

# EXCEL

## Embellish Xpertise to Compete with Emulators in Lifework

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**Abstract:** During growth phase of life, almost every ambitious professional sets goal. Most of his moves are towards realizing that lifework. However, same might be the goal of many others. So, apart from working towards goal, person has to ensure that he is excelling in all departments and better than his colleague sharing similar goals. Excelling is not a matter of time or age. It's a continuous process. Person has to keep doing kaizens so that he leads. This is true across most of the industries.

Especially in Financial KPOs, one of the unmatched skill requirement is efficient operations on data and data analysis using MS Excel. Sundry people keep doing same activities in a way they were doing years ago. This is actually a tumor to their growth. Through this research, researcher is trying to find current skill requirements of Financial KPO professionals. Paper also targets at education industry revolution and taking a dig at them to make them realize whether required skills are imparted to students aspiring to be a seasoned performer. Researcher is aiming to give insight to Microsoft on users' opinion about appearance of features in MS Excel. At the same time, researcher is appreciating online support services regarding MS Excel issues for common user. Researcher have statistically proven all the hypothesis with primary data analysis. Results are important for all the constituents of research. It will also be beneficial to other technology and application developers by knowing users' perspectives.

**Index Terms** – MS Excel, Financial KPO, Training, skill requirement for Campus Placement.

### I. INTRODUCTION

Growth is not always monitory. It is not always destination. Rather it's about a journey. Especially, in case of knowledge and skillsets, certainly it's an ongoing process of improvement where age is no bar. Many people link this growth process with their age. There is rarely a person in the world who has a skill which nobody else has. Every new thing today becomes old tomorrow. Skill, art, technology, hardware, software, process, product, market and even person has a life cycle. Only thing that varies is span of each phase of this life cycle! Typically in industry, everyone dreams of having wealthiest growth phase in every realm of life. To get so, one cannot just rely on one time learnt skill. Every dreamer has to keep sharpening his axe.

In financial KPOs, employees in core operations are mainly from commerce backgrounds, including CA, MBA Finance, B.Com, M. Com etc. HR, IT, Admin departments have hands from other streams. Despite of departments people are working for, they have to work on MS Excel platform for day to day activities. They need to generate quick, acute and accurate reports for what they are accountable (Sevenstar Infotech, 2016).

Solving problem and creating final report during examination paper is easy as a student. But it is multifold complex in real lifework problems. As stated by honorable Narayan Murthy (Murthy, 2018), till the time there is no cultural positive change in our society, India may not successfully establish corporate governance and efficient business acumen. To build businessman, "memory" based education system need to be abolished. According to him, about 85% of graduates are not eligible for offer letter. One who lacks capability to perform within boundaries, can he be a successful businessman who always has to stretch his limits?

### II. STATEMENT OF THE PROBLEM

Since the inception of MS Excel, Microsoft has always brought drastic changes in their upcoming versions of MS Office. However, they ensured that user is able to connect past with present and have higher expectations for future. Most of the users have travelled through more than 5 versions of MS Excel so far. Some of them have gone beyond 8 as well. Yet, large proportion of such techies have learnt updated features, functionality on their own. Individual learning is often need based and not concept based.

So to say, Sales data can be used to find city wise / region wise Sales Report using Formula. "Pivot table" functionality can do the same job within few seconds without any formula (Ribitzky, n.d.). If user is not aware of this, he will continue to use traditional methods which are time consuming. Financial KPOs deal with hyper sensitive data of other companies. At each level of Knowledge Process Outsourcing, practices should be system dependent, not person dependent (KPO Experts India, n.d.). To make that automation in MS Excel, upgraded tools and features must be known at core concept levels. Either this can happen during education or some formal training at workplaces. If such skill enhancement happens at education levels, it can be considered as proactive approach of our education industry as well as budding students.



Figure 1: KPO - Level wise Processes

But Instead of keeping “learning” attitude, people are focused more towards “complete work” attitude. May be because of time constraints and work pressure! But that is short term. With age, flexibility to change is also reduced. Many questions have very simple solutions in MS Excel. If not in application, needy can look for it on web portals, you tube channels and countless Excel forums. Are people informed about it? Or age has rust the learning capability?

### III. OBJECTIVES

This research is intended to meet following objectives:

- To recognize ease of working with MS Excel features / functionalities from users’ perspective.
- To rationalize need of superior MS Excel skills for corporate growth
- To justify ignorance of MS Excel skills at education level

### IV. HYPOTHESIS FOR THE STUDY

#### A. HYPOTHESIS I

H<sub>0</sub>: There is no correlation between Age of employee and Ease of understanding MS Excel features.

