### Provide training on the system

As per the analysis 89% of employees stated that even though training was provided, it was a one day program that did not meet the expected level. Only 11% of the workers found it suitable to carry out their work related tasks using the system.

Training has specific goals of improving one's [capability](http://en.wiktionary.org/wiki/capability), [capacity](http://en.wikipedia.org/wiki/Capacity), [productivity](http://en.wikipedia.org/wiki/Productivity) and [performance](http://en.wiktionary.org/wiki/performance) of the organization. Therefore it is important that the company provide training sessions on usage of the system to minimize resistance. However, giving training prior to the implementation will help managers discover the mismatches between required components and the available options by using the knowledge of real employees who will be using the system to carry out tasks which will be an additional advantage.

Moreover, 33% of employees have stated that there are human errors made while doing the transactions, and they affect the overall performance of the organization. However to minimize them, training and development would be an effective tool.

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### Increase user involvement in planning the systems

In the phase of requirement gathering, it is important that the real requirements are captured in order to provide a user friendly and successful system that matches the needs of business. Real requirements can be captured only by gathering information from the real users of the systems who will be carrying out the tasks to be automated. Therefore user involvement in requirement gathering phase is a highly critical aspect. The more ideas, perceptions and involvement is encouraged by the operational employees, the higher motivation can be expected which will help minimize resistance to change. In addition, more advancements required, and new modules that can be implemented can be discovered by increasing the level of user participation in deciding the systems.