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The EFFECT OF COMPUTER BASED INFORMATION SYSTEM ON ORGANIZATIONAL PRODUCTIVITY (IN CASE OF CBE IN GUBRE BRANCH)

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ABSTRACTS

This study conducting about the effect of the computer based information system on organizational productivity in commercial bank of Ethiopia Gubre branch. The objective of the study is to find out the assessment computer based information system on organizational productivity. The importance of this research is to help the bank to improve the computer based information system on the productivity of the bank. The study use descriptive types of research design. The researcher used primary and secondary data collect, the questionnaires were distributing 16 employers, and secondary data collected from different books annual reports of the banks and other material of commercial banks of Ethiopia Gubre branch. The study was conduct using purposive census. Census techniques after the necessary data were collected and the researcher analyzed and presented. Finally based on the finding, conclusion and possible recommendation are given in which they are believed to the applied. the finding of this study showed that computer based information system has positively and significant impact on organizational productivity and customer satisfaction there for the researcher concluded that computer based information systems has significant on organization productivity the researcher also recommend bank to use CDIS for better organizational productivity.

ACRONYMS

CBIS	Computer based information system
CBE	Commercial Bank of Ethiopia
IT	Information Technology
ICT	Information Communication Technology

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CHAPTER ONE

INTRODUCTION

1.1 Back ground of the study

Productivity is the long term success or failure of any firms depends up on productive in general and its skills in particular providing the right type of training and development to the employee will not only better quality, but will also give financial organizations the most basic and central source competitive advantage.(regorbennet, 1990, 1998)

Financial organization means an organization that financial institution or company which is involved in offering financial services to its customers, the financial institution are regulated and governed by the rules and regulations formulated by government authorities. Nelson debra L (1997) The organizations of finance also perform the fruition of acting as mediators in debt security markets and stock markets. (Schermerhorn J R, 2011)

The function of finance organization includes mainly the collection of funds from inventors and the distributing the same among financial institution looking for such funds, the financial company under take activities related with stocks bond, rich diversification, borrowing insurance, investing heading, portfolio management and offer related activity. (French Wendell L ,1996)

A financial organization is those institutions which collects fund either from the public or from other institution and invests them in financial assets, this finance organization can be both private and public. (Hartis Michal J, 1997)

As a result of globalization the finance organization are not only restricted within the national borders. With their diverse range of financial service, the financial institutions are becoming increasingly popular in the overseas market. They are different types of institutions. These are

- ✓ Banks
- ✓ Non-banking financial institution
- ✓ Credit union

- ✓ Insurance company
- ✓ Asset management firms.

Banks are the key financial intermediary's constitution that survey as middle men in the transfer of funds from several to the inventors. Problems associated with this approach include the difficulty in identifying the constituents in establishing their expectations, the importance of constituent changing over time and the measurement of constituent criteria Robbins, (1998). A bank is necessary future development of country economy. Because of the bank, try to increase productivity by implementing computer based information system. The goal attainment theory approach is intuitively sound and is the most commonly used approach for measuring performance and effectiveness, some assumptions are necessary to validate the goal attainment approach as a measure goal must be identifiable, understandable have general agreement or consensus, and progress must measurable.

1.2 .Statement of problem

The number of employees in a given area in job categories the role of computer based information system is to build a supply of potential new employees that bank can draw on the need arise. There is research done assessing the effects of computer technology on organizational productivity, but previous researcher does not assess the improvement computer based information. So this study incorporate improvement of computer based information. Then they study is assess the effect of computer based information system on productivity

Financial institution had been installing computer based information system to enhance their productivity. However lack of empirical data which shows the linkage between computer based information system and productivity, Than also creates difficulties to make decision with respect to whether this technology should or should not be adopted and implemented. It is controversy on the importance of computer based information system in financial institution. Computer based information system has been striving to increase the productivity and profitability. One of the measures taken by CBE is installing computer based system. Computer based information system was installed by commercial bank of Ethiopia since 2011. However, whether computer based information system is increasing the productivity or not yet to be assessed.

1.3. Research question

- ✓ What is the major improvement of computer based information system in banks?
- ✓ What are the challenges of computer based information system?
- ✓ What is the effect of computer based information system on organizational productivity?

1.4 .Objectives of the study

1.4.1. General objective

General objective of the study is to assess the contribution of computer based information system on the productivity of commercial bank of Ethiopia specifically in Gubre branch.

