science. Information Technology is the technology portrayed as a major force for managerial and organizational changes. The world today is in transition from industrial age to information age. The IT revolution is making a tremendous impact on the industry and trade by relentless technology innovation, massive growth in computer power world wide net works and ever – growing electronic factories. The convergence of telecom and computers in networks has further advanced the scope of communication equipment by bringing a wide range of improved products.

Methodology of the Study: The present study is confined to the selected respondents in the different sections of the society viz., students, employees, business people, professional people (like doctors, engineers, lawyers, teachers) and rural people, who are residing in Visakhapatnam. Quota sampling method was adopted to select a sample, on the basis of quota sampling method about 60 respondents from each section representing 480 in total are interviewed.

Objectives of the Study: The study was carried out with the following main objectives:

1. To examine existing methods and techniques of human resource development in India.
2. To study a using information technology in developing human resources in different sections of the society.
3. To analyze perceptions of respondents regarding effectiveness of information technology on the development of human resources.

Data Interpretation and Analysis:

The Figure-1 depicts that distribution of respondents by their age. About 39 percent of the respondents belongs to 21-30 age group, 32 percent of the respondents came under 31-40 age group, while 18 percent of the respondents in the age group of 41-50 and the remaining 11 percent of them belonging to age group 51-60. The Figure -2 shows that distribution of respondents by their sex. About 61 percent of the respondents belong to male group and 39 percent of the respondents female group. As the Figure-3 depicts that distribution of respondents by their Native place, about 37 percent of the respondents came from rural area and 52 percent of the respondents coming under urban area. The remaining 11 percent of the respondents belongs to the sub-urban area. The Figure 4 describes that distribution of respondents by their educational qualifications. About 51 percent of the respondents comes under the graduate category, 39 percent of them belong to post graduates, remaining of the respondents considered as Intermediate, P.G. Diplomas and S.S.C. and they are 6percent, 3 percent, and 1 percent respectively. The Figure -5 exhibits respondents view point to the question are you living in an information age? 92 percent of the respondents agreed with living in an information age i.e. indicated as yes and they remaining 8

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percent of the respondents not to be agreed with living in an information age, because they have no knowledge.

28 per cent of the lawyers are busy with their cases, and they are very old and reputed lawyers, then are not satisfied with E-learning programme. In the category of teachers 68 per

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	46(77)	14(23)	60(100)	2(3)	45(75)	9(15)	4(7)	60(100)
2	Employees	41(68)	19(32)	60(100)	8(13)	39(65)	8(13)	5(9)	60(100)
3	Business People	43(72)	17(28)	60(100)	5(8)	40(67)	11(18)	4(7)	60(100)
4	Doctors	41(68)	19(32)	60(100)	4(7)	41(68)	9(15)	6(10)	60(100)
5	Engineers	36(60)	24(40)	60(100)	6(10)	39(65)	10(17)	5(8)	60(100)
6	Lawyers	43(72)	17(28)	60(100)	7(12)	38(63)	9(15)	6(10)	60(100)
7	Teachers	41(68)	19(32)	60(100)	9(15)	42(70)	7(12)	2(3)	60(100)
8	Rural People	40(67)	20(33)	60(100)	4(7)	37(62)	12(20)	7(11)	60(100)
	Total	331	149	480	45	321	75	39	480

Table-1: Human Resource Development through E-learning

Source: Field Study Note: Percent of the respondents are indicating in parenthesis

Analysis: In the opinion of the respondents on E-learning programme, 77 percent of the students are satisfied with the programme and the remaining 23 per cent are not satisfied because of lack of facility in their vicinity. From the category of employees 68 per cent are satisfied because, they are using E-learning whenever they are free, but 32 per cent are dissatisfied. In the business category 72 per cent of businessmen are felt happy about E-learning programme, as they use this programme for their business purposes. But 28 per cent are not satisfied with E-learning, because of lack of time. Doctors are also satisfied (68 per cent) about the programme, as they use this programme to the maximum extent to improve their skills and experience and to know about latest changes in the field of medicine. Some of the respondents of doctor’s category are not satisfied. Coming to the category of engineers sixty per cent of them are highly satisfied, because it helps them to know the techniques and recent changes in their respective fields. But 40 per cent are not satisfied with this programme, as they cannot spare time on this programme because of tight schedule and since they are busy with technical and domestic work. Among the lawyers 72 per cent of them really enjoy the E-learning programme and are satisfied fully, because it helps them to know the recent judgments, legal opinions etc. which in turn helps them to guide their clients and to improve their awareness on legal matters. But

cent are full satisfied with the E-learning programme, as it helps them to know new methods, recent publications on special topics which enable them to improve their standard of teaching and to compete with other teachers in the field of education. But 32 per cent of the teachers are not satisfied as they are working in private schools and govt. schools for whom it is not suitable or advantageous to learn through E-learning. In the rural areas also awareness is there among the rural people about E-learning. Some educated unemployed in rural areas are interested in E-learning. They use this programme to know about the opportunities available in Cities or in public/private companies. So the 67 per cent of the rural people are satisfied with the E-learning programme as it helps them to know the global changes. But, 33 per cent of the rural people are not satisfied with this programme, as they are out of coverage area. Maximum of the dissatisfied rural people are busy with their cultivation work throughout the year for their survival.

