



The Impact of Using Information Technology on Improving Employee Performance A Study on A Sample of Government Banks

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Abstract: This research aims to study the impact of information technology (IT), with its key indicators—hardware, software, networks, and databases—on improving employee performance within government banks. The importance of this topic stems from the increasing role of technology in supporting banking operations and enhancing operational efficiency and the quality of services provided to customers. The study adopted a descriptive-analytical approach to diagnose the availability and use of these indicators and to determine their impact on job performance elements such as productivity, accuracy, commitment, and speed of completion. The study concluded that modern devices contribute to accelerating banking operations and reducing technical malfunctions, while banking software plays a pivotal role in enhancing consistency and accuracy in processing financial data. The results also showed that stable and high-speed networks are essential for ensuring smooth workflow and information exchange within and between branches, while organized and secure databases improve the quality of operational and administrative decisions by enhancing access to and processing of information. The results indicated a significant and positive impact of all these indicators on improving employee performance. Employees using modern hardware and software and working within an efficient network environment demonstrated higher levels of efficiency and accuracy in completing tasks. The study also showed that continuous training on technological systems contributes to maximizing the benefits of the digital infrastructure, despite the persistence of some challenges related to inadequate maintenance or slow network speeds in certain government branches.

Keywords: Hardware, Software, Networks, Databases, General Performance.

Introduction

The world is undergoing major changes in various fields, and technological progress is one of the reasons for progress and development, due to the scientific and digital revolution of modern means and technologies that have led to the transformation of the economy towards speed in the exchange and transfer of information between different parties. This development has contributed to bringing about a radical change in business,

including banking, in order to develop its services and improve banking services to meet the needs of customers and increase competitiveness between banks (Heindel et al, 2023).

The world today is experiencing an era of transformation from an industrial society to a digital society through the increasing use of information technology and what it offers in terms of generating new ways of working, communicating and organizing across time and space, providing information and supporting decision-makers to make sound decisions (Putra et al, 2024). Therefore, the need has emerged for a new information system aimed at achieving economic development, which is reflected positively on economic and social life.

Existing research highlights IT's role in organizational effectiveness, yet limited empirical evidence shows how IT use directly improves individual employee performance in government banks. Prior studies emphasize adoption (Diawati et al, 2023), system quality, and customer outcomes, while overlooking mediating mechanisms such as digital skills, user satisfaction, motivation, resistance to change, and organizational support (Al-Fiji, 2017). Evidence is often drawn from private banks or cross-sector samples, neglecting the bureaucratic structures and legacy systems common in government banks (Alaa El-Din, 2018). Therefore, there is a need for context-specific studies that measure IT's impact on employee performance, identify barriers and enablers, and assess whether IT adoption must be paired with training, culture change, and managerial support.

The main objective of this study is to examine the impact of using information technology on improving employee performance in government banks. Specifically, it aims to identify the extent of IT utilization, measure its effect on key dimensions of employee performance (such as efficiency, accuracy, service speed, and problem-solving), and explore mediating factors including training, user satisfaction, and organizational support. The study also seeks to diagnose barriers that limit the effective use of IT and propose recommendations to enhance performance through optimal technology adoption. This research is important because it provides empirical evidence from government banks, which often operate under bureaucratic constraints and legacy systems. It contributes academically by filling a gap in studies focused on the public banking sector and the employee-level outcomes of IT use. Practically, the results can help decision makers design better training programs, improve digital infrastructure, reduce errors and delays, and enhance overall service quality. By clarifying how IT influences employee performance, the study supports more effective investment in technology and human capital development.

Methodology

This section includes a presentation of the study problem, its importance, objectives, and hypotheses, in addition to the study population, the study sample, its limitations, and its measures.

Research problem

Given the accelerating and evolving environmental change and working within a dynamic environment, it has become necessary for institutions to keep pace with these developments, especially banks, which always strive to achieve their goals and increase their profits. Employee performance is also an important and effective focus, as it has

positive repercussions on institutions in general and service institutions in particular, in order to reach their goals and achieve their objectives in line with the mission of those institutions by fulfilling work requirements and satisfying the needs and desires of customers.