1.4.2. Specific objectives:

The specific objectives of the study are:

- ✓ To find out the effect of computer based information system on organizational productivity
- ✓ To identify challenges of computer based information system
- ✓ To identify the major improvements of computer based information system.

1.5. Significance of the study

- ✓ The findings of study is provide computer based information system to commercial bank of Ethiopia as to how to recognize its limitations as well as overcome the employers in the organization have a good relationship with their banks in the work place and like to spend much of their time in the work place.
- ✓ It provides information about how organization is sensitive to computers its shows profit is affected by technology utilized and house provides.
- ✓ Uses for further managerial decision to opportunity of the bank.
- ✓ The outcome of the study is helpful for the bank to reform its value on its service delivery.
- ✓ The research help the researcher to have experience in conducting research

1.6 .Scope of the study

The study has focused on the computer based information system on organizational productivity of commercial Bank of Ethiopia. Although the bank has many branches throughout the country the study was restricted on specifically in Gubry branch.

1.7. Organization study

The study has five chapters the first chapter focuses on back ground of the study, statement of the problem, objective of the study, significance of the study, scope of the study. The second chapter deals with review of various related literature. Research methodology on chapter three. The fourth Chapter deal about Data presentation and interpretation. Finally, chapter five focuses on conclusions and recommendations.

CHAPTER TWO

2. REVIEW OF LITERATURE

2.1 computer based information system and organizational performance

As computer based information system and communications technologies cover a wide range andinclude all the areas in which a firm acts, this research work has focusedon a specific part of them, the computer based information systems toshow that computerized system are directly related to the financial results and productivity in small and minimized business organizations. Computer based information system are systems used to record thefinancial transactions of a business or organization. This systemcombines the methodologies, controls and productive techniques withthe technology of the IT industry: user interface, computers andsophisticated software. The software used to track transactions providesinternal reporting data, external reporting data, financial statements,and trend analysis capabilities (Obasan Agbolade, 2011, PP. 157-190)

Studies conducted till now have shown an increasing interest in understanding the impact of computer based information system on organizations performance, these studies have resulted in different views. Some assert a positive impact (bama, 1995 strata populous,2000) while others hold the contradictory views (brynjofsson,1995, Holland, 1997 setzekor, 1998). Despite this, it is of pressing importance to find the significance of information systems for organization, several researcher are of an opinion that productivity is a measure of results achieved through investment information system. Stress Mann (1990 and 1997) have highlighted the so called productivity and paradox.

2.2 PRODUCTIVITY AND COMPETITIVE ADVANTAGE

An information and communication system emerges from strategic use of ICT and not from the investment in ICT as such the relationship between information system and performance and productivity is of great interest to many researchers and research showed.

A large number of researches have been associated with the performance of end user starting with Davis (1997) pp.19 with the model technology acceptance. Thus debone and McLean, (2001) identified six factors for the success for information systems, namely system quality , Information quality, service quality, system use, net benefits, user performance systems such

use the impact of information systems on user performance an exploratory study. User satisfaction, individual impact and organizational impact addition seddon et al, (1999) pp. 59 in his extension of the work of (delone and McLean 1992) pp. (54-49) resumed their factors and added others, of course, researchers are a major challenge to find a conceptual and theoretical frame work for interpreting the effects of information systems on user performance and productivity, despite huge investments in recent years demonstrate the effects of information system performance has provide extremely difficult (delone and McLean 1992) pp. (54-49) his relationship is multi fasted and includes several aspects such as the user's work, tasks and other aspects that will be discussed in what follows, Iberia and tan(2012) pp.40 studied the relationship between information systems and users by investigation performance on several factors, including the use of the system quality, information quality and performance of the user, data are collect from users in large organizations. They concluded that the above factor positively affects user performance with results that suggest that user satisfaction is an important factor which affects the use of the system similarly, Chan and al (2014) pp.14 examined a number.

2.3 IMPORTANT FACTORS THAT AFFECT PERFORMANCE

In corporation many factors from many perspectives to determinetheir contribution to the improvement of user performance, in their model, the main factors considered are the data models, task characteristics and user characteristics.