In the utility of E-learning programme 75 per cent of the students felt that the utility was high and only 3 per cent stated that the utility was very high as they used this programmes regularly for their field of education. Only twenty two percent felt that the utility was not up to the mark. From the section of employees, 13 per cent felt that the programme utility was very high because they used to depend on E-learning for their regular duties. 65 per cent of the employees stated that the utility was high as it helps them to know the recent changes in their field of work. Only 22 per cent felt that the utility of the programme was low. Coming to the

business people 67 per cent felt that the utility was high, and 8 per cent stated that the utility

Table –2: Human Resource Development through E-mail

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	36(60)	24(40)	60(100)	5(8)	31(52)	16(27)	8(13)	60(100)
2	Employees	42(70)	18(30)	60(100)	4(7)	30(50)	18(30)	8(13)	60(100)
3	Business People	48(80)	12(20)	60(100)	7(12)	36(60)	10(16)	7(12)	60(100)
4	Doctors	37(62)	23(38)	60(100)	6(10)	34(57)	9(15)	11(18)	60(100)
5	Engineers	39(65)	21(35)	60(100)	6(10)	35(59)	11(18)	8(13)	60(100)
6	Lawyers	40(67)	20(33)	60(100)	4(7)	32(53)	19(32)	5(8)	60(100)
7	Teachers	38(63)	22(37)	60(100)	5(8)	37(62)	10(17)	8(13)	60(100)
8	Rural People	35(58)	25(42)	60(100)	3(5)	30(50)	14(23)	13(22)	60(100)
	Total	315	165	480	40	265	107	68	480

was very high as it provides necessary and latest information about the products, marketing and distribution of products. Only 15 percent indicated that the utility was low. Regarding the doctors 68 per cent of the respondents felt that the utility of the E-learning programme was high, because the programme helps them to know the recent innovations, recent drugs, treatment etc. used by the doctors globally for their patients. Only 7 per cent stated that the utility was very high because they depend on the E-learning programme to the maximum extent for the treatment of patients and to learn recent changes in the field of medicine. 25 percent of the respondents felt the utility was low. 65 per cent of the engineers felt that the utility of the programme was high as it for provides necessary information. 10 per cent of the respondents stated that the utility was very high and 25 per cent observed that the utility was low. Regarding the lawyers 12 per cent stated that the utility was very high, 63 per cent felt that the utility was high and 24 per cent stated the utility was low. In the section of teachers 70 per cent stated that the utility was high. 15 per cent respondents felt that the utility was very high, and the others stated that it was low. From the rural section, 62 percent of the respondents stated that the utility was high. About 20 percent of them felt that it was low utility, 11 percent stated that the program utility was extremely low, but remaining of them felt it was very high utility. (Table-1)

Source: Field Study, Note: Percent of the respondents are indicating in parenthesis

Analysis: About 60 per cent of the students section opined that they are satisfied fully with the E-mail programme as they interact through E-mail with their friends, and relatives for sending important messages in detail as the cost is cheaper than post and telegrams. 40 per cent of the respondents were not satisfied about the E-mail programme because of lack of storage facility. About 70 per cent of the employees are satisfied with this programme as they used to send the information message to their superiors or subordinates within a short period. About 30 per cent of the employee respondents stated that they were dissatisfied with the E-mail programme. 80 per cent of the business sections are satisfied with the E-mail programme as they use it for sending quotations, enquiries, orders and recent developments. Only 20 per cent are not satisfied with this programme. 62 per cent of the Doctors are satisfied with the programme as they used the E-mail for sending messages to patients and co-doctors and exchange the views with other doctors. But 38 per cent of the respondents are dissatisfied. The engineers are also satisfied about this programme (65 per cent) which helps them to get latest information and availability of man, material of machines but 35 per cent are not satisfied Out of the respondents from lawyer section 67 per cent are satisfied with this programme and remaining 33 percent are not satisfied. Regarding the teachers 63 per cent stated that they are satisfied with this programme. But 37 per cent expressed their dissatisfaction. 58 per cent of the Rural people are satisfied, because it is a cheaper method for

sending the messages and easily accessible but 42 per cent expressed their dissatisfaction.

In view of the utility of E-mail programme, the student respondents 52 per cent are expressed that the utility of it was high. Only 8 per cent of the students are opined that it was very high utilized, because E-mail enables to stand out in customer service, competitions and sell products. About 27 per cent of the students are opined said programme utility was low and 13 per cents of them felt that it was extremely low utilized. From employees section, half percent of the respondents are felt that it was high utilized and 30 per cent of the employees felt that it was low utilized. And remaining of the respondents i.e. 7 per cent and 13 per cent of the employees, who stated that the utility of e-mail was very high and extremely low respectively. In the opinion of the Business people the utility of Email was high utilized i.e. 60 per cent and 12 per cent of them, felt that it was very high utilized. However, 16 per cent and 12 per cent

regarding the utility of email programme. An attempt is made to find out the opinion of the lawyers (53 per cent) on the utility of said programme was high. Only 7 per cent of the lawyers stated that the utility was very high. About 32 per cent of the lawyers expressed that it was low utilized 8 per cent of them felt that the programme was extremely low utilized. Among the teachers section, 62 per cent of the respondents are opined that the utility of E-mail was high. And 8 per cent of the teachers expressed it was very high utility. However, 17 per cent and 13 per cent of the teachers who are opined said programme was low and extremely low respectively. From the rural people, half percent of the rural people stated that the utility was high, 5 per cent of the respondents felt it was very high utilized, the low response given by the rural people (23 per cent) about the utility of this programme. (Table-2)