Therefore, banks must develop and improve information technology and consider it one of their most important strategies to keep pace with technological progress and development in order to remain competitive.

1. Therefore, the research problem can be formulated through the following questions:
2. Is there a relationship between information technology and employee performance in the banking sector?
3. Does the adoption and application of information technology correlate with outstanding employee performance?
4. To what extent do banks use the concept of information technology?
5. Is employee performance affected by the application of information technology?

Importance Of The Research

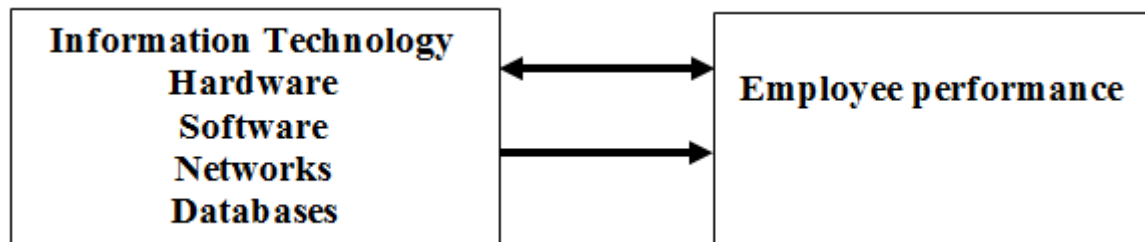
The importance of using information technology in improving employee performance is highlighted by expanding scientific knowledge and developing theories and practices in the field of organizational performance through several areas, including:

1. Information technology contributes to stimulating positive employee behavior and increasing productivity, and how it affects their performance.
2. Information technology contributes to understanding the associated costs and benefits and how to balance investments with expected returns.
3. Research objectives
4. Evaluating the impact of implementing management information systems on work efficiency and increased productivity.
5. A study of the impact of using software and technical applications on organizing business and simplifying processes.
6. Exploring how information technology can be used to improve communication and enhance collaboration between work teams.

Research hypotheses

Main hypothesis: There is no significant effect of using information technology on the performance of employees in the banking sector. The following hypotheses branch out from this hypothesis:

1. There is no significant impact of the devices on improving employee performance in the banking sector.
2. There is no significant impact of software on improving employee performance in the banking sector.
3. There is no significant effect of networks on improving employee performance in the banking sector.
4. Databases have no impact on improving employee performance in the banking sector.

Search model:**6-1 Hypothetical Research Model****Research limitations:**

Al-Rasheed and Al-Rafidain banks are among the most important banks in Iraq and Salah Al-Din Governorate. They are considered among the most trusted official financial institutions in Iraq. Al-Rafidain Bank was established in 1941, and Al-Rasheed Bank was established with the issuance of Law No. (52). These two banks provide various banking services to citizens and companies in the governorate. These services include opening current accounts, savings accounts, and providing loans and banking facilities to individuals and companies, in addition to many other services. These banks strive to develop their services and provide the latest financial technologies to meet the needs of customers.

Human limitation: The research was limited to employees of Al-Rafidain Bank and Al-Rasheed Bank.

The geographical limitation: The search was limited to the Rafidain and Rasheed banks belonging to Salah al-Din Governorate.

Time frame: This research was conducted for the period between (November 2023 – March 2024)

Previous studies and the relationship between study variables**Arabic and foreign studies****1. Study by Huda Yousef Mohammed Al-Sulaiman (2022) Titled (The Effects of Using Information Technology on Accounting Systems)**

The research aims to clarify the extent of the impact of information technology and accounting data and to determine the impact between them by utilizing modern devices, equipment and software in preparing an accounting database that suits the modern environment of advanced businesses and to make effective and efficient use of communication networks in order to provide the best data and information to serve economic organizations by introducing modern technological means in accomplishing modern business (Diawati et al, 2023)

2. Dr. S. Yuvaraj's study for the year (2018) The title of the study is (The impact of technology use on employee behavior and performance)

Today's world is a technologically advanced one, where technology has carved its own path in every field of business and plays a crucial role in shaping

the evolving business environment (Liu et al, 2022). A positive aspect of technology use is that it enables employees to work more effectively, thus improving overall organizational performance. This empirical study focuses on the role of technology in employee behavior and performance, and its impact on interpersonal relationships among employees. The study's findings indicate that the integration of technology helps organizations excel in employee performance.