They included that these factors positively affect user performance they also mentioned that other factors may have an impact on user performance, they also mention the accuracy than the rest. For example the accuracy of the information is the most effective dimension of the quality of information affects the performance of users, as the users are concerned about the quality of information they get from a system which in turn affects the quality of their performance. Recently, the impacts of information systems on individual performance were considered by stone at all(2011), pp. 64 in their study. The presented a theoretical model linking information quality. System quality and the tasks performance performed on bank performance with the ease of use of the system. And the impact on individual performance the results show that the measures of the quality of information and system quality affect the tasks performed by the user. Some researchers have adopted a close and profound attention to investigate the effects of a specific system performance of the user and to scientific papers (WWW.scentificpapers.org).

Examine in detail the impact of the quality of the performance of the users. For example butter (1997)pp. 13 stated that the response time of the system is very critical for the performance user the results show that the response time of the system positively affects user performance and other factors or the quality of system such as accuracy and relatedly. For example weirs scheme and broadax(1998)pp.69identified the impact of improvements in the treatment of proposal computers processors speeds on user productivity for more than that it is actual. This information systems' dual is used in a number of ways and the valves of it's depends on how it is utilized strategic planning in utilizing information system was the key to going a competitive advantage. Management at Cape Town tourism does not consider information system as a more commodity the company views these as assets and areas of gaining competitive leas in the bank industry. Leing (2008) stated that with proper planning, a bank can maximize Pruitt while decreasing over Costs. Implementing an information system was initially been costly, but if business requirements and process were properly and accurately identified, the pay outs were vast business who do not have a web presence or were reengaging in e-commerce find themselves began ousted by their competitors (leigh, 2008).

When exploring the values from both the technical and the competitive advantage perspective information systems were definitive and effectives means of expanding the banks.

A controlled laboratory experiment was conducted to measure the impact of the speed of the processors on the output of the banks. Based on the results of the experiment, it was found that the productivity of the ender user, as measured by an increase in the volume of work is improved. These studies have established very important conclusions on certain factors and their interactions that affect the performance of the user, such as the use of the system (Hartis Michal J, 1997)

System quality and variability in addition, they have improved the previous models and have developed more comprehensive models and conducted new empirical investigations on the impact of information system on bank performance French Wendell L (1996). Dispositional factors such as attitudes and intention to use to examine the impact of information system and predict user performance [pp.41], which leads to move concussive debate and ambiguity. However, sears and jacks (2012 pp.58)

2.4. Effective of situational factors on performance

They have established close links between the task, satisfaction and performance. In the same (vein mossarnetal. [2008-2020] pp.37 relied on the psychological traits of users in order to study the impact of information systems for clients on user performance. The results show the significant impact of traits on the relationship between information systems and performance users.

2.5. Information technology (IT)

Is crucial to the success of any business It has brought with it a number of changes and challenges that effect businesses information systems are the means by which people use computers to collect process, /fore, use (analyses) and distribute information(Angnwal and local 2005, London and Loudon 2012/

2.6. Organization and Information system

An organization is formal collection of people and other resource established to accomplish to goals. The primary of goal of a for private organization is to maximize shareholders value of the often measured by the price the company stock nonprofit organizations include, social groups, religious groups, universities, and other organization as that do not have profit as their goal. Britannica, Inc...(2020)

An organization is a system which means that has inputs, processing mechanisms, out puts and feedback organization constantly used money people, materials, machines, and other equipment, data, information and decisions.

How does organizational system increase the value of resource in the transformation mechanism, sub system contain processes? That helps turn input in to goods and services of increasing value. Britannica, Inc...(2020).These processes increase the relative worth of the combined inputs on their way to becoming final out puts.

Computer system integrating the power of technology to assemble on effective and efficient system, you should select and organize components while understanding the tradeoff between overall system performance and cost, control, and complexity people involved in selecting their organization computer hardware most clearly understand current and future business requirement so they can make infirmed acquisition he visions. (dr agon-guard.com 2020)

2.6.1. Information system

Information system covers wide Varity of computer applications it well be helpful to pause and consider some of the common technology associated with information technology. The expression computer system way typically used to describe multiple computers working together over ant work to words a common goal; assessment of a computer based on information system was formally defined and can be considered more simply as a computer system design to manage information. The expression information technology can be defined as issues related to the component of computer based on information system (Robbins Stephen, P 1996)