Table-3 : Human Resource Development through Internet

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	44(73)	16(27)	60(100)	9(15)	39(65)	7(12)	5(8)	60(100)
2	Employees	45(75)	15(25)	60(100)	7(12)	38(63)	10(17)	5(8)	60(100)
3	Business People	48(80)	12(20)	60(100)	10(17)	39(65)	5(8)	6(10)	60(100)
4	Doctors	43(72)	17(28)	60(100)	6(10)	35(59)	11(18)	8(13)	60(100)
5	Engineers	42(70)	18(30)	60(100)	8(13)	34(57)	9(15)	9(15)	60(100)
6	Lawyers	43(72)	17(28)	60(100)	7(12)	36(60)	12(20)	5(8)	60(100)
7	Teachers	40(67)	20(33)	60(100)	8(13)	35(58)	7(12)	10(17)	60(100)
8	Rural People	38(63)	22(37)	60(100)	5(8)	34(57)	14(23)	7(12)	60(100)
	Total	343	137	480	60	290	75	55	480

of the business people said that the programme utility was low and extremely low respectively. About 57 per cent of the doctors stated that the utility of E-mail was high and 10 percent of the same section expressed that it was very high utilized. While, the respondents (15 per cent) are opined was low utilized and 18 per cent of the doctors are opined that it was extremely low. From the engineers section 59 per cent of the respondents expressed that the utility of E-mail programme was high. Only 10 per cent of the respondents of engineers are expressed it was very high utilized. However, there are 18 percent and 13 per cent of the engineers, who opined low and extremely low respectively

Source: Field Study Note: Percent of the respondents are indicating in parenthesis

Analysis:The Table-3 exhibits the opinion of the respondents on the Internet programme. 73 per cent of the students are satisfied with the programme because; it can be effectively used to supplement text book learning. But 27 per cent of the students are dissatisfied with the programme because; it gives easy access to adult web sites. Majority of the employees (75 percent) are satisfied with Internet because, it is foundation pillar for e governance and public service. But 25 per cent of them dissatisfied because it is a time consuming device. From the business section maximum extent of the

respondents (80 per cent) are opined that the satisfaction level is high because it is an ideal marketing medium for companies in the industries. But remaining is dissatisfied because, it requires literacy. Out of the doctors section 72 per cent of the respondents are satisfied with the programme because, it access online multimedia including radio and video broadcast but 28 per cent of them are not satisfied because, it can lead to isolationist tendencies. The engineers (70 per cent) are satisfied with this programme because, it offers access to data, graphics, sound, software, text and people through a variety of services and tools for communication and data exchange. But rest of them felt not satisfied because, it can affect leadership qualities. In the section of lawyers (72 per cent) are opined that the programme was satisfactory because it can provide your own websites. About 28 per cent of them are felt that the programme was not satisfaction because it is a time consuming device. Teachers (67 per cent) are satisfied with this programme because, it can exposes children to a plethora of information and teachers them how to call relevant data. But 33 per cent of the teachers are not satisfied with this regard because it can badly affect the students and younger people. About 63 per cent of the rural people are satisfied with this programme. But 37 per cent of they are felt dissatisfaction because literacy is necessary for operating Internet.

Reveals the opinion of the respondents on the utility of Internet programme. From the students section majority of the respondents (65 percent) stated that the utility of the programme was high 15 per cent said that it was very high utilized. But 12 per cent of them felt that the programme was low utility and 8 per cent of the students expressed that it was extremely low. From the employees section 63 per cent of the respondents stated that it was high utilized, 12 per cent of

them expressed that the programme was very high utilized, About 17 percent of the respondents of the employees opined the programme was low utilized and only 8 percent of them felt it was extremely low. Coming to the business people, 65 per cent felt that the utility was high and 17 per cent stated that the utility was very high, because it provides necessary and latest information for the business growth. Only 8 percent indicated that the utility was low and 10 per cent said that the programme was extremely low utilized. The respondents of the doctors (10 per cent) opined that the utility was very high and 59 per cent stated that the programme was high because they used it for medicine field for immediate treatment. About 18 per cent of the respondents expressed that the programme was low utility and 13 per cent indicated that the programme was extremely low utilized. The engineers (57 per cent) opined that the utility was high and 13 per cent of the engineers are expressed that the programme was very high. Rest of the engineers felt that the utility was average and poor. Lawyers (60 per cent) indicated that the utility was high. 12 per cent said that the programme was very high utilized. 20 per cent felt that it was low and 8 per cent of them indicated that the programme was extremely low. About 13 per cent of the teachers expressed that the programme utility was very high and 58 per cent of them felt that it was high utilized. While 17 per cent of the teachers opined that the programme was extremely low utilised and 12 per cent of them felt that it was low utility. The Rural people (57 per cent) stated that the utility was high, only 8 per cent indicated that the programme was very high, but 23 per cent of the rural people opined that this programme was low and 12 per cent of them felt that it was extremely low because, literacy is necessary for operation of internet and telephone line is must. (Table-3)

Table-4 : Human Resource Development through Mobile Phone

often get dangerous warnings through the mobile phone from enemies. In the Teacher

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	48(80)	12(20)	60(100)	6(10)	39(65)	10(17)	5(8)	60(100)
2	Employees	49(82)	11(18)	60(100)	8(13)	38(64)	9(15)	5(8)	60(100)
3	Business People	51(85)	9(15)	60(100)	12(20)	40(67)	5(8)	3(5)	60(100)
4	Doctors	47(78)	13(22)	60(100)	11(18)	40(67)	6(10)	3(5)	60(100)
5	Engineers	48(80)	12(20)	60(100)	10(17)	39(65)	9(15)	2(3)	60(100)
6	Lawyers	47(78)	13(22)	60(100)	11(18)	39(65)	6(10)	4(7)	60(100)
7	Teachers	49(82)	11(18)	60(100)	9(15)	37(62)	8(13)	6(10)	60(100)
8	Rural People	43(72)	17(28)	60(100)	7(12)	33(55)	11(18)	9(15)	60(100)
	Total	382	98	480	74	305	64	37	480