3. Jonas Hess's study for the year (2023), the title of the study is (Analyzing the impact of using information and communication technology on the employee and the customer: Focusing on customer satisfaction)

This study investigates whether information technology reduces corporate misconduct by examining the effects of cross-organizational deployments of enterprise resource planning (ERP) systems across a sample of U.S. companies. The findings indicate that information technology plays a significant role in improving compliance outcomes across a wide range of non-financial violations.

Theoretical Framework Of The Study

1. Information Technology

Some researchers use the terms information technology and information system synonymously, and sometimes they use the terms to refer to one concept (Gu et al, 2021). Information technology is defined as a type of knowledge that deals with science and engineering, or its applications in the industrial field; it is the application of science (Abu Shanab, 1999).

It is defined as all types of technology used in operating, transmitting and storing information in electronic form, including computer technology, communication methods, networks, fax machines and other equipment that is heavily used in communications. (Boumaila and Fares, 2004:205)

It is also known as the beating heart of various business organizations, as it contributes to facilitating the smooth flow of appropriate decisions and directing its various operations. It is a vital source for its continuity, survival, and gaining a competitive advantage in the market (Al-Lami, 2010:16)

Whatever the name, it means everything related to the technologies used in processing and converting information, the internet, long-distance communications, and all technological and digital means capable of traveling across networks (Ahmed,2025).

The importance of information technology:

The importance of information technology is evident in the following:

1. Increasing the ability of individuals to communicate and share information and knowledge. This increases with the increased ability of people to participate in and benefit from this technology (Tinawi, 2019)
2. Eliminating all time barriers in the world of industry, finance, business, and others. In light of the use of information technology, the expansion in the use of computer

networks leads to the exchange of inputs and outputs through those networks. (Nourhan et al, 2020)

3. The use of information technology in organizations leads to creating value for the organization, in addition to helping it implement its strategies, especially in light of the increasing intensity of competition between organizations. (Tawami , 9:2013)
4. Organizations are given new market opportunities because they make organizations move away from the traditional system of conducting their business in one location, and thus provide opportunities to establish business networks between different parties around the world. (Al-Fiji, 2017).

Dimensions of Information Technology

1. Hardware: It is defined as the physical part of information technology, represented by all types of computers and their peripherals for organizing the required tasks.
2. Software: It is the language and means by which users interact with data on machines. This software performs several basic functions, the most important of which are managing computer operations, supporting business applications, and retrieving data.
3. Networks: These are a group of computers that connect communication lines between them and allow their users to transfer and exchange information remotely, such as local area networks, wide area networks, and the Internet.
4. Databases: These are records and stored for access and retrieval when needed. Using databases provides many advantages, including increased capabilities and greater control and efficiency (Al-Dulaimi, 2006)

Information Technology Components

There is a set of components for information technology, which are as follows (Kazem, 2017):

1. Technical equipment: This is a set of tools such as (the processor, the screen, the keyboard, etc.) that record data from paper plates to magnetic disks.
2. Software: This includes (operating system programs), which are system programs that direct and control the computer's hardware components, and (application programs), which are programs that direct the computer's operation for specific purposes of the end user.
3. Databases: A collection of data that are linked together or information stored on devices and data storage media.
4. Procedures: A set of instructions on how to integrate hardware, software, data, and network to display data processing and output generation.
5. Networks: These include communication technologies, long-distance communication, and various types of internal and external networks.

2. Employee Performance

The concept of performance is one of the broad concepts that has gained the attention of management thought because of its connection to the efficiency and effectiveness of organizations, which are also linked to the level of performance of the individuals working in them, their ability and desire to work, and their level of competence to achieve goals. This is because the human resource is the most important element in the growth and survival of organizations, and it is a vital element towards their success because of its direct impact on productivity, despite the existence of other elements that are of great importance in the success and continuity of organizations.