2.6.2. System in industry

Every department in a computer system are used in almost every industry of field in business the airline industry develops. Schermerhorn J R,(1996)).Investment firms use information system, to analyze stocks, bonds, options the future markets, and others customers. Bank use information system to help make sound loans and good investment as well as provided online check payment for account holders. The transportation industry use information systems to schedule trucks and training to deliver goods and services of the lowest cost. Publishing companies use information system to analyze markets and to develop and publish new papers magazines and books. Health care organization use information system. To diagnose illnesses, plan medical treatment, track, patient, record and bell patients, and health maintenances. Organization use web technology to access patients insurance eligibility and other information stored in data based to cut patients cost, retail company are using the web to take orders and provide customers service supports, pettier compares also use information system to help market product and service manage inventory levels control the supply chains and forecast demand. Power management and utility companies use information system to monitor and control generation and wage

2.6.3. The characteristics of valuable Information system

To be valuable to managers and decision makers, information should have the characteristic described. These characteristic make the information more valuable to organization.

2.6.4. Information system in productivity

Information system should also be relatively economical with cost of producing it

2.6.5. System performance

System performance can be measured in various,

- Efficiency is a measure of what is produced divided by what is consumed
- Efficiency is a measured of the extent to which system achieves its goals. It can be computed by dividing the goals actually achieved by the total of the stated goals.
- Efficiency a relatively term used to computer systems
- Evaluating system performance also calls for using performance standards.
- A system performance standard is specific objectives of the system
- After standards are established, system performance is measured and compared with the standard.

  Variances from the standards are determinants of system performance.

2.7. Global Challenges in information system

Change in society as a result of increased international trade and cultural exchange, often called globalization have always had a significant impact or organization and their information systems. Thomas friend man (2005) the world information system flat, in this book describe three eras of globalization. According to friend men we have progressed the globalization.

2.7.1. Business information system

The most common types of information system used in business organizations are those designed to electronic and mobile commerce, transaction, in addition some organization comply special purpose systems, such as virtual reality , that not every organization uses. Together those system help employees in organization accomplish routine and special tasks form processing sells payrolls, and supporting decision individual's department to providing alternative the system are often integrated in one product and delivered by the some software.

Information system in society business and industry information system have been developed to meet the needs of all types of organizations and people the speed and wide spread use of information system, however, opens user to a Varity of threats from unethical people computer criminals and terrorism.

2.7.2. Cultural Challenges

Countries and regional areas have their own culture and customs that can significantly individuals and organizations involves in global trades. Time and distance issues can be difficult to overcome for individuals and organization involved with global trade in remote locations.

2.8. Global impact Technology on Productivity

It is a common belief that when technology penetrates any economy national productivity improves. Assorting to Ton (2005) there one commonly estimated 1.8 billion business internet users globally, expecting to grow to 2.2 billion uses by 2013. There has been substation growth in all regions with countries such as Africa and the Middle East both recording growth of over 1,600% during the last 9 years.

The countries of the middle east and Africa commonly represent only 8% of the global on line population: how ever the next five years will see some of the highest growth rates, around 13% with more than a billion people now having access to information technology across the global online activity has become habitual internet as their primary source of information for

2.9. Applying information system to Banks

The recent year's penetration action and diversity of information systems in the banks industry in Ethiopia one of the branch is Gubra have increased dramatically. Information systems now a day actively support the core business process of the banks. Bring about increased operational and organizational efficiency more and more banks information centers throughout Ethiopia are developing strategic awareness of the importance of information systems. Computer based information system integrate internal and external management across and entire banks embracing finance accounting, sales and service and customer relationship management (Divaraj and kohli, 2003). The purpose of computer based information system is to facilitate the flow of information between all business functions within the boundaries of the banks and to manage the concentrations to outside stake holder.

2.10 Empirical Review

By using ANOVA (Analysis of Variance) in 2012; Margaret by using distributing a questionnaire to the sample of employee of 16 concluded that proper use of computer based information system on organizational productivity of commercial Bank of Ethiopia that helps the management in the making efficient and effective decisions in a business organization (Nnenac, 2012)

CHAPTER THREE

3. RESEARCH DESIGN AND METHODOLOGY

3.1 Research Design

The study used descriptive research design. Description method, help us to show the existing situation on the computer based information system and organizational productivity.