H<sub>1</sub>: There is correlation between Age of employee and Ease of understanding MS Excel features.

#### B. HYPOTHESIS II

H<sub>0</sub>: There is no correlation between Age of employee and ease of getting online support to solve queries.

H<sub>1</sub>: There is correlation between Age of employee and ease of getting online support to solve queries.

#### C. HYPOTHESIS III

H<sub>0</sub>: There is no correlation between Age of employee and superior MS Excel skills for higher responsibilities.

H<sub>1</sub>: There is correlation between Age of employee and superior MS Excel skills for higher responsibilities.

#### D. HYPOTHESIS IV

H<sub>0</sub>: There is no correlation between Age of employee and MS Excel skills enhancement during campus placement.

H<sub>1</sub>: There is correlation between Age of employee and MS Excel skills enhancement during campus placement.

### V. RESEARCH DESIGN

This research is based on Primary data collection from working professionals working in Financial KPOs.

#### Scope of the study

**Data collection Method:** Structured questionnaire (manually filled as well as using Google Doc). Questionnaire used 5 Point Likert scale as “Always”, “Often”, “Sometimes”, “Rarely” and “Never”.

**Industry scope:** Research is restricted to Financial KPOs only.

**Geographical scope:** Financial KPOs from Pune and Mumbai in Maharashtra are considered for the study.

**Variables:** “Ease of Understanding”, “Ease of online support”, “Superior MS Excel skills” and “MS Excel skill enhancement” are continuous variables. “Age of Employee” is a categorical independent variable.

**Data Collection**

After releasing questionnaire to the Universe of expected responding financial KPOs from Pune and Mumbai, 504 respondents turned up to contribute to the research. Geographical location wise and Age group wise bifurcation of responses is given below:

*Table 1: City wise and Age wise Number of Respondents*

Age Groups	15-20	21-25	26-30	31-35	>=36	Total
<b>City</b>						
<b>Pune</b>	9	196	151	38	4	398
<b>Mumbai</b>	22	53	19	7	5	106
<b>Total</b>	<b>31</b>	<b>249</b>	<b>170</b>	<b>45</b>	<b>9</b>	<b>504</b>

**VI. RESULTS & ANALYSIS**

Using SPSS, One way ANOVA test is conducted on the dataset and following result is recorded.

*Table 2: SPSS Anova result of Respondents' Data*

		ANOVA				
		Sum of Squares	df	Mean Square	F	Sig.
User_friendly_placement	Between Groups	2.238	4	.560	1.136	.339
	Within Groups	245.691	499	.492		
	Total	247.929	503			
Online_Support	Between Groups	3.998	4	1.000	1.178	.320
	Within Groups	423.359	499	.848		
	Total	427.357	503			
Appraisal_Point	Between Groups	13.218	4	3.305	2.773	.027
	Within Groups	594.584	499	1.192		
	Total	607.802	503			
Placement_preparation	Between Groups	24.809	4	6.202	3.095	.016
	Within Groups	1000.030	499	2.004		
	Total	1024.839	503			

**A. HYPOTHESIS I**

ANOVA results indicate Sig value 0.339 which is much higher than 0.05. Hence, null hypothesis is accepted. Thus, age has no impact on understanding MS Excel features.

**B. HYPOTHESIS II**

ANOVA results indicate Sig value 0.320 which is much higher than 0.05. Hence, null hypothesis is accepted. Thus, people of any age easily get online support to solve their queries of any level.

**C. HYPOTHESIS III**

ANOVA results indicate Sig value 0.027 which is much smaller than 0.05. Hence, null hypothesis is rejected. Thus, age of employee has significant relationship with superior MS Excel skills for higher responsibilities. Post hoc analysis showed that respondents at lower and middle levels (age groups from 15 up to 25) have experienced intense need of exceptional MS Excel skills compared to higher levels.