Performance also depends on the experiences, abilities, and knowledge of the working individuals. It is also based on scientific qualifications, interests, inclinations, and enjoying a high degree of integration and harmony between the mental and physical functions of the working individual in order to manage and use these abilities and capabilities to be able to improve performance in the best way to achieve goals at the personal and organizational levels.

Yogi & Aldri (2019) stated that performance is a person's readiness to carry out and complete assigned activities and tasks in accordance with instructions and orders in order to achieve expected results.

(Mantaow & Nilasari) indicated that performance is all the activities carried out by employees to fulfill the company's obligations towards achieving its goals and objectives, and the positive contribution to achieving these goals, which is determined through a set of tasks represented by the quality and quantity of work, commitment to time, and taking personal responsibility.

Researchers have differed in defining a unified concept of performance, and this difference stems from the varying standards and metrics used by managers and organizations in studying and measuring performance (Abdul Hakim) (Alaa El-Din, 2018)

The Importance of Employee Performance

Employee performance is almost a universal phenomenon and a pivotal element in all fields of administrative knowledge. Employees in an organization are the main pillar, the focus of creativity, and the source of development and change within it. Employee performance is considered one of the most important factors of production in an organization. It has become the focus of attention for organizations, especially with the transformation of these organizations and the change in their structures, thinking, systems, and business activities, and the great shift from industrial societies to knowledge societies.

Aqaba and Ali (2018) pointed out the importance of performance as follows:

- A. Performance is the main component of the organizational process as it is the result of all the activities carried out by the individual within the organization.
- B. The success or failure of any organization is primarily linked to and dependent on the nature of the performance, conditions, and capabilities available to the organization's organizational climate.
- C. The level of performance does not only reflect the capabilities of the individual worker, but also reflects the efforts made by presidents, leaders and managers to raise the level

of individual performance (Haider, 2020:41) addressed the importance of employee performance through the following points :

- a) Performance is reflected on the level of the worker himself, in terms of increasing his chances of climbing the career ladder and obtaining financial and moral incentives, in addition to the psychological level, and thus his feeling of satisfaction with himself and with the achievements he has made.
- b) The performance of employees in general is reflected at the level of the company as a whole, affecting its success and ability to achieve its goals, and giving it a competitive advantage among its competitors in the same sector.
- c) Performance is the measure and determinant of an individual's ability to perform his work in the present as well as to perform other work in the future. This leads to making individual performance one of the basic and most important factors on which many administrative decisions related to the working individual are based.
- d) The level of performance is closely related to the level of wages and salary that the working individual receives. Therefore, the worker must pay attention to raising the level of his performance and increasing his effectiveness in line with the level of performance achieved.

From the above, it can be said that employee performance receives widespread attention due to its direct impact on customer satisfaction, especially in organizations where the employee is in direct contact with the customer, such as sales representatives and bank employees. It also contributes to building a strong and integrated team based on cooperation, harmony, coordination, and promoting a collective spirit that leads to increased efficiency and creativity at work, which reflects the reputation of the institution in the external environment.

Employee performance characteristics:

Employee performance has always been of paramount importance in the administrative process in all its aspects. It is what drives administrative units to work in a renewed and diligent manner in order to advance the wheel of organizational efficiency. It strengthens the relationship between the manager and the subordinates, helps to raise the spirit of cooperation and coordination, and enhances the culture of communication among employees. The more distinguished the employees' performance is in an environment governed by justice and equality, the more naturally the employees' performance will rise to a prominent position, especially since the business environment is characterized by rapid change and intense competition. An organization cannot enter the framework of competition unless it has a high performance to distinguish it from its competitors.

Al-Atwi et al. (2017) indicate that performance plays an important role in determining the success and survival of an organization in the business environment through the behaviors that individuals exhibit when performing their job duties, which are directly related to the organization's goals. Hagos & Shimels (2018: 27) stated that employee performance is a major source of creating a competitive advantage. Employee performance has a significant impact on achieving organizational goals and is directly related to

production, productivity, and organizational success. The higher the quality of performance, the greater the innovation, creativity, and advancement to high quality levels in goods and services, which makes the organization possess a unique and exceptional competitive advantage and be a leader and pioneer in its sector. Wani et al. (2022 : 26) also indicate that performance is one of the elements of achievement standards that are determined by the organization's management. According to these standards and the extent to which an individual employee achieves them, employee performance is evaluated, which results in promotions, rewards, and employee salaries.