Source: Field Study, Note: Percent of the respondents are indicating in parenthesis

Analysis: An inquiry into the respondent’s opinion on mobile phone. Out of the student section 80 percent of the respondents are satisfied with mobile phone because, they interact through the mobile phone with their friends, relatives, but 20 percent of them were not satisfied with mobile phones because communication barrier are involved in the programme. From the employee section, 82 per cent of them are satisfied because they use to speak the information, messages to the superiors within short period. Only 18 per cent of them are dissatisfied because, they are obtaining wrong calls, unnecessary information and lack of need. In the Business people (85 per cent) are highly satisfied then the other sections of the society, because, they used it for business transactions and recent market particulars and selling models with in time enables the information through mobile phone. But only 15 per cent of the respondents are not satisfied because, customer’s requirements are not getting through mobile phone. Doctors are maximum (72 percent) satisfied with it because they use the mobile phones for interaction with patients and enables the flow of information from the friends or colleagues, but 28 per cent of them are dissatisfied because of the signal problems. About 80 per cent of the engineers are satisfied and 20 per cent of the engineers are not satisfied with mobile phone. Lawyers (78 per cent) indicate that they are highly satisfied because mobile phones enable immediate interaction with clients to find out the case details. 22 per cent of the lawyers are not satisfied because they

section, 82 per cent of the teachers are satisfied because it enables clarification of doubts from the students. But 18 per cent are not satisfied with the programme. The rural people (72 per cent) are satisfied with the mobile phone because they use it from the rural areas with convenience and 28 percent of the rural people are not satisfied because some companies have not established their signal towers at rural areas.

Regarding the utility of mobile phone, 65 per cent of the students opined that the programme utility was high. Only 10 per cent of them felt that it was very high utility. 17 per cent of the students observed that it was low utilized and only 8 per cent said that it was extremely low. From the employees section 64 percent of them felt that the utility was high, 13 percent of the employees stated that the utility was very high. About 15 per cent of them opined that it was low and 8 per cent said that it was extremely low utilized. Out of the business section 67 per cent highly utilized the mobile phone and 20 per cent of them indicated their response about the utility of mobile phone was very high and rest of them felt that it was low and extremely low utilized. 67 per cent of the doctors opined that it was high utilized and 18 per cent of them felt it was very high. 10 per cent of the doctors felt it was low utilized. Only 5 per cent said that it was extremely low. The engineers (65 per cent) stated that the mobile phone was highly utilized and 17 per cent said that it was very high utilized. About 10 per cent of the engineers felt it had low utility and rest of them is felt that it was extremely low utility. About 65 per cent of the lawyers indicated their utility was high, 18 per cent said that the utility was very high

remaining of the lawyers opined that it was low and extremely low. From the teachers section 62 per cent of them stated that the mobile phone was highly utilized and 15 per cent of them felt that it was very high utilized. Rest of them felt that the mobile phone was low and extremely low utilized. About 55 per cent of the rural people opined that the mobile phone was high 12 per cent of them felt that it was very high, 18 per cent stated that it was low utilised 15 per cent said that the utility was extremely low. (Table-4)

Table-5: Human Resource Development through E-Conferencing

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	33(55)	27(45)	60(100)	2(3)	33(55)	19(32)	6(10)	60(100)
2	Employees	42(70)	18(30)	60(100)	6(10)	37(61)	10(17)	7(12)	60(100)
3	Business People	40(67)	20(33)	60(100)	11(18)	41(69)	6(10)	2(3)	60(100)
4	Doctors	41(68)	19(32)	60(100)	9(15)	39(65)	8(13)	4(7)	60(100)
5	Engineers	39(65)	21(35)	60(100)	7(12)	38(63)	10(17)	5(8)	60(100)
6	Lawyers	43(72)	17(28)	60(100)	5(8)	37(62)	11(18)	7(12)	60(100)
7	Teachers	38(63)	22(37)	60(100)	6(10)	39(65)	9(15)	6(10)	60(100)
8	Rural People	37(62)	23(38)	60(100)	3(5)	34(57)	14(23)	9(15)	60(100)
	Total	313	167	480	49	298	87	46	480

Source: Field Study, Note: Percent of the respondents are indicating in parenthesis

Analysis: Regarding the opinion of the respondents on E--conferencing programme. 55 percent of the students are satisfied with the programme and the remaining (45 percent) are not satisfied. From the employee section maximum extents of the respondents (70 percent) are satisfied and 30 percent have indicated negatively. Regarding the business section majority of business people (67 percent) are satisfied with the programme and one third of them are dissatisfied. Out of the doctors section 68 percent are satisfied and 32 percent indicates their dissatisfaction. Coming to the engineers section 65 percent of them highly satisfied. But 35 percent are not satisfied with the programme. From the lawyers section 72 percent stated that they are satisfied and 28 percent of the respondents are opined that they are dissatisfied with this programme. The teachers (63 percent) are satisfied with the programme and 37 percent of the teachers are not satisfied. About 62 percent of the rural

people are satisfied with the programme and 38 percent are dissatisfied.