3.2 Source of data

The study was used both primary and secondary data. Primary data was collected through questionnaire, sample from employees and manager of CBE Gubre branch and key information.

Secondary data also collected from published and unpublished such as documents and reports of organization books & articles, different website which is found authentic cited and authoritative organizations. Such ascommercial Bank of Ethiopia and World Bankcan others.

3.3 Census method

The employees and manager of CBE in Gubre branches were selected Population of the study. The CBE in Guber branch were 16 employees.

The population of study is 16 employees of CBE Gubre branch.

Questionnaire distributed for all 16 employees of CBE by census technique. Because of the target population is small and manageable.

3.4 Data analysis

The data collected through other above method is analyzed by simple descriptive statistics such as percentage and tables.

CHAPTER FOUR

4. DATA PRESENTATION ANALYSIS AND INTERPRETATION

4.1 Background of the respondents

In this chapter questionnaire was distributed to the population of respondent's analysis and discussed the researcher takes populationof 16 employees and provide responds. So the researcher was analyzed and discussed to the 16 respondent questionnaires.

4.1 Sex

Table4.1 sex structure of respondents

Sex	Respondents	
	Frequency	Percentage
Male	13	81.25%
Female	3	18.25%
Total	16	100%

Source: Questionnaire, 2020

According to table 4.1, shows those 81.25% employees of the commercial bank of Gubre branch were male and 18.75% of them were female. Therefore, the numbers of females were low compared to males in Gubre branch. So there is dominance of male over female in the organization.

4.2 Age structure

Table 4.2 Age structure of respondents

Age	Respondents	
	Frequency	Percentage

20 - 25	3	18.75%
26 - 35	9	56.25%
36 - 45	2	12.5%
46 - 50	1	6.25%
Above 50	1	6. 25%
Total	16	100%

Source: Questionnaire, 2020

As table 4.2 shows, 18.75% of respondents were age between 20-25, and 56.25 is with the age 26-35, 12.5% of the respondents were with the age between36-45 and above 50 years. So this data shows that most of the employees in this bank were within the most productive age group.

4.3 Employees qualification

Table 4.3 qualification of respondents

Educational Levels	Respondents	
	Number	Percentages
Diploma	–	–
First Degree	14	87.5%
Second Degree	2	12.5%
Other	–	–
Total	16	100%

Source: Questionnaire, 2020

As table 4.3, 87.5% of respondents have qualification of first degree and 12.5% of respondents have qualification of second degree. So the majority of the employees in commercial bank of Ethiopia, Guber branch were first degree holders.

4.4 Experiences of respondents of Guber branch, commercial bank of Ethiopia

Table 4.4 experience of the respondents

Item	Respondents	
	Number	Percentage
Experience	--	--
Below 5 Years	9	56.25
6—10 years	6	37.5
11—15 years	1	6.25
16—25 years	--	--
Above 25 years	--	--
Total	16	100

Source: Questionnaire, 2020

As table 4.4 shows that 56.25% of the respondents responded that they have below 5 years' experience, 37.5% of the respondents responded that they have 6-10 years' experience, and 6.25% of the respondents responded that they have 11-15 years experience. From this data obtained most of employees in commercial bank of Ethiopia, Guber branch to have below 5 years' experience.

4.5 computer based information system on organizational productivity

No_	Question about computer based information on organizational productivity	Strongly Disagree		Disagree		Neutral		Agree		Strongly agree	
		Freq	Per	Freq	Per	Freq	Per	Freq	Per	Freq	Per
1	CBIS achieving higher productivity on your organization	--	--	--	--	**4**	**25**	**4**	**25**	**8**	**50**
2	CBIS ability to respond faster product to compare other branch of banks	--	--	**1**	**6.25**	--	--	**5**	**31.25**	**10**	**62.5**
3	CBIS reduce wastage of resource	**1**	**6.25**	--	--	**3**	**18.75**	--	--	**12**	**75**
4	CBIS reduce cost of operation	--	--	**2**	**12.5**	--	--	**4**	**25**	**10**	**62.5**
5	CBIS improve quality of product and	--	--	--	--	**4**	**25**	**1**	**6.25**	**11**	**68.75**

	service										
6	CBIS improve significance of computer on role of productivity	**1**	**6.25**	**--**	**--**	**1**	**6.25**	**2**	**12.5**	**12**	**75**
7	CBIS efficient opportunity of product to organization	**4**	**25**	**6**	**37.5**	**--**	**--**	**3**	**18.75**	**3**	**18.75**

Table 4.5 shows that 50% of the respondents replied that strongly agree CBIS is achieving higher productivity and 25% of respondents replied that agree.