Based on what has been discussed, it can be said that the performance of employees shares some characteristics, such as the ability to organize well and manage time in order to enhance productivity and efficiency by setting priorities, organizing tasks and effective time planning, honesty and a sense of self-responsibility, cooperation and teamwork and collaboration with others which would enhance team performance and effective communication and coordination in order to confront problems and find appropriate solutions, endurance and flexibility through the ability to face the challenges and pressures of the work environment and the ability to adapt to change and deal positively with difficult situations, innovation and creativity, as employees who have the ability to think creatively and innovatively can contribute to generating new and innovative ideas, developing and improving work and stimulating change.

Obstacles to employee performance:

There are many obstacles that can prevent a worker from performing their job duties, which negatively affects production and productivity, and consequently the achievement of the organization's goals. Researchers have identified many of these obstacles and limitations, as identified by (Kharshi, 2019) , and as illustrated in the following equation:

Individual performance = Motivation + Ability + Organizational support + Perception

1. **Motivation:** It is the source of behavior and the fuel of performance, and it refers to the extent of the individual's underlying desire to perform his work tasks, and the self-driven drive to perform those tasks.
2. **Ability:** These are the personal characteristics that the worker uses in performing his work, such as the ability to do the work, the ability to communicate and interact with officials and other colleagues, and the ability to comprehend and understand what is required of him to do correctly. These abilities can be enhanced through learning, training and development in a manner that is appropriate to what the job he occupies requires.
3. **Organizational support:** This refers to the extent of the organization's concern for the well-being of its employees by dealing with them according to the principle of fairness, and helping them solve their problems. Organizational support is reflected in the form of concern for working individuals and care for their mental health, which is reflected in the form of individuals' awareness of this support and endorsement.
4. **Perception:** It is the process of receiving and interpreting external stimuli by the working individual in order to translate them into a specific behavior. This process is the

foundation without which the individual cannot learn. It should be noted that perception differs from one person to another, so it is necessary to understand the capabilities of working individuals and their method of organizing the information received by them.

3. Field framework

Introduction

This chapter presents the results of the data analysis and hypothesis testing using the statistical methods and techniques outlined in the study methodology. The SPSS v23 software was used to conduct the statistical analysis on the data collected through questionnaires distributed to the study sample. It provides a detailed description and analysis of the responses to the questionnaire items and procedures, a description of the study model variables and their sub-dimensions, and presents the hypothesis testing results with commentary, as follows:

First requirement: Study population and sample: First, the study population, sample, and methodology.

Table 1. gauge Likert To answer on paragraphs Questions

Response	I strongly agree	I agree	neutral	I disagree	I strongly disagree
Degree	5	4	3	2	1

And it was account bezel scale as Next:

Second : Study variables: The study includes variables such as A and T , as shown in the table (2)

Table 2. Questionnaire items

variable	Paragraphs
Independent variable (Information Technology)	20
Devices	5
software	5
Networks	5
databases	5
The dependent variable (employee performance)	10
Total number of paragraphs	30

Source: Table prepared by the researcher

The researcher used a comprehensive enumeration method for the study population, and manually distributed the sample. A random sample of employees from (a sample of government banks) consisting of (81) employees.

Third: Characteristics of the study population: In describing the characteristics of the study population, the researcher addressed gender, age, and educational attainment, as follows:

Table 3. Distribution of study population characteristics

The element	Categories	number	ratio
Sex	male	57	70%
	feminine	24	30%
the age	20-30	24	29%
	31_40	34	34%
	-51 40	16	29%
	More than51	7	2 %
academic achievement	diploma	10	12%
	Bachelor's	20	24.5%
	Master's	32	%39.5
	PhD	19	%24

Source: The table was prepared by the researcher based on the results of the SPSS V.23 statistical program.

