

# **ROLE OF TECHNOLOGY IN POST OFFICE AT KOLLAPURAM- A STUDY**

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## **ABSTRACT**

The present study entitled “An Analytical Study of Administrative and Operational Efficiency of India Post with reference to Solapur District” is an attempt to evaluate the administrative and operational efficiency, productivity of India post in KOLLAPURAM The desire to communicate is a basic human inborn tendency. Since the early days of civilization, human being has been using various means to fulfill this desire. In a way, the development of civilization and development of means of communication have gone hand in hand. Communication media have come a long way from pigeon post in the olden days to speed post and e-post in the modern days. In the last few centuries post appeared as cheap and popular means of communication in almost all countries. Post offices and postmen have become central to personal and business communication world over. In India too, for generations of Indians as in fact for generations across the world, the post and postmen are part of conventional stories, poems, novels have been written

and songs collected and movies made about the postman, the post office and the post box. Dakiya or postmen is one of the common but exciting subject for essay writing in school, certainly, for millions of countrymen even today, without postal service, there can be no life.

## **INTRODUCTION OF TECHNOLOGY**

Technology can be most broadly defined as the entities both material and immaterial created by the application of mental and physical effort in order to achieve some value , In this usage, technology refers to tools and machines that may be used to saved real world problems.

Technology can be a powerful tool for transforming learning it can help affirm and advance relationship between educators and students , reinvent our approaches to learning and collaboration shrink long standing equity and accessibility gaps , and adapt learning experiences to meet the needs of all learners

Technology refers the knowledge and utilization of tools techniques and system in order to serve a bigger purpose like solving problems or making life Easier and better. Its significance on humans is tremendous because technology helps them adapt to the environment

Technology today plays a very important role in our life .it is seen as a basis of growth of an economy .technology is a term that refers to a body of knowledge. Technology incudes the use of materials , tools, techniques and sources of sources of power to make life easier or more pleasant and work more productive

## **REVIEW OF LITERATURE**

A careful review of research subject topic published in books, journals, thesis and sources of information including e-source of information on the problems are to be examined. Research is an effort which cannot

be undertaken in isolation. The Researcher has to take cognizance, knowledge of current affairs in which the researcher is doing a research on a particular topic. Subject without cognizance the research though completed may not fulfill the objectives for which the research has been undertaken. Therefore, a review of related literature; search must precede any well planned study of a problem.

### **OBJECTIVE OF THE STUDY**

A review enables researcher to define the specific problem in which he is going to do research and it helps to the researcher to draw hindrance from the parallel cases where in research has been done this enables researcher to go beyond the findings of the past research.

The researcher gets a chance to do research where in positive results are likely to come and activities hard efforts of researcher are likely to add something new to the knowledge, meaningful way, it enables researcher to filter the unfruitful and useless problem areas.

### **RESEARCH METHODOLOGY**

#### **OPINION ABOUT THE POST OFFICE SAVING SCHEME USED**

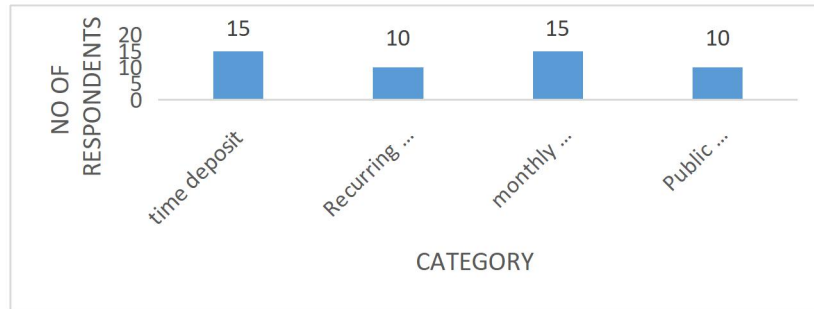
<b>CATEGORY</b>	<b>NO OF RESPONDENT</b>	<b>PERCENTAGE</b>
Time deposit	15	30%
Recurring deposit	10	15%
Monthly income deposit	15	30%
Public provident fund account	10	25%
<b>TOTAL</b>	<b>50</b>	<b>100%</b>

### **SOURCE: PRIMARY DATA**

#### **INTERPRETATION :**

Here, it is clear that 30% of the respondents use time deposit scheme, 15% of the respondents use recurring deposit scheme, 30% of the respondents use monthly income deposit scheme and 25% of the respondents use public provident fund account scheme.

