

## Effect Of Information And Communication Technology On Employee Turnover Intention

S. M. Anitha Raj<sup>1</sup>, Dr. S. Preetha (Corresponding author)<sup>2</sup>

### ABSTRACT

*The globalization of innovative actions, the modularization of product forms, and the constant intellect of technology characterize the ICT business. ICT has contributed significantly to the rapid growth of the worldwide digital economy in recent years. Origination of information and communication technology in the information technology industry to mass up the environmental status to be explored by the digital transformation, innovation of ecosystem, and development of model towards sustainable development. The research framework proposed the model with non-probability convenience sampling with 230 data collected from the information technology (IT) sector employees who are working under the information and communication technology. The results find out there is a noteworthy relationship between information and communication technology and employee turnover intention in a positive affiliation, and information and communication technology influence the employee turnover intention which is the direction and position value for forthcoming speculative exploration and practice of ICT industry innovation.*

**Keywords:** Information and Communication Technology, Employee Turnover Intention.

### 1. INTRODUCTION

With the increased use of technology and the industrial revolution, information and communication technology (ICT) has become vital to every component of modern development. The upshot of information and communication technology targets employees in the information technology sector, Information and communications technology (ICT) refers to the use of computing and telecommunication technologies, methods, and instruments that enable the development, gathering, processing, transmission, and storage of information. It comprises computing technologies such as server infrastructure, laptop computers, and software applications, as well as supported and wireless communication technologies, which assist employees in learning new metaverses in order to keep employee turnover intention to improve information and communication technology to diverse man to man, human-to-machine, and machine-to-machine (M2M) communication easier and added efficient. When wired communication infrastructure was expensive and mainframes had limited processing capacity, this strategy was cost-effective.

ICT increases communication faster and quicker with the usage of technology and supports employees to generate positive and accumulate information exchange towards intention on behavior. The relationship between information and communication technology on employee turnover intention to be succeeded by the employee transformation by adapting the new technology and performing better with the usage of successful implementation. Employees will be retained back successfully in the organization with confident and

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<sup>1</sup>Research Scholar (Ph.D), School of Management Studies, Vels Institute of Science, Technology and Advanced Studies, Pallavaram, Chennai-600117

<sup>2</sup>Professor and Research Supervisor, School of Management Studies, Vels Institute of Science, Technology and Advanced Studies, Pallavaram, Chennai-600117

constructive work on information and communication technology which helps to improve the knowledge of new technology and makes them develop new skill sets which promote their growth and success towards the organization to achieve their target goals.

The main objectives of the study are

- To examine the relationship between information and communication technology (ICT) adoption on the employee turnover intention
- To investigate the influence of information and communication technology (ICT) adoption, on the employee turnover intention

## **2. REVIEW OF LITERATURE**

### **INFORMATION AND COMMUNICATION TECHNOLOGY**

Strategy Information Communication Technologies usage in training and learning on the perception of easy usage, factors of health workers, and constructs the process of validation Baumeister (Torres, A. A. L., et al 2013) work-related ICT usage of employee well-being by incorporating sources and demands the values of job demands in operationalized burnout and engagement Guzman (V. M., et al 2021) Progressing the ICT methodology to develop knowledge management in a focus on the usage and distribution of knowledge toward employees (J. H. E., et al 2022) attracted attention to the economy's direct effects on dynamism, origination, employment, and financial development of internet usage, renewable energy consumption, and increased the trade relevance of ICT emissions (Haldar, A., & Sethi, N. 2022) logically generalize the systematic structural function of digital economy effects of the protection of personal data and measurements of the strategy in adapting financial (Akhmedov, B. A. 2022) development, human capital, and technological development of demand and economic risk to be improved with financial risk on energy security with the communication technology (ICT Lee, C. C., et al 2022) behavioral, recruit, emotional, and cognitive of the investigational and control groups of the stronger effects on the conventional of ICT (Fannakhosrow, M., et al 2022)