4. Ensuring the validity of the questionnaire :

's Alpha coefficient was used to verify the internal consistency and coherence of the questionnaire items, where obtaining (Alpha) A reliability coefficient ≥ 0.70 is considered appropriate in administrative and economic sciences, and Table (4) shows the results of the reliability instrument for this study:

Table 4. Internal consistency reliability coefficient for questionnaire dimensions (Cronbach's Alpha scale)

variable	Number of paragraphs	Cronbach's Alpha
Independent variable (Information Technology)	20	0.87
Devices	5	0.82
software	5	0.91
Networks	5	0.86
databases	5	0.79
The dependent variable (employee performance)	10	0.68
Total number of paragraphs	30	0.87

Source: Prepared by the researcher based on the outputs of the statistical analysis.

5. Exploratory Factor Analysis (KMO Test)

When conducting the exploratory factor analysis, it was found that the KMO value was (0.89), which is the highest. The value determined according to Kaiser's rule (1974), which is (0.50), confirms that the sample size is sufficient and appropriate for the study, as shown in the following table :

Table 5. KMO and Bartlett's Test Results

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		
Bartlett's Test of Sphericity	280.230	280.230
	4 1	41
	Sig.	0.000

Source: Prepared by the researcher using the statistical program (SPSS23).

Requirement: Testing the study hypotheses

The main hypothesis of the study: Strategic information systems, through their two dimensions of organizational requirements and technological requirements, contribute to enhancing the organizational flexibility of the institution by developing operational flexibility and tactical flexibility. Sub-hypotheses stem from this, which are as follows:

First sub-hypothesis: Devices have a significant effect on improving employee performance in the banking sector.

Table 6 of the regression analysis shows a significant positive effect of devices on improving employee performance in the banking sector. The calculated F -value was (24.997) with a significance level of (0.05). The coefficient of determination (R²) was (0.490), meaning that (49%) of the explained differences in employee performance are due to the effect of devices, while the remainder are due to random variables that cannot be controlled or are not included in the regression model at all. Further analysis of the (B1) coefficient shows that increasing the number of devices by one unit leads to a change of (0.562) in employee performance. The calculated t -test value of (5.000) is significant and greater than its critical value of (5.000) at a significance level of (0.05). This is consistent with the logic of the study hypothesis, thus accepting the first main hypothesis , which states that (devices have a significant effect on improving employee performance in the banking sector) .

Table 6. The programs have a significant impact on improving employee performance in the banking sector.

Simple linear regression						
Independent variable			R ²	F	T	
Devices						
The dependent variable	β1	B0			Calculated	The schedule
Employee performance	0.50	1.739	0.545	18.453	5,000	4.116

Source: Prepared by the researcher using the statistical program (SPSS-25)

Moral for infrastructure

Second sub-hypothesis: Software has a significant effect on improving employee performance in the banking sector.

Table 7 of the regression analysis shows a significant positive effect of software on improving employee performance in the banking sector. The calculated F -value was (18.453) with a significance level of (0.05). The coefficient of determination (R²) was (0.545), meaning that (54 %) of the explained differences in employee performance are due to the software's effect , while the remainder are attributed to uncontrollable random variables or variables not included in the regression model. Further analysis of the B1 coefficient reveals that increasing the software by one unit results in a change of (0.50) in employee performance. The calculated t -test value of (5.000) is significant and greater than the critical

value of (5.000) at a significance level of (0.05), which supports the study's hypothesis. Thus, the first main hypothesis is accepted , which states that (there is a significant effect of software on improving the performance of employees in the banking sector) .

Table 7. There is a significant impact of software on improving employee performance in the banking sector.

Simple linear regression						
Independent variable: software			R ²	F	T	
The dependent variable	β_1	B0			Calculated	The schedule
Employee performance	0.562	1.739	0.490	24.997	5,000	4.116

Third sub-hypothesis: Networks have a significant effect on improving employee performance in the banking sector.