#### **CHART POST OFFICE SAVING SCHEME**

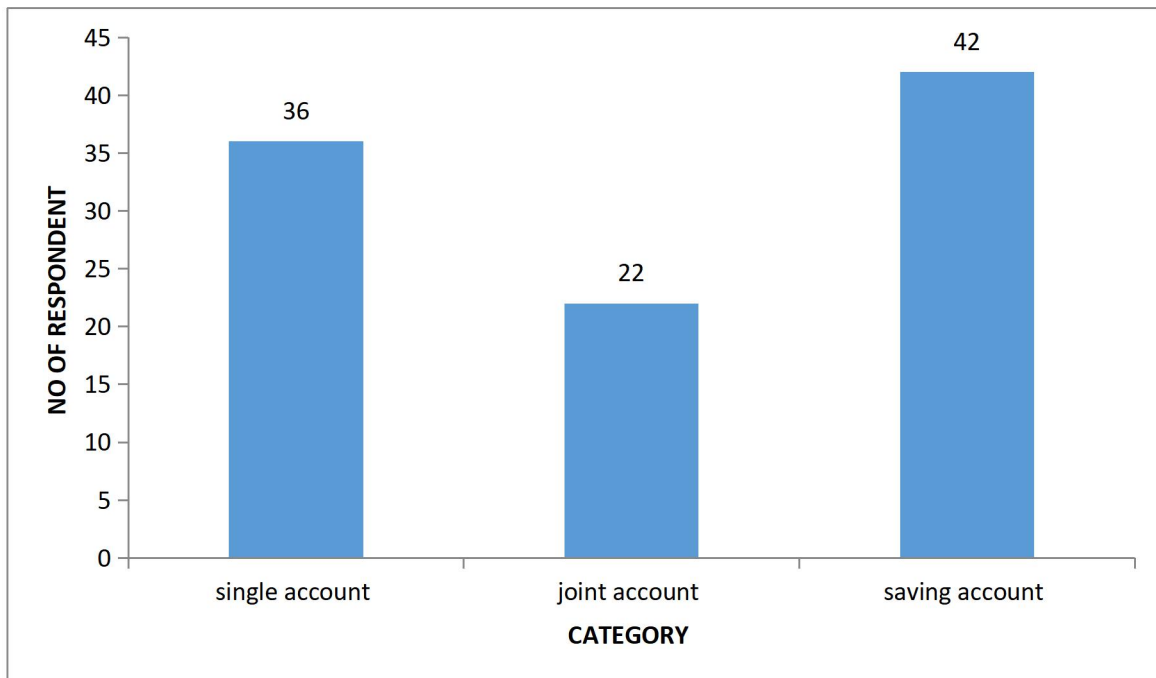


#### CLASSIFICATION OF MONEY DEPOSIT IN POST OFFICE

CATEGORY	NO OF RESPONDENT	PERCENTAGE
Single account	18	36%
Joint account	11	22%
Saving account	21	42%
<b>TOTAL</b>	<b>50</b>	<b>100%</b>

SOURCE:PRIMARY DATA

#### CLASSIFICATION OF DEPOSIT A MONEY IN POST OFFICE



#### INTERPRETATION :

The table indicates the maximum 42% of the respondents use saving account to deposit money in post office, and a minimum of 22% of respondents use joint account to deposit money in post office and 36% of the respondents use single account to deposit money in post office .

## ONE WAY ANOVA TABLE

**Null hypothesis (Ho):** There is no significant relationship between customer opinion and technology assessment system.

**Alternative hypothesis (H1):** There is significant relationship between customer opinion and technology assessment system.

Option	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Male	18	26	9	0	1	54
Female	27	36	23	0	2	88
Total	45	62	32	0	3	142

Level of significance= 0.005

### Calculation:

$N=10$ ;  $T= 142$ ; Male = 54; Female = 88

$T^2/N= 2016.4$

TSS = 1623.6; SSC = 1434.6; SSE = 1445.2;

Source of variance	Sum of square	Degree of freedom	Mean sum of square	Variation and ratio
Between columns	1434.6	4	358.65	9.47
Within column	189.36	5	37.872	
Total	1623.6	9	396.522	

**Table value** = 5.19; **Calculated value** = 9.47

**Interpretation:** The calculated value is greater than the table value so we reject  $H_0$  and accept  $H_1$  at 0.05 (5%) level of significance.

### CONCLUSION:

“succeeding with universal access to financial services will require considerable role for post offices. In parallel, and as some traditional functions of the postal network are being supplemented by

new technological such as email, India post is also in the process of carving out a larger role for itself. Therefore, there is remarkable coincidence of needs between the twin problems of charting the future for India post and resolving India's challenging of financial inclusions.