Advancement of ICT with positive effect of globalization, politics, and availability of physical capital of the outcomes (Audi, M., et al 2022) Green total factor energy efficiency and information and communication technology (ICT) with dimensions of penetration, coverage, information resources, inventive, and business technology to increase rapid economic growth (Hao, Y., et al 2022) methodological, scales, or assessment tools used to assess the technology acceptance, technology adoption, and usefulness of information and communication technologies (Miguel Cruz, A., et al 2023) ICT on cognitive, behavioral, and emotional values to achieve motivation and beliefs toward the employee's behavior (Tashtoush, M. A., et al 2023) Enhanced teaching strategies and opportunities benefit the employee's attitudes, confidence, and goal toward the orientation to enhance their skills and personalities (Bautista, R. M. 2023) ICT influenced the storage devices and the subsidy conveniences of the usage of management and the sufficient funds for the acquire modern effectiveness (Ijabula, J. T., & Peter, J. O. 2023) the impact of the link between lean manufacturing and information and communication technology on operational performance both internally and externally focused (Marodin, G., et al 2023) economic growth activities on environmental quality are interconnected with international trade innovation and energy consumption, with ICT on the financial sector, and with foreign direct investment in financial development (Khan, H., et al 2022)

### **EMPLOYEE TURNOVER INTENTION**

socially responsible with HRM regarding the turnover intention with a psychological contract violation, moral identity with internal mechanisms, and turnover intentions of the employee turnover (Zhao, H., et al 2022) employee perceptions of HRD practices,

employee engagement, and turnover intentions (Fulmore, J. A., et al 2023) Enrichment of employee motivation with the human resource information system found to be satisfied by the employees to be retained in the organization sector (Ammupriya, A., & Preetha, S. 2022) qualifies and significance of employee engagement with a positive effect on information technology of perceived justice, distributive, and organizational support, commitment to self-efficacy (Aggarwal, A., et al 2022) Influence effect on the business market strategy to predict the employee performance on the employee retention in the potential support towards the policy intervention of the employee turnover in an organization (Lazzari, M., et al 2022) workload, role ambiguity, personnel psychology, human capital, and growth opportunities which lead to an increase in the turnover intention of enhancing the climate and policy to strengthen the emotional regulation to reduce the occupational stress (Gautam, D. K., & Gautam, P. K. 2022) CSR, communication, and relationship management with internal stakeholders have been demonstrated to boost employee turnover intention while decreasing cynicism and scepticism in organisations (Cheng, Y., et al 2022) Employee overwork, a lack of feedback, an absence of growth, a lack of recognition, a deficiency of incentive for job happiness, and a lack of compensation for employee turnover (Jamil, D. A., et al 2022)

Employee's workplace well-being was involved with the transformed activities of the employee relationship and employee turnover intention (Ammupriya, A., & Subrahmanyam, P. 2023) work centrality, duty norms, and work values all had a good impact on organizational culture and turnover intention when combined with human resource management practices (Le, L. H., et al 2023) Job satisfaction and co-worker support employee turnover with a high perspective to focus on the retained experienced and skilled employees (Kanchana, L., & Jayathilaka, R. 2023) organizational leaders, challenges, employees and change stimulus of employee's communication, affective, and turnover intention of the employee-organization relationship (EOR) quality (Yue, C. A., et al 2023) employees' attitude with co-workers, to employ with stimulus-organism-response of perceived organizational support and affective commitment and turnover intention (To, W. M., & Billy, T. W. 2023) improved the outcomes, the researchers examined the effect of exertion strain and workroom incivility on revenue intent and work-family conflict (Mehmood, S., et al 2023) technological communication effect of the employee retention strategy to be improved from the knowledgeable employee (McCartney, G., et al 2022)

The following assumptions are presented:

H1: There is a significant relationship between Information and communication technology and employee turnover intention.

H2: There is an influence on the Information and communication technology, on employee turnover intention.

### **3. RESEARCH METHODOLOGY**

The systematic and technical procedure castoff to gather, examine, then interpret data in command to answer exploration queries or test propositions is discussed to as research methodology. Advancement of Information and communication technology practices the employees with their behavior turnover intention and attitudes towards the goals and objectives. Collected 230 data from information technology (IT) employees in non-probability convenience sampling techniques were performed, and data were gathered via online Google forms with a well-defined questionnaire and a 5-point Likert scale with primary and secondary data and measured the questions with reliability, information communication technology with 15 scales measured with 0.913, employee turnover intention with 15 scales measured the value with 0.930 and the overall reliability value is 0.956, the tools used to finds out the analysis of Karl Pearson's correlation relationship between the Information and communication technology adopters and employer turnover

intention values. Regression analysis is used to determine the independent variable that effects information and communication technology strategies such as training and expansion, job safety, remuneration, and concert evaluation. Augmented employee turnover intention and effort development passion remain critical for worker retention. HR actions to increase employee loyalty with confirmatory factor analysis and structural equation model has a good model fit index.