Opinion of the respondents on the utility of E-conferencing programme. From the students section 55 percent of the students are opined that the programme was high utilized. Only 3 percent said that it was very high utilized. About 32 percent said that it was low utility and 10 percent stated that the utility was extremely low. As can be seen the employees (61 percent) stated that the utility was high about the programme only 10 percent of them felt that it was very high. While 17 percent of the employees are indicated their opinion on the utility of the programme as low rest of them said

that the utility was extremely low. Out of the Business section majority of the respondents (69 percent) are opined that the utility was high and 18 percent of them felt it was very high utilized and rest of them are felt that the utility was low and extremely low. Doctors (65 percent) stated that the programme was high utility, 15 percent of them opined that it was very high utilized. Only 13 percent are expressed that the programme was low and only 7 percent doctors are opined that the programme utility was extremely low. Majority of the engineers (63 percent) expressed that the utility was high and 12 percent of them are felt that it was very high utilized. One fourth of the engineers felt that the programme was low and extremely low. About 62 percent of the lawyer’s respondents stated that the utility was high. Only 8 percent said that it was very high utility. 18 percent of them felt that the utility of this programme was low and 12 percent of them expressed that it was extremely low. Out of the rural people section, 57 percent stated that the programme was high utilized and only 5 percent opined that the utility

was very high. 23 percent of the rural people expressed that it was low utilized and 15 percent of them felt that it was extremely low utilized. (Table-5)

Table –6 : Human Resource Development through E-service

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	34(57)	26(43)	60(100)	2(3)	26(44)	18(30)	14(23)	60(100)
2	Employees	38(63)	22(37)	60(100)	3(5)	29(48)	12(20)	16(27)	60(100)
3	Business People	39(65)	21(35)	60(100)	8(13)	32(54)	11(18)	9(15)	60(100)
4	Doctors	34(57)	26(43)	60(100)	5(8)	31(52)	13(22)	11(18)	60(100)
5	Engineers	29(48)	31(52)	60(100)	4(7)	32(53)	17(28)	7(12)	60(100)
6	Lawyers	30(50)	30(50)	60(100)	3(5)	28(47)	16(27)	13(21)	60(100)
7	Teachers	31(52)	29(48)	60(100)	5(8)	30(50)	15(25)	10(17)	60(100)
8	Rural People	29(48)	31(52)	60(100)	1(1)	28(47)	19(32)	12(20)	60(100)
	Total	264	216	480	31	236	121	92	480

Source: Field Study Note: Percent of the respondents are indicating in parenthesis

Analysis: Regarding the E-service 57 percent of the students were satisfied because it can reduced the cost of training but 43 percent of them are felt that the programme was unsatisfactory because of the high cost of establishment. From the employee section 63 percent held the opinion that they were satisfied and remaining of the respondents is dissatisfied with the programme. The business people (65 percent) are satisfied with the E-service programme because, it increases access to information tools for decision making. But 35 percent stated that they are dissatisfied with this regard because of the danger of over utilization. 57 percent of the doctors are opined that the satisfaction was high because it is used in the medicine field and 43 percent of the doctors are not satisfied with the programme because it is constantly changing technology. Engineers are highly dissatisfied with this programme because, of the deficiency of technical expertise to maintain. The system has been poorly maintained as the E-service systems frequently show ghost images, echo effects and voice errors which affect the quality of transmission and reception. 48 per cent of them satisfied with the programme. Half of the percent of the lawyer respondents opined equally in point of E-service programme satisfaction and dissatisfaction. About 52 percent teachers expressed Half of the percent are distributed by the lawyers in their response regarding the

opinion of the programme as that they were satisfied and remaining of the respondents are dissatisfied. From the rural people section 52percent of them felt that the programme was dissatisfactory because of lack of familiarity of the users with the medium and equipments

require additional time but remaining are satisfied.

An inquiry in to the respondent's opinion on the utility of said programme. From the student section 44 percent of the respondents felt that the utility of the programme was high, because the programme helps them to know the recent innovations, only 3 percent opined that the utility was very high. But 30 percent opined that the programme was low utilised and 23 percent said that it was extremely low. From the employee section 48 percent stated that the utility was high and 5 percent felt that utility was very high but 20 percent of the respondents expressed that the programme was low and 27 percent said that it was extremely low utilised. In the section of business people 54 percent stated that the utility of the programme was high, 13 percent opined that the utility was very high but one third of the respondents are observed that the utility was low and extremely low because greater time needed for preparation of courseware. Regarding the doctors section 52 percent of them felt that the utility was high and 8 percent stated that the utility was very high. About 22 percent of the doctor respondents felt that the utility was low and 18 percent expressed that it was extremely low. 53 percent of the Engineers opined that the utility was high, only 7 percent stated that the utility was very high. But 28 percent opined that the utility was low and 12 percent of these expressed that it was extremely low. Out of the lawyers 47 percent stated that the utility was high and only 5

percent of the respondents felt that it was very high utilized. About 27 percent of the lawyers observed that the utility was low and 21 percent opined that the programme utility was extremely low. Teachers (50 percent) expressed that the programme was high utilized and 8 percent said that the utility was very high. While 25 percent stated that the programme was low and 17 percent opined that it was extremely low. From the rural people, 47 percent opined that the programme utility was high and one percent stated very high. About 52 percent of the rural people indicated their opinion on the utility of said programme was low and extremely low because of the danger of over utilization and under utilization of the equipments high cost of production, evaluation and distribution of educational multimedia packages. (Table –6)

Table-7 : Human Resource Development through Web Based Training

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	38(63)	22(37)	60(100)	3(5)	29(48)	19(32)	9(15)	60(100)
2	Employees	41(68)	19(32)	60(100)	5(8)	31(52)	13(22)	11(18)	60(100)
3	Business People	39(65)	21(35)	60(100)	9(15)	33(55)	11(18)	7(12)	60(100)
4	Doctors	37(62)	23(38)	60(100)	6(10)	29(48)	16(27)	9(15)	60(100)
5	Engineers	43(72)	17(28)	60(100)	5(8)	32(53)	10(17)	13(22)	60(100)
6	Lawyers	33(55)	7(45)	60(100)	4(7)	32(53)	9(15)	15(25)	60(100)
7	Teachers	40(67)	20(33)	60(100)	6(10)	28(46)	13(22)	13(22)	60(100)
8	Rural People	29(48)	31(52)	60(100)	3(5)	27(45)	16(27)	14(23)	60(100)
	Total	300	180	480	41	241	107	91	480