The remaining 25% of the respondent's response neutral. The majority of respondent were strongly agree that CBIS is achieving higher productivity.

Table 4.5 shows that 62.5% of the respondent said does CBE, Gubre branch is fast productivity compared toother bank i.e. 62.5% is strongly agree, 31.25% responded that it is agree, and 6.25% is says that disagree. So the data implies that bank achieve productivity

According to the table 4.5 shows that 75% of the respondents responded CBIS is strongly agree to reduce wastage of resource and 18.75% of the respondents responded CBIS does agree to reduce wastage of resource so, that majority of the respondents were said CBIS reduce wastage of resource. I.e. if CBIS reduce wastage of resource, there is productivity.

Table show that 62.5% of the respondents responded that CBIS reduce the cost of operation and 25% of the respondents responded that CBIS reduce the cost of operation i.e. 62.5% respondents were strongly agreed that of the reduction of cost of operation by CBIS and 25% of respondent were agreed that of the reduction of costs of operation by CBIS and the remaining 12.5% of respondent is neutral. The researcher from this conclude CBIS reduce the cost of operation.

According to table 4.5 shows that 68.75% of the respondent's responded evaluation given by strongly agree CBIS improve quality of product and 6.25% of the respondents responded that evaluation given by agree CBIS improve quality of product and 25% of the respondentssaid neutral. So the researcher concludes CBIS improve quality of product.

As indicated in the above table 75% of respondent's responded they have strongly agree CBIS is improve significance of computer on role of productivity and 12.5% of the respondents responded they have agree CBIS improve significance of computer on role of productivity on other extreme 6.25% of respondent's strongly disagree and neutral equal. Therefore according to the response we may conclude the majority of the respondent's indicate that CBIS is improve significance of computer on role of productivity.

According to the above table 25% and 37.5% of respondents said strongly disagree and disagree respectively CBIS is efficient opportunity of product and 18.75% of respondent's responded agree strongly agree equal that CBIS is efficient opportunity of product, therefore the majority of respondents said CBIS is inefficient opportunity of product.

4.6 improvement of CBIS

NO-	Questioner about improvement of CBIS	Strongly Disagree		Disagree		Neutral		Agree		Strongly agree	
		Freq	Per	Freq	Per	Freq	Per	Freq	Per	Freq	Per
1	CBIS have security and confidentiality	--	--	1	6.25	2	12.5	3	18.75	10	62.5
2	CBIS reduces work time	--	--	--	--	3	18.75	9	56.25	4	25
3	CBIS increase customer satisfaction	--	--	--	--	--	--	3	18.75		81.25

4	CBIS easy to do activity	--	--	--	--	--	--	2	12.5	14	87.5
5	CBIS to support and easy to find file in bank	--	--	--	--	--	--	1	6.25	15	93.75
6	Your organization can be give training for employee about computer	--	--	3	18.75	6	37.5	7	43.75	--	--
7	CBIS increase accuracy	4	25	2	12.5	1	6.25	4	25	5	31.25
8	Employee use computer easy in your organization	--	--	--	--	--	--	7	43.75	9	56.25

Table 4.6 shows that 62.5%% of the respondents responded strongly agree that CBIS have secure and 18.75% of respondents responded agree CBIS have secure.

12.5% and 6.25% of respondents respond neutral and disagree on their CBIS have secure respectively. This implies that majority of the respondent indicated that CBIS have secure.

Table Show that 56.25% and 25% of respondent respond agree and strongly agree that CBIS reduce work time respectively. 18.75% of respondent respond neutral. This indicates the majority of respondent said CBIS reduce work time.

Table Show that 81.25% of respondent responded evaluation given by employer strongly agrees that CBIS increase customer satisfaction and 18.75 of respondent responded agree that CBIS increase customer satisfaction. Therefore, the majority of respondent said that strongly agree on the CBIS increase customer satisfaction.

As table Show that 87.5% respondent responded CBIS easy to do activity i.e. they have strongly agree and 12.5% respondent responded they have agree CBIS easy to do activity. That shows high activities to do work by using computer. So, the majority of respondents use the computer system.

