Provide training on using IT to perform work related tasks effectively and efficiently.

As per the diagram portraying user experience level, majority of the employees have experience more than 5 years in the company which has negative impacts when it comes to IT related change management. Many of the employees are familiar with the manual systems, where they resist adopting new technology and perceiving it as a threat to their job. Thus it is necessary that the company ensures the sense of security whilst implanting the idea of bringing out improvements to the systems to achieve business excellence rather than attempting to make the employees adopt a change. The positivity behind the word “improvements” should be highlighted than using the word “change”.

Moreover, proper training should be given to improve knowledge on IT as the diagram portrays 56% of employees have no IT qualification which has a major impact resulting the lower performance rate in adopting to change. As analyzed, 67% of employees have no prior IT exposure. Therefore proper IT training is essential to be given before moving in to further improvements to reduce the level of resistance.

If proper training in forms of seminars, conferences, activities, on the job training on IT usage is provided, there is a high probability that the employees will perform better and will be more motivated towards working efficiently and effectively to improve business performance, as 56% of employees have a diploma or a higher diploma which is a positive drive towards building a learning culture which helps implementing change effectively.