#### 4. DATA COLLECTION AND ANALYSIS

The data was examined using SPSS 21 and AMOS 21, which are appropriate software for testing a conceptual model. When statistics is single-sourced, there is a high likelihood of communal process modification. To unite this conclusion, use confirmatory factor investigation to authenticate it again, insertion all components in a factor box. The findings show that the model's fit indexes cannot reach the standard (Chi-sq /df = 3.470, GFI = 0.973, AGFI = 0.965, CFI = 0.926, RMSEA = 0.068), indicating that there is no mutual method favoritism with the data. After trying for mutual technique bias, nationalized Likert scale was directed.

To better comprehend the association among variables, this study uses correlation-based approaches (structural equation modeling) on inspection data deprived of intervention. The initial stage was to assess the measurement model's dependability. The structural model was then analyzed to test the hypotheses. The spss 21 used to analyze the questionnaire are reliable to the constructs, analyzed the correlation relationship between the information and communication technology on employee turnover intention towards the organization, and the independent variable ICT influenced the dependent variable employee turnover intention by R-value 0.832, the R square value is 0.693, and Durbin-Watson value is 2.101, the p-value is significant. Statistical testing technique tools with spss are used to measure and analyze the technology to test the statistical framework. Amos 21 is used to find out the confirmatory factor analysis and the structural equation model for the enhancement of theory development and prediction purposes

#### RELIABILITY

The consistency of a measuring system is defined as its reliability. A reliable test is one that consistently produces the same result under the same conditions. The purpose of reliability theory is to quantify measurement errors and make recommendations for improving tests to reduce errors. The bulk of measurement errors, according to dependability theory, are random.

**Table – 1 Reliability Analysis**

S.No.	Variables	No. of Items	Cronbach's Values
1	ICT	15	.913
2	ETI	15	.930
3	Overall	30	.956

Source: Primary data

Interpretation:

Table 1 shows the results of the reliability analysis with information and communication technology is 0.913, the employee turnover intention is 0.930 and the overall reliability is 0.956 and all the values were greater than 0.9. Hence the reliability of the data was secured and the questionnaire could be used for the final survey.

## CORRELATION

A correlational research design analyses the construction between the independent and dependent variables. A correlation expresses the degree and/or direction of a relationship between two (or more) items. A correlation can be also positive or negative. An optimistic correlation indicates that the two items have a constructive connotation. In this type of relationship, as one scale grows, additional upsurgings as well. The correlation coefficient can be used to calculate reliability statistically. A test that is reliable should have a high positive correlation.

**Table – 2 Correlations Analysis**

		ICT	ETI
ICT	Pearson Correlation	1	.832**
	Sig. (2-tailed)		.000
	N	230	230
ETI	Pearson Correlation	.832**	1
	Sig. (2-tailed)	.000	
	N	230	230

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Source: Primary data

Interpretation:

The outcomes of the correlation scrutiny as shown in Table 2, information and communication technology have a positive correlation with employee turnover intention. There is a significant relationship among the self-determining variable and the dependent variable, the variables are significantly correlated with each other. So, the result of information and communication technology increases employee turnover and satisfaction with the behavior intention to stay and perform better in an organization

## REGRESSION

Regression investigates the statistical tactic used to show the relationship between two or more constructs. The method, which is typically embodied by a graph, investigates the relationship between a dependent and independent factor. Regression models predict a value of the Y variable (employee turnover intention) given known values of the X variable (information and communication technology). Regression analysis is frequently used to model or analyze data. Most examination analysts utilize it to comprehend the relationship between variables, which may subsequently be used to predict the exact outcome.