Table Show that 93.75% of respondent responded strongly agree CBIS easy to do find file and 6.25% of respondent respond agree CBIS easy to do find file. Therefore, the majority of respondent respond strongly agree on the CBIS is easy to find file.

From the above table 18.75% of respondent respond disagree your organization does not give training for employee about computer and 43.75 of respondent said agree your organization does give training for employee about computer. The remaining 37.5% of respondent respond neutral. From this data most of the employee in this bank obtains training.

As indicated in the above table 25% and 12.5% of respondent respond strongly disagree and disagree respectively. On the other hand, 25% and 31.25% of respondent respond agree and strongly agree respectively CBIS is increase accuracy. The remaining 6.25% of respondent said neutral. Therefore, CBIS can increase accuracy of an organization.

Table Shaw that 43.75% and 56.25% of respondent responded agrees and strongly agree respectively. Employee use computer easy in your organization. Therefore, all employee easy use computer in CBE GUBRE branch.

4.7Challenge of CBIS

No_	Questioner about challenge of CBIS	Strongly Disagree		Disagree		Neutral		Agree		Strongly agree	
		Freq	Per	Freq	Per	Freq	Per	Freq	Per	Freq	Per
1	Lack of internet access on your organization	1	6.25	3	18.75	1	6.25	4	25	7	43.75

2	Lack of skilled man power in your organization	2	12.5	1	6.25	2	12.5	5	31.25	6	37.5
3	Unavailable material or computer in your bank	1	6.25	5	31.25	--	--	11	68.75	1	6.25
4	Lack of efficient electric power access in your organization	3	18.75	1	6.25	--	--	11	68.75	1	6.25
5	Lack of ATM machines access your organization	4	25	3	18.75	--	--	8	50	1	6.25
6	Inefficient equipment or fixed asset your organization	--	--	--	--	1	6.25	2	12.5	13	81.25
7	Lack of mobile banking M birr service	--	--	2	12.25	--	--	2	12.5	12	75

Table 4.7 shows that 43.75% and 25% of the respondents responded strongly agree and agree respectively. In your bank is lack of internet connection. On the other hand 18.75% and 6.25% of respondents said disagree and strongly disagree respectively. The remaining 6.25% of respondent said neutral. From this data researcher conclude the bank lack internet connection.

Table show that 12.5% and 6.25% of respondents said strongly disagree and disagree respectively. 31.25% and 37.5% respondents said agree and strongly agree bank lack skilled man power in organization respectively. The remaining 12.5% of respondents said neutral. From this data the majority respondents respond the problem of skilled man power in CBE GUBRE branches

Table Shaw that 6.25% and 31.25% of respondent respond strongly disagree and disagree respectively. 43.75% and 18.75% of respondent respond agree strongly agree respectively. that their organization is lack of available computer. Therefore the majority respondents said unavailable computer in your organization.

From the above table 68.75% and 6.25 of respondent respond agree strongly agree respectively in your bank in efficient electric power access. 18.75% and 6.25% of respondent said strongly disagree and disagree respectively. So, the majority of respondent said the bank have lack of efficient electric power.

From the above table 25% and 18.75 of respondent respond strongly disagree and disagree respectively by lack of ATM machine access in your organization. 50% and 6.25% of respondents said agree and strongly agree respectively by lack of ATM machine access in your organization. From this data majority of respondents said lack of ATM machine access in your organization.

According to the above table 81.25% of respondents said strongly agree equipment or fixed asset in your organization in efficient. 12.5% of respondents said agree that equipment or fixed asset in your organization in efficient. The remaining 6.25% of respondents said neutral.

Therefore, the majority of respondent said strongly agree in efficient equipment or fixed asset in your organization.

Table show that 12.5% and 75% of respondents respond agree and strongly agree respectively in your bank is lack of mobile banking or M-birr service. 6.25% of respondents respond disagree.

According to this data the majority of respondents said in your bank have lack of mobile bank or M-birr service.

CHAPTER FIVE

5. CONCLUSION AND RECOMMENDATION

5 .1 CONCLUSION

In order to accomplish study personnel interview was made with manager of the bank and questionnaires is distributed to all employees for effective analysis and presentation of data about the bank. The data collected, analyzed and presented inset he previous part.

