

## **A Study on the Factors Affecting to Use E-Learning Systems by Banking Assistants of Hatton National Bank**

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E-learning is an emerging new paradigm of learning and training in workplaces with vast technological advancements in the world that creates a platform for the learners to learn where they are available and without time constraints in the recent decades. Thus, the study is aimed at E-Learning System of Hatton National Bank PLC which is one of the well-established, island-wide commercial bank in Sri Lanka. The objective of the study is to find out the factors that affect to use of E-Learning systems by Banking Associates and the study is carried out at Hatton Nation Bank. The model is developed using the factors of Social Influence, Perceived Support, Perceived Self-efficacy and Computer Anxiety which effect on behavioural intention to use E-learning system. The population of 84 Banking Associates gave their responses to the survey questionnaires in South Western Region. The survey data were analyzed using inferential statistics of Person's Product Moment Correlation and Multiple regression analysis. The major finding of the study revealed that the Perceived Self-efficacy has a greater impact on the usage of E-learning system which denotes an individual factor. On the contrary, one of the strong predictor of Social Influence has been rejected since the p-value was insignificant. Perceived Support has shown a positive relationship and Computer Anxiety indicated a high negative relationship with the Behavioural Intention. The observed model proposes significant predictors which influence on E-learning system of Hatton National Bank PLC.

**Keywords:** Computer Anxiety; Perceived Self-efficacy; Perceived Support; Social Influence; Usage of E-learning