

**PERCEIVED FACTORS FOR THE  
EFFECTIVENESS  
OF  
ONLINE LEARNING  
FOR  
LICENSED COMMERCIAL BANKS  
IN  
SRI LANKA**



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**MASTER OF BUSINESS ADMINISTRATION  
IN  
INFORMATION TECHNOLOGY**

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Department of Computer Science and Engineering

University of Moratuwa

December 2008

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By

**Munasinghe T. A. L. L.**

Supervised By

**Dr. Sanath Jayasena**

This Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration.

Department of Computer Science & Engineering

University of Moratuwa

December 2008

## DECLARATION

“I certify that this dissertation does not incorporate without acknowledgement any material previously submitted for a degree or diploma in any university to the best of my knowledge and believe it does not contain any material previously published, written or orally communicated by another person or myself except where due reference is made in the text. I also give consent for my dissertation, if accepted, to be made available for photocopying and interlibrary loans and for the title and summary to be available to outside organizations.

.....

T. A. Lasantha Lakmal Munasinghe

08<sup>th</sup> February 2009

I hereby recommend that the dissertation prepared under my supervision by Mr. T. A. Lasantha Lakmal Munasinghe entitled “The Effectiveness of Online Learning for Licensed Commercial Banks in Sri Lanka” be accepted in partial fulfillment of the requirement for the Degree of Master of Business Administration in Information Technology.

.....

Dr. Sanath Jayasena

Supervisor of the Project

Senior Lecturer

Department of Computer Science and Engineering

## **Abstract**

### **The Effectiveness of Online Learning for Licensed Commercial Banks in Sri Lanka**

The main focus of this research is to measure the effectiveness of online training in banking industry. The study includes any kind of training program which comes under the computer based training, and it examines the effectiveness of these training programs with respect to their current involvement in the bank. The study also includes a discussion on how these trainings contribute to employee satisfaction. The findings are based on responses from questionnaires distributed among banking staff of selected banks in printed form and by email. The information gathered is subjected to a statistical analysis to derive conclusions.

This research is based on the timely requirement of the industry, factors extracted from previous research work, and expert views. The major factors looked at in this study are, background of the employee related to the bank and its training, type of materials offered in a computer based training, the kind of subjects selected to be offered in computer based training, perception of participated employees, provided infrastructure facilities, and banks contribution to the training programs.

This paper focuses on a selected sample of licensed commercial banks in Sri Lanka to identify the current level of usage of online learning mode and the effectiveness of online mode of learning for their staff training. It aims to also discuss how this mode can contribute to employee satisfaction in different banks.

As per the findings from this research work, the author claims that the effectiveness of online mode of learning considerably depends on training materials, participants contribution, subject area and ICT infrastructure used in a training program. Also, there is a significant level of employee satisfaction gained by offering online learning mode of training programs in a bank.

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