**D. HYPOTHESIS IV**

ANOVA results indicate Sig value 0.016 which is much smaller than 0.05. Hence, null hypothesis is rejected. Thus, age of employee has significant relationship with MS Excel skills enhancement during campus placement. Post hoc analysis showed that respondents in the age group of 15-25 have more exhaustively gone through process of MS Excel skills enhancement during campus placement

IV. DISCUSSION

A. HYPOTHESIS I

Frequency distribution shows, inclination of majority of respondents is towards “Always” finding MS Excel features easy to use and interpret. Whereas mean of age group wise trend shows, comfort is reduced slightly towards higher age groups. This contrast might be due to periodic up gradation of features, revised nomenclatures, icon sets etc. However, it might be more due to simply update of MS Office version without any formal training on what is new for him in it.

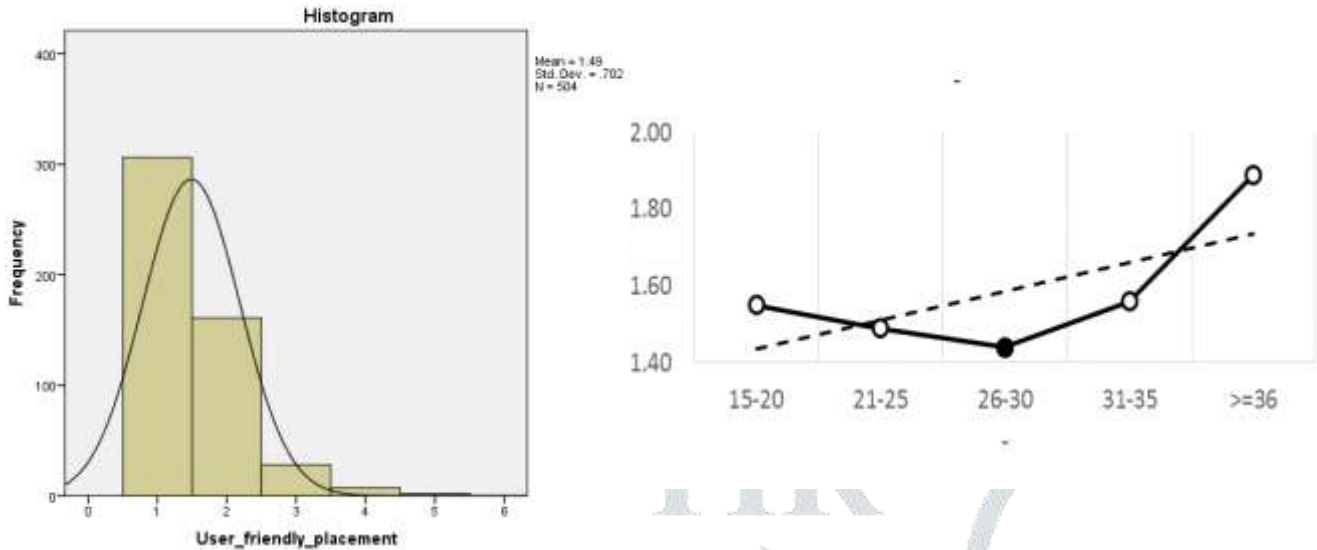


Figure 2: Hypothesis I - SPSS Frequency Distribution Plot; Age group wise Means

B. HYPOTHESIS II

Frequency distribution shows, inclination of majority of respondents is towards “Always” / “Often” finding online support for MS Excel related queries. Whereas mean of age group wise trend shows, senior employees more easily find online support. One of the fundamental reasons for this can be new entrants are not well equipped with MS Excel interface. They are not even informed about how to find solutions for problems they are facing while operating on Excel. Senior officials have exhausted so many years of their career in handling complex issues of lifework. They became more competent in finding solutions over World Wide Web with their authentic experiences.