**Table – 3 Regression Analysis**

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
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1	.832 <sup>a</sup>	.693	.692	.35373	2.101
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a. Predictors: (Constant), Information and Communication Technology

b. Dependent Variable: Employee Turnover Intention

#### ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	64.375	1	64.375	514.485	.000 <sup>b</sup>
	Residual	28.529	228	.125		
	Total	92.904	229			

a. Dependent Variable: Employee Turnover Intention

b. Predictors: (Constant), Information and Communication Technology

#### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.307	.134		2.291	.023
	ICT	.892	.039	.832	22.682	.000

a. Dependent Variable: Employee Turnover Intention

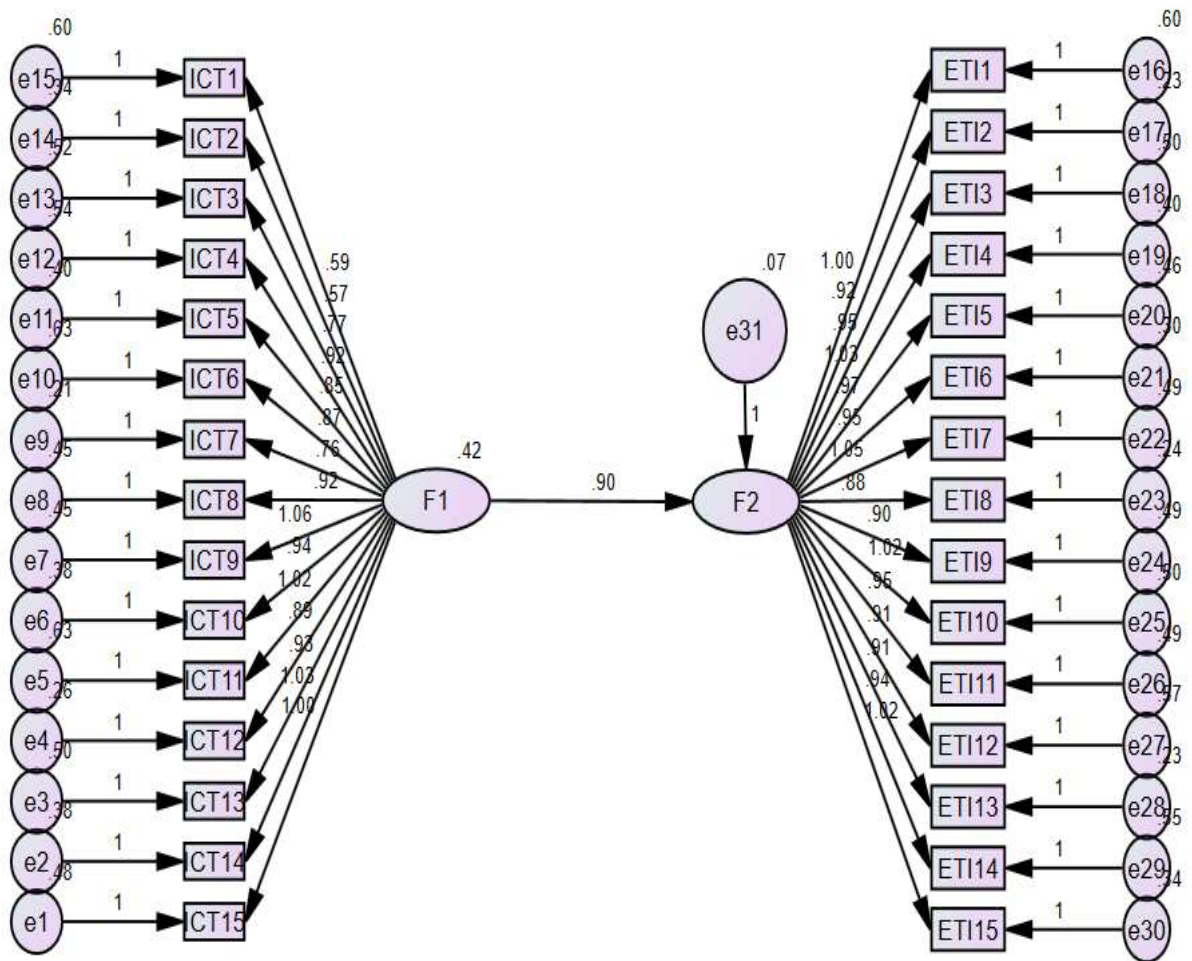
Source: Primary data

Interpretation:

According to the results as shown in Table 3, R-value is 0.832 and R square value is .693 p-value is significant of information and communication technology and employee turnover intention were less than 0.05, which rejected the null hypothesis and statistically proved that there were significant relationships between those variables.