Source: Field Study, Note: Percent of the respondents are indicating in parenthesis

Analysis: Table-7 Reveals the opinion of the respondents on the Web Based Training programme. Majority of the students (63 percent) are satisfied with this programme and remaining of them are unsatisfied. From the employees section 68 percent are highly satisfied and 32 percent of them felt that it was dissatisfaction. The respondents of the business people are opined with satisfaction (65 percent) and 35 percent of the business people opined with dissatisfaction. An over whelming majority of the doctors (62 percent) are satisfied with this programme but 38 percent are dissatisfied. Regarding the engineers section 72 percent are satisfied with this programme and 28 percent are

dissatisfied. From the section of the lawyers, 55 percent are satisfied and remaining people are dissatisfied. Regarding the engineer section 72 percent of the respondents are satisfied with this programme and 28 percent are dissatisfied. From the section of the lawyers, 55 percent are satisfied and remaining people are dissatisfied. About 67 percent of the teachers indicated their opinion on the Web Based Training programme as satisfactory but 33 percent are dissatisfied. Rural people are also satisfied (48 percent) about the programme and remaining respondents are not satisfied.

Regarding utility of Web Based Training programme. 48 percent of the students felt that the utility was high and only 5 percent stated that utility was very high as they used this programme. But 32 percent of them felt that the utility was low and 15 percent of the students stated that the programme was extremely low. From the business section 55 percent of them

felt that it was high utilized and 15 percent stated that the utility was very high. But remaining of the business people (30 percent) opined that utility was low and extremely low. The Doctors (48 percent) stated that the utility was high, 10 percent stated it was very high utilized. But 27 percent of the doctors stated that the utility was low and 15 percent of them felt that it was extremely low utilized. Coming to the engineers, 53 percent felt that the utility was high, 8 percent stated that the utility was low and 22 percent stated that the programme was extremely low. 53 percent of lawyers stated that the utility was high, only 7 percent of them indicated that the utility was very high but 40 percent of the lawyers expressed that it was low and extremely low. According to teacher section, 46 percent stated, that the utility was

high and 10 percent opined that it was very high utilized. But 22 percent of the teachers expressed the programme utility was low and 22 percent of indicated that the utility was extremely low. The rural people (45 percent) opined that the programme utility was high and only 5 percent felt that the programme was very high utilized. Remaining of them i.e. 27 percent and 23 percent indicated low and extremely low respectively. (Table-7)

Table-8 : Human Resource Development through Computer Based Training

S.No	Respondents	Opinion			Utility				
		Satisfied	Dissatisfied	Total	Very High	High	Low	Extremely Low	Total
1.	Students	41(68)	19(32)	60(100)	6(10)	35(58)	11(18)	8(14)	60(100)
2	Employees	43(72)	17(28)	60(100)	11(18)	37(62)	9(15)	3(5)	60(100)
3	Business People	39(65)	21(35)	60(100)	10(17)	36(60)	8(13)	6(10)	60(100)
4	Doctors	40(67)	20(33)	60(100)	9(15)	35(58)	9(15)	7(12)	60(100)
5	Engineers	38(63)	22(37)	60(100)	5(8)	34(57)	12(20)	9(15)	60(100)
6	Lawyers	39(65)	21(35)	60(100)	7(12)	29(48)	18(30)	6(10)	60(100)
7	Teachers	40(67)	20(33)	60(100)	9(15)	32(53)	12(20)	7(12)	60(100)
8	Rural People	37(62)	23(38)	60(100)	5(8)	30(50)	19(32)	6(10)	60(100)
	Total	317(529)	163(271)	480(800)	62	268	98	52	480

Source: Field Study Note: Percent of the respondents are indicating in parenthesis

Analysis: In view of the above programme majority of the students (68 percent) found that pay to be satisfying with computer based training programme because, it enables learners to study at time of their own choice. About 32 percent of the students felt that they were dissatisfied. Maximum extent of the employees stated that the satisfaction level was highly (72 percent) and remaining of them are dissatisfied with this required programme. From the business section 65 percent of the respondents are satisfied with this programme and only 35 percent of them are dissatisfied because, it can prove costly and expensive hardware and software are required. Doctors are also satisfied (67 percent) about the programme, as they use for developing their skills. Rests of the doctors are not satisfied, because they lack of time. Regarding engineers section 63 percent of them felt happy because they use this programme for their professional purpose, But 37 percent are not satisfied with this programme, because they have no flexibility. An enquiry in to the lawyer’s opinion on this programme reveals that majority of the lawyers (65 percent) are satisfied and

remaining of them dissatisfied. From the teachers section, the respondents (67 percent) expressed that the programme was satisfied and one third percent of the respondents are dissatisfied with this programme. The Rural people (62 percent) stated that they were highly satisfied with this programme. But 38 percent of them indicated their opinion on this as dissatisfaction.