The conclusion of major finding is presented below

- The number of female was low compared to males in CBE Guber branch.
- Most of the employees in Guber branch bank were within the most productive age group.
- The employers in the organization have good relationship with their banks in the work place and like to spend much of their time in the work place.
- The organization used result oriented method one valuate employees whether they are performing their job properly or not and CBIS used the result of the productivity for the purpose of mainly for improving the employee's productivity.
- The employees evaluate fairness and the accuracy of the productivity evaluation and CBIS increase employers satisfaction in some ways, these how majority of respondents were comfortable with the service provided by bank and the evaluator's also organizational performance of employees are appropriate.
- According to some respondent, there is some problem on CBIS.This problem is problem of network and internet connection.

5.2 RECOMMENDATION FOR FUTURE

Now day's CBIS become much more important for banks not only new technologies to produce product but also as the enable store search productivity to Growth, this research investigated the assessment of CBIS on productivity of commercial bank of Ethiopia in Guber branch.

As recommendation for future research should investigate this approach in the private banks sectors of the governmental banks in Ethiopia to compare the findings furthermore, economic view is the approach that directed this study it is suggested that future researchers investigate assessment CBIS increasing value for customer or assessment CBIS on other resources like labors. This study have been conducted based on productivity (total income CBIS and non CBIS capital) so investigating the assessment CBIS on other intangibles outputs such as product(service) quality or variety, is highly recommended for future research CBIS readiness in companies is one there issues that is suggested for future.

- Bank managers should consider CBIS usages through their banks levels and try to expose the positive influence CBIS in their banks .Moreover, this research indicates that there turn of CBIS investment can be higher than non CBIS capitals so, it is the time to employ

this remarkable power, on the other words, CBIS should be developed enables for increasing productivity growth.

- The management of CBE, Guber branch must try and increase commitment levels of the company's workers for correlated with CBIS.
- Although CBIS implementations through banks are able to improve productivity, managers should aware that without complimentary investments this opportunity may change to threat. Many banks in Ethiopia are using continuous improvement methods such as total quality management and etc.so top managers of banks should consider that CBIS is the essential issue. Banks is one of the power full government companies. Ethiopia based on this research the assessment of CBIS investment in economic factors of bank was investigated in the first phase. The findings how's that CBIS investment not only makes positive contribution to productivity but also its return is higher than non CBIS investment.

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APPENDIX

Questionnaires to be filled to bank member

Dear respondent; The purpose of the questionnaire is to study the assessment of computer based information system on organizational productivity performance, in case of CBE Gubra branch and also as partial fulfillment of academic requirement of BA degree in management.

Instructions

These questionnaires used only for academic purpose

No need of writing your name

Answer the question by putting (x) mark in the box

I, personal information

1 Age 20-25 ☐ 26-35 ☐ 36-45 ☐ 46-50 ☐ above 50 ☐

2. Sex male ☐ female ☐

3. Educational status diploma ☐ first degree ☐ masters ☐ other ☐

4. Years of experience <5 ☐ 6-10 ☐ 11-15 ☐ 16-25 ☐ >25 ☐

ii. Questionnaires related to computer based information system on organizational productivity

No_	Item	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	CBIS achieving higher productivity on your organization					
2	CBISability to respond faster productivity to compare other branchs of bank					
3	CBIS reduce wastage of resource					
4	CBIS reduce cost of operation					
5	CBIS improve quality of product and service					
6	CBIS improve significance of computer on role of productivity					
7	CBIS efficient opportunity of product to organization					

iii. Questionnaires related to improvement of CBIS

No _	I t e m	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	CBIS have security and confidentiality of data are widely dispersed to customer					
2	CBIS reduce working time					
3	CBIS increase customer satisfaction					
4	CBIS easy to do activity in bank					
5	CBIS to support and easily to find file in bank					
6	Your organization can be give training for employee					
7	CBIS increase accuracy					
8	Employee use computer easily in your organization					

iv. Questionnaires related to challenges of CBIS

No_	I t e m	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Lack of internet access in your organization					
2	Lack of skilled man power in your organization					
3	Unavailable material or computer in your bank					
4	Lack of efficient electric power access in your organization					
5	Lack of ATM machine access in your organization					
6	Inefficient equipment or fixed asset in your organization					
7	Lack of Mobil banking and M- Birr service					