#### CONFIRMATORY FACTOR ANALYSIS

The confirmatory component analysis is a statistical practice for establishing how effectively your pointers measure your unobserved concepts and whether they differ from one another in a unique way. Confirmatory factor analysis is a multivariate statistical technique used to regulate how well-measured items predict the number of scales. CFA and EFA are comparable methods; however, with EFA, data is basically investigated, and information on the numeral of features mandatory to characterize the data is provided. In exploratory factor analysis, all measurable variables are associated to all latent variables. Confirmatory factor analysis, on the other hand, allows researchers to specify the quantity of aspects that must be contemporary in the data as well as which leisurely adjustable is interrelated to the concealed variable. Confirmatory factor analysis is a procedure castoff to authorize or reject dimension theories. CFA makes use of a covariance matrix and is better at handling cross-sample comparisons. Single-headed arrows will connect the indicators that measure the unobserved variable to the unobserved construct.



**Table – 4 Confirmatory Factor Analysis**

INDICES	VALUES	SUGGESTED VALUE
Chi-square/df	3.470	Good
p-value	0.896	Good
GFI	0.973	Good
AGFI	0.965	Good
CFI	0.926	Good
RMSEA	0.068	Good

Source: Primary data

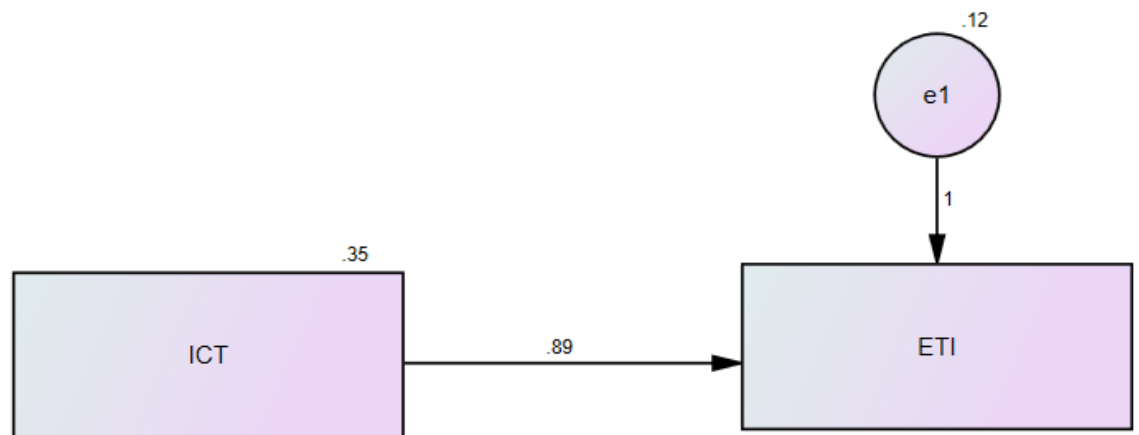
Interpretation:

This research suggests that the model is suitable for further investigation. The results show that the Chi-square/df = 3.470 (Carmines and McIver, 1981; Anwar, M. et al., 2018) and the additional indices GFI = 0.973, AGFI-0.965, CFI = 0.926, RMSEA = 0.068, and P-value-0.896 met the limit. All pointers meet the bare minimum. These findings show that the absolute fit indexes of the constructs are at the required level, confirming the efficacy of the model fit indices.

**STRUCTURAL EQUATION MODEL**

SEM is a statistical technique that associations two approaches: confirmatory factor analysis and path analysis. Confirmatory factor analysis, which originates in psychometrics, seeks to assess underlying emotional characteristics such as attitude and contentment. Galton (1888), Pearson and Lee (1903), and Spearman (1904). SEM is a

varied range of methodologies used by investigators conducting both observational and investigational research. SEM is most commonly utilized in the societal and interactive sciences, although it is also used in epidemiology, business, and other areas. SEM is a collection of statistical techniques for measuring and examining the relations between observable and latent variables. It analyses linear causal correlations amongst variables while accounting for measurement error, and constructs to be similar to but more powerful than regression research. It is a statistical method that evaluates the correlations between multiple variables at the same time. SEM is used to demonstrate the associations between variables and the relationships depicted in SEM indicate the researchers' hypotheses. SEM is considered a set of linked statistical procedures rather than a single approach. SEM is a software package that encompasses basic multivariate logical procedures such as deterioration, factor analysis, correlation, and evaluation of modification.