Regarding the utility of computer based training programme. 58 percent of the students stated that the utility was high and 10 percent of the

students expressed that it was very high utilized remaining of the student respondents are opined that it was low utilized because, it requires a greater self-discipline and commitment by the learner. An over whelming majority of employees (62 percent) stated that the utility was high and 18 percent of them felt that it was very high utilized. About 15 percent of the employees opined that the utility of the programme was low and only 5 percent of the employees indicated their utility was extremely low because it is relatively inflexible. From the business section maximum respondents (60 percent) utilized this programme for their business activities and improving their skills, 17 percent of them felt that it was very high utilized. While 13 percent and 10 percent of the respondents, opined that it was low and extremely low respectively. Doctors (58 percent) stated that the utility of this programme was high and 15 percent of them felt that it was very high utilized. Remaining of the doctors are expressed that it was low and extremely low utilized. The section of engineers (57 percent) felt that the programme utility was high because they used to depend on this programme for improving their skills. Only 8 percent of them are felt the programme was very high utilized.

Nearly 20 percent of the engineers expressed that it was low utilized and 15 percent of them felt that the programme was extremely low utilized. Coming to the lawyers section 48 percent of the lawyers opined that the utility was high and 12 percent of them felt that it was very high utilized, because they were getting legal transaction ideas through this training. About 40 percent of the lawyers opined that the utility of this programme was low and extremely low (30 percent and 10percent) because they have no time and busy work schedule. Inquiries in to the teachers (53 percent) stated that the utility was high, 15 percent of the teachers expressed that it was very high utilized, because their teaching capability and skills were developed through the programme. Remaining of the teachers indicated that the utility was low and extremely low i.e. 20 percent and 12 percent respectively about the computer based training programme because, the teachers are over confident regarding this programme. Half percent of the rural people opined that the utility was high only 8 percent of the rural people expressed that the programme utility was very high because they have interest for training and they have need about this training. But 32 percent of the rural people felt it was low and 10 percent stated that it was extremely low utilised because facilities are required. On the whole 56 percent of the respondents that the utility was high and 13 percent of the respondents stated that it was very high utilized. Because it is user choice of control and routing through the programme that make the medium of sophisticated training poor. It can keep student record automatically and it can offer a high level of interaction with immediate feed back. Remaining of the respondents indicated that the utility of said programme was low and extremely low because it does not permit direct personal reinforcement, and effects of training are forgone. (Table-8)

Suggestions:

1. E-learning ensures quality education but cost should be reduced. E-learning needs self-discipline. It is suggested that even though it encourages learner centric personalized education system, to clarify the doubts of the students, teachers must be available. E-learning lacks human

interaction. It is suggested that the human interaction must be provided for E-learning also.

2. E-mail is that it can become a distraction and can prevent people from doing any productive work. Therefore there is need clarification for productive work. It is suggested that E-mail should not disturb the normal productive work. E-mail has created an information over load therefore there is needs exemption from overload of information. It is suggested that the persons should not misuse it and it should not encourage unhealthy atmosphere.
3. The telephone connection is must for Internet. So, there is needs facility of telephone. It is suggested that telephone line should be available at cheaper rates. Internet gives easy access to adult web sites. It wills badly effects on the students and younger people. Therefore some restrictions are needed. It is suggested that students and youngsters should not open the adult websites. For this purpose proper steps are to be taken.
4. The mobile phone creates communication barriers. Therefore proper steps are needed. It is suggested that the communication barriers are to be removed. Otherwise the person may not receive communication on the other hand clearly and signal problems are also to be reduced. The students misuse the mobile phones. So, therefore some steps are needed to avoid it. It is suggested that for students only ordinary mobile phones should be provided.
5. The computer operators are suffering with backbone pain due to the effect of the radiation on legs and other human parts. There is a need for precautions to the computer operators. It is suggested that the computer operator chairs should be adjustable in high and should have lower-back support and armrests, computers desks should allow adjusting the height of the computers keyboard.
6. A lot of pressure is on human eyes at the time of computer operating. Therefore,

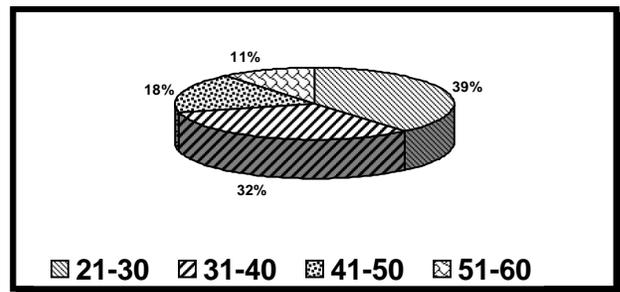
there is a need for introducing some healthy measures to the computer operators. It is suggested to avoid staring at the computer screen for long periods the position of the monitor between 2 and 2½ feet from operator eyes should be made and sure no bright lights reflect off operator screen.

7. More than half of the populations in our country are living in the rural areas. They are suffering with lack of facilities, high cost of production of tools, and lack of awareness about the information technology to develop their human resources. Therefore, there is a need for introducing some awareness programme in the rural areas. It is suggested that there should be reduced cost of production tools, providing more facilities like video and teleconferencing, Internet, e-mail in the rural areas.
8. Constantly changing technology and confusions over standards have added to the techno phobia created by lack of awareness about the potentials of state-of-art teleconferencing technologies and fears over the technology based learning. Therefore it is necessary to avoid from this. It is suggested that reducing the confusion over standards should create awareness and giving proper training should reduce techno phobia.
9. Computer based training does not permit direct personal reinforcement, and hence the motivational effects of training are forgone. Therefore it requires some changes in the programme. It is suggested that the software to permit direct personal reinforcement and to avoid from the forgone of motivational effects should be developed.
10. The computer-based training can prove costly, as expensive hardware and software are required. Therefore, there needs low cost of production about software and hardware. It is suggested that should be reduced the cost of manufactured the computer hardware tools should be reduced produce the low expensive software programmes. IT industries should also

produce the low expensive software programmes.