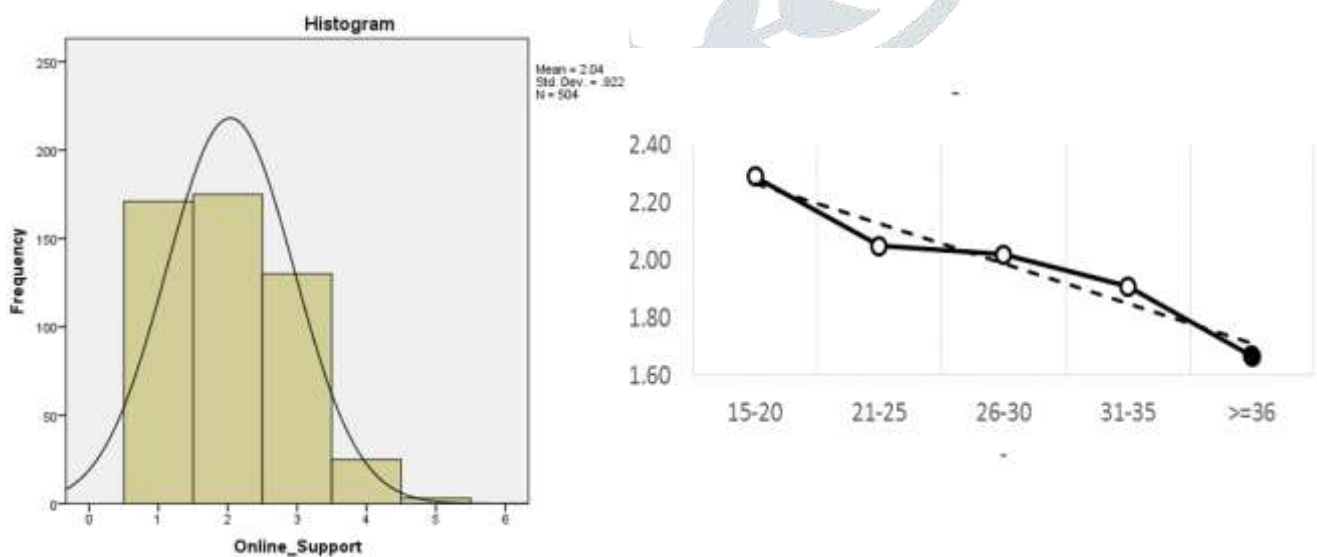


Figure 3: Hypothesis II - SPSS Frequency Distribution Plot; Age group wise Means

C. HYPOTHESIS III

Frequency distribution shows, inclination of majority of respondents is towards “Always” / “Often” experiencing expertise in MS Excel skills to handle higher responsibilities. Whereas mean of age group wise trend shows, lower and middle level employees slog through such requirements more. At entry level, in Financial KPOs, employees working more on data collection, entry, fact finding and giving inputs to senior officials. At higher positions, it is more of using supplied reports for analysis and client discussion. Hence, there is disparity in responses based on age group wise responses. However, if senior people are not aware of “fraction of a second” methods of reports generation, even they are considered to be incompetent (in Excel). Hence, training need arrives at higher positions as well.

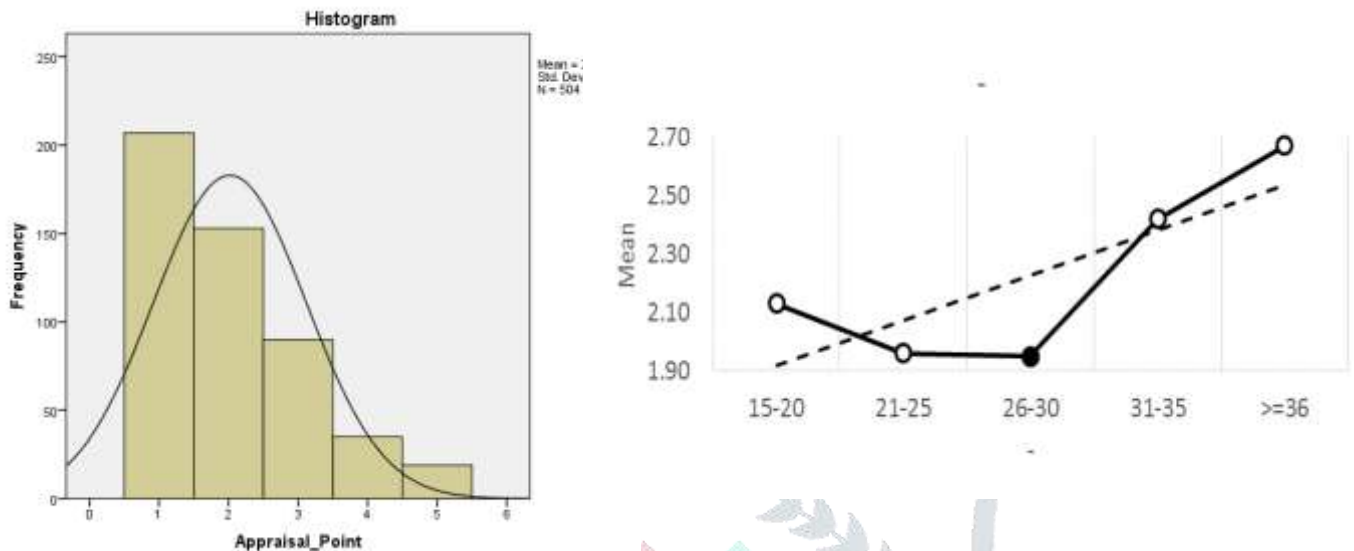


Figure 4: Hypothesis III - SPSS Frequency Distribution Plot; Age group wise Means

