DESIGN AND IMPLEMENTATION OF A TRAINING MANAGEMENT SYSTEM; A TECHNOLOGY ACCEPTANCE MODEL APPROACH

by

CHAMARA UDAYANGA

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ABSTRACT

SYSTEMS OF BALANCED SCORECARD: DESIGN AND IMPLEMENTATION OF A TRAINING MANAGEMENT SYSTEM; A TECHNOLOGY ACCEPTANCE MODEL APPROACH

Chamara Udayanga

Faculty of Graduate Studies
General Sir John Kotelawala Defence University

This thesis examines the way of implementing an E-training management system subject to the perspectives of balanced scorecards. Present day, the Sri Lanka Navy is tackled with a variety of administrative challenges caused by scarce resources and the necessity of developing the capacities to fulfill naval personnel demands. Furthermore, requires innovative management structures that allow it to accomplish its strategic objectives. At such outset, it seemed to be that the available training management system of the Naval and Maritime Academy was no longer suited to the new realities. A more effective and meaningful, training management system is required to interlink and synchronize the perspectives of the organization rather than the traditional management system.

Data collection was conducted by way of a questionnaire survey to extract data from the both administrative and academic staffs of the Naval and Maritime Academy as well as semi-structured face-to-face interviews were conducted with experienced naval personnel in the same training establishment. The quantitative data was analyzed through Statistical Package for the Social Sciences (SPSS) statistics and qualitative data systematized by the thematic analysis.

The technology acceptance model is used as the theoretical framework for this study to identify an individual's intention to use a newly implemented E-training management system. The study used technological, personnel, and environmental factors as independent variables and the actual use of technology as the dependent variable. The findings indicate that all three factors have a major impact on the adoption and use of technology. The identified findings highlighted that the environmental factors had a significant positive correlation with the actual use of technology. Furthermore, personal factors and technological factors have a substantial positive correlation with the actual use of technology.

In conclusion, Integrating Balanced Scorecard perspectives with the E-training management system is beneficial to the Naval and Maritime Academy staff. The newly introduced system will be more effective, adaptable, and long-lasting, supporting the academy's long-term success and in line with its strategic objectives. Furthermore, it supports making wise decisions, allocating resources ingeniously, improving customer experiences, streamlining internal processes, and promoting a culture of enduring learning and professional growth.

KEYWORDS: Training Management, Balanced Scorecard, Technology Acceptance Model