**Table – 5 Structural Equation Model**

INDICES	VALUES	SUGGESTED VALUE
Chi-square/df	2.546	Good
p-value	0.842	Good
GFI	0.910	Good
AGFI	0.930	Good
CFI	0.912	Good
RMSEA	0.055	Good

Source: Primary data

Interpretation:

The research conducted implies that the model is worthy of further consideration. The results reveal that the Chi-square/df = 2.546 (Carmines and McIver, 1981; Anwar, M. et al., 2018) and the additional indices GFI = 0.910, AGFI-0.930, CFI = 0.912, RMSEA = 0.055, and P-value-0.842 met the limit. All pointers fulfill the bare minimum. These data demonstrate that the constructs' absolute fit indices are at the required level, validating the usefulness of the model fit indices.

## 5. FINDINGS AND SUGGESTIONS

The researcher found that the effect of information communication and technology (ICT) and Employer Turnover Intention was reliable with ethics, the significant relationship between the variables is connectively correlated with positive morals. The main source of the effect of information and communication technology independent variable is influenced by the dependent variable employee turnover intention with significant p-value and the R-



value and R-square value met the standard moralities. Information communication and technology (ICT) improves the employee's training effects throughout the period to develop their skills and performance, job safety, and reimbursement, the experienced employee in information communication and technology achieves the targets with good knowledge and expertise to fulfill the work enthusiasm to increase the employee turnover intention.

The consequences of employee turnover intention towards the information technology sector with the competitiveness of job enrichment, job stress, work overload, the time period to complete the task, and targets toward the organizational objectives. Hence, the information technology sector has to consider the factors to make employee retention with the satisfaction of work the strategy of job position providing the training with skilled employees and makes their return on investment to be progressed growth for the employees to maximize their profits from the organization. Confirmatory factor analysis is a statistical technique that procedures the observed and unobserved variables with one another uniquely to compare the values of data information and measures the latent and indicators variables connecting with the constructs. Here the values met the stated values and the model fit has an absolute fit index. The structural equation model determines the path analysis and the confirmatory factor analysis with the correlation values of latent items to measure the measurement error of the ethics and finds that the values are good model fit indices to proceed with further attention.

For future studies, highly recommend doing a depth study on the adoption of information and communication technologies, the employees who are using the technology and have expertise in the field of technology will succeed to retain the employees in the organization for a longer period. If the employees are satisfied with their job and properly trained and motivated toward the new adoption of technology will automatically increase their passion and learn a new innovation of proficiency and they will stay a longer period in the organization to sustain in the market structure. The findings of this study revealed that granting the region observed exceptional growth for the future development of "organizations."

## **6. CONCLUSIONS**

The study examined the relationship amongst information and communication technology and turnover intention with the legislative support and alleged value of job satisfaction with the personal and professional life of the individual characteristics to sustain the importance of information and communication technology towards the organization to retain the employee's turnover intention.

The study proposes a conceptual model of information and communication and technology. and employee turnover intention with the objectives. There is a direct effect relationship between the correlated values and requirements of the organization, training, and development, and motivation toward the innovation of information and communication and technology. Increase organizational support and ICT implementation to adapt and motivate staff to learn the causes of this problem and what measures could support these causes to reduce employee turnover.

As a outcome, the research study assists the communication technology between the employees to make the environment surroundings positive and liveable with the effect of employees' job satisfaction, maintain the scope, involvement of work, and pursuing the new technologies to be added in the practice to develop their skills and increase the supports towards the individuals to create the awareness of new information and communication technology and develop the new knowledge for the betterment of future work experience and sustain in the market for a longer period. The determination to close a gap in the body of work on operative Turnover Intention and information and communication technology practices.

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