D. HYPOTHESIS IV

Frequency distribution shows, ambiguity in inclination of respondents. But mean of age group wise trend shows, senior employees have declined any efforts made by their tutors during campus placement. But just entered in corporate world employees completely agree and admire college authorities’ for their “Excel” efforts. This clearly indicates improvement in education segment and their moves towards reducing industry academia vacuum. However, it is required to be checked if such improvements are only for CA types of courses or others as well.

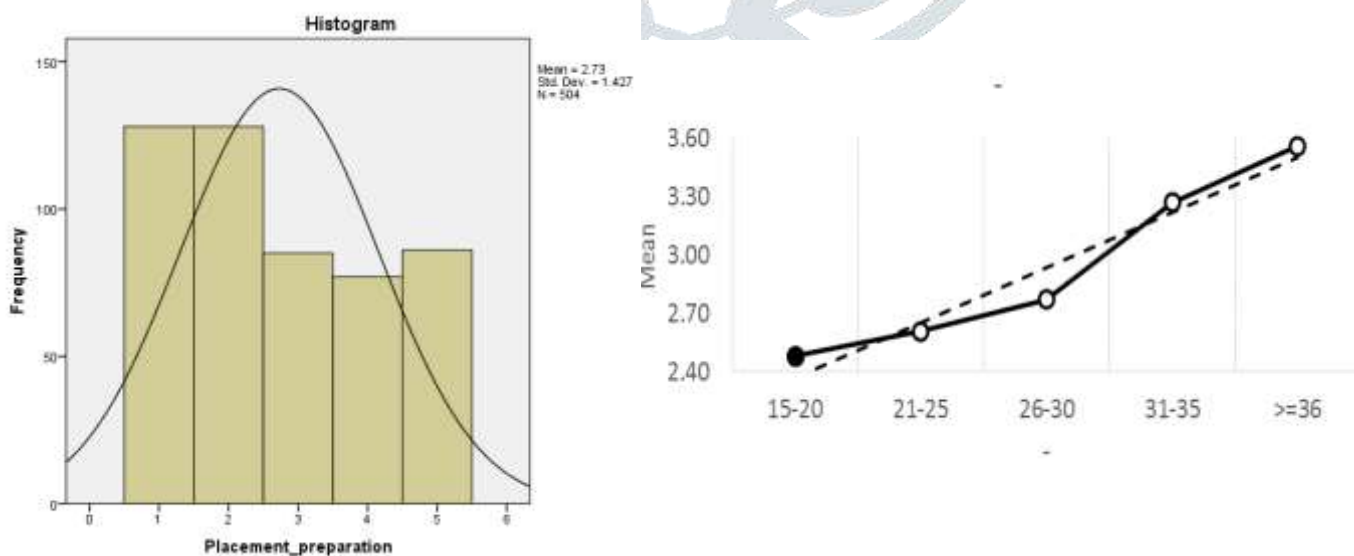


Figure 5: Hypothesis IV - SPSS Frequency Distribution Plot; Age group wise Means

## VII. CONCLUSIONS

Financial KPO industry has exponentially growth up in last decade. Liberalization and techno savvy conscious new generation is making job market versatile. In such picture of industry, there is immediate need of understanding requirement for potential jobs.

Instead of making students qualified, they need to be trained to be capable of handling work life issues. Course structure is required to be designed in such a way that they should be skilled to apply their theoretical knowledge with practical technology tools available. Instead of debating with individual opinions on an issue, they should be assigned to solve that issue. That would be real test of intelligence.

Industry people need to realize that even if they might have worked for decades together, there is always new and more competent to learn. Instead of boasting superiority, they should be involved in the process of skilling. Soft skills are certainly important. Yet, if MS Excel training finds appropriate proportion in training calendars of industry, same technology without any additional investment can bring superior operational productivity. When one will do something new and interesting that saves time and energy, enthusiasts would definitely replicate it. There will always be copy cats. To grow up, one has to leave that pulls down. Knack of solving problem with proven aids will only survive in long run.

Not ego but eagerness and learning attitude can lift people higher!

## VIII. REFERENCES

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