Table 8 of the regression analysis shows a significant positive effect of networks on improving employee performance in the banking sector. The calculated F -value was (21.51) with a significance level of (0.05). The coefficient of determination (R²) was (0.39), meaning that (39 %) of the explained differences in employee performance are due to the effect of networks , while the remainder are due to random variables that cannot be controlled or are not included in the regression model at all. Further analysis of the B1 coefficient reveals that increasing the network by one unit leads to a change of (0.40) in employee performance. The calculated t -test value of (5.000) is significant and greater than its critical value of (5.000) at a significance level of (0.05), which is consistent with the study's hypothesis. Thus, the first main hypothesis is accepted , which states that (there is a significant effect of networks on improving the performance of employees in the banking sector) .

Table 8. There is a significant effect of the devices To improve the performance of employees in the banking sector

Simple linear regression						
Independent variable For devices			R ²	F	T	
The dependent variable	β_1	B0			Calculated	The schedule
Employee performance	0.40	1.739	0.39	21.512	5,000	4.116

Source: Prepared by the researcher using the statistical program (SPSS-25) .

Fourth sub-hypothesis: There is a significant effect of databases on improving employee performance in the banking sector.

Table 9 of the regression analysis shows a significant positive effect of databases on improving employee performance in the banking sector. The calculated F -value was (24.997) with a significance level of (0.05). The coefficient of determination (R²) was (0.490), meaning that (49 %) of the explained differences in employee performance are due to the effect of databases, while the remainder are due to random variables that cannot be

controlled or are not included in the regression model at all. Further analysis of the B1 coefficient reveals that increasing the number of databases by one unit leads to a change of (0.562) in employee performance. The calculated t -test value of (5.000) is significant and greater than the critical value of (5.000) at a significance level of (0.05), which is consistent with the study's hypothesis. Thus, the first main hypothesis is accepted, which states that (there is a significant effect of databases on improving the performance of employees in the banking sector).

Table 9. There is a significant impact of databases on improving employee performance in the banking sector.

Independent variable databases		R ²	F	T		
The dependent variable	β_1	B0		Calculated	The schedule	
Employee performance	0.562	1.739	0.490	24.997	5,000	4.116

Conclusions

The use of modern banking information systems contributes to speeding up the completion of transactions and reducing errors, which positively impacts the quality of service provided to customers. The study results demonstrated a significant impact of information technology on improving the performance of employees in government banks, reflecting the importance of the digital environment in raising operational efficiency. It has become clear that the skill level of employees in dealing with electronic systems is a crucial factor in the extent to which banks benefit from information technology, as performance efficiency increases with the efficiency of users. The results showed a significant positive effect of devices on improving employee performance in the banking sector. The coefficient (B1) indicates that increasing the number of devices by one unit leads to a change of (0.562) in employee performance. This is consistent with the logic of the study hypothesis, and thus the first main hypothesis is accepted, which states that (there is a significant effect of devices on improving employee performance in the banking sector). Strengthening the digital infrastructure, providing ongoing training for system staff, streamlining procedures, and linking systems to reduce duplication. Adopting leadership support that encourages the effective use of technology and implementing performance-based incentives. Improving information security and user experience, providing responsive technical support teams, and measuring performance with clear indicators to link technology to operational results and errors, thereby enhancing the quality of banking services.

Recommendations

1. Intensify training programs for employees on the use of electronic banking systems, with a focus on practical training and continuous skills updates. And Strengthening the technological infrastructure in government branches by improving network speed, providing modern equipment, and ensuring the stability of operating systems.

2. Establishing specialized technical support units within branches to address technical malfunctions as soon as they occur, and to reduce operational downtime. And Reducing reliance on paperwork and converting traditional processes to electronic ones in order to increase speed, reduce errors, and improve the customer experience.
3. Government banks need to adopt a comprehensive digital strategy that focuses on developing and regularly updating information systems to ensure continued high-efficiency performance. And Conducting periodic assessments of the impact of technology on organizational performance through the use of clear Key Performance Indicators (KPIs), which helps senior management to make decisions based on accurate data.

Finally My final recommendation is to adopt a comprehensive digital transformation strategy that integrates investment in technological infrastructure with ongoing employee training and redesign of procedures, along with supportive leadership and a culture that encourages the effective use of technology, linking performance to clear incentives and regular measurement of results, to ensure that the use of information technology translates into tangible and sustainable improvement in employee performance in the government banks under consideration.

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