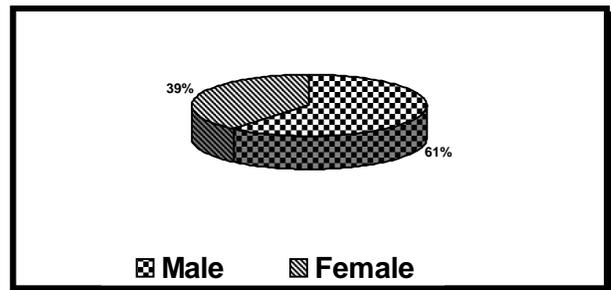
Conclusion: At present, all business establishments, industrial organizations, educational institutions, professional bodies and different enterprises are dynamic. In fact, liberalization, privatization, globalization and changes in the technology made the organizations/institutions/enterprises further dynamic. Information technology is a recent concept and it includes a number of technology programmes, which are well accepted and adopted by the mentioned organizations/institutions for developing human resources.

Figure-1 Distribution of Respondents by their Age



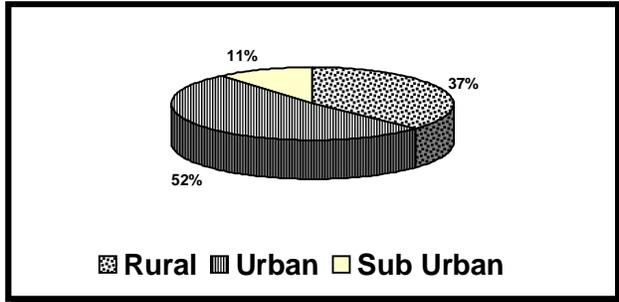
Source: Field Study

Figure -2 Distribution of Respondents by their Sex



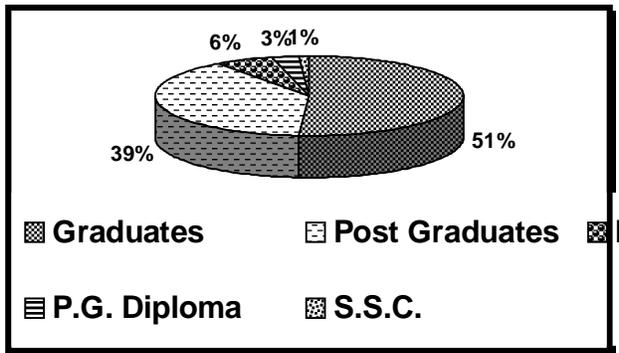
Source: Field Study

Figure -3 Distribution of Respondents by their Native Place



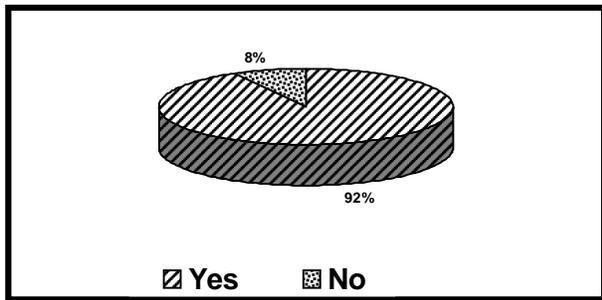
Source: Field Study

Figure -4 Distribution of Respondents by their Educational Qualifications



Source: Field Study

Figure -5 You are living in an Information Age



Source: Field Study

Questionnaire

I. Personal Background:

1. Name :
2. Age :
3. Sex: 1. Male 2. Female
4. Native Place: 1. Rural 2. Urban
5. Educational Qualifications :
6. Present Position :

II. Information Technology Programmes:

1. We are living in an information age, are you agree?
 - a) Yes
 - b) No
2. From which of the following periods are being used computer by you ?
 - a) 1986-1990
 - b) 1991-1995
 - c) 1996-2000
 - d) 2001-2005
3. Who give you the training of the various Information Technology programmes?
 - a) Educational Institutions
 - b) Training Centres
 - c) Friends
 - d) Self
4. How do you feel about the facilities in Visakhapatnam District with reference to Information Technology?
 - a) Excellent
 - b) Very Good
 - c) Good
 - d) Average
5. What is your attitude regarding presently available Information Technology Programmes?
 - a) Favourable
 - b) Unfavourable

If Unfavourable, what are the reasons?
6. How comfortable did you feel while working on computer for developing human resources?
 - a) Satisfied
 - b) Unsatisfied
7. Does the Information Technology programmes are helpful to develop of human resources ?
 - a) Yes
 - b) No
8. Are you given importance to development of human resources through Information Technology?
 - a) yes
 - b) No

If Yes, How much time you spent for this purpose for a day?
Hours ----- a) 1-2 b) 3-4 c) 5-6 d) 7-8
9. Internet is very important tool in developing human resources in present scenario, are you accepted ?
 - a) Yes
 - b) No
10. What is your opinion about wireless communication tools are helpful to develop human resource?
 - a) Very good
 - b) Good
 - c) Average
 - d) Low

PERCEPTIONS AND OPINIONS OF INFORMATION TECHNOLOGY USERS

III. Effectiveness of Information Technology Programmes:

Sl.No	Name of the Programme	Opinion		Utility			
		Satisfied	Dissatisfied	Very High	High	Low	Extremely Low
1.	E - Learning						
2.	E – Mail						
3.	Internet						
4.	Mobile Phone						
5.	E-Conferencing						
6.	E-Service						
7.	Web Based Training						
8.	Computer Based Training						

***Please Mark (✓)**