

Analysis of Training and Development Program and its Impact on Employee Performance with Respect to DCB Bank Chimur

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Abstract: *Due to Dynamic nature of the environment, the Indian banking system is going through a process of transformation. So, for the development of organisation as well as employees training and development is important.*

The objective is to determine the impact of training and development on employee performance and to explore the relationship between training and development on employees performance.

This research paper contain descriptive type and it is based on primary and secondary data collected through discussion session with senior officers, questionnaire, performance appraisal format, and bank website on internet. The findings suggest that training and development enhance employee's efficiency and effectiveness but before this their need of training should be analyse properly.

The Sample of 20 employees was collected who are working in the DCB bank Chimur to know their response regarding how training and development impact banking employee's performance, which training method most used in banking sector and training helps in reducing the stress level of employees and minimize the faults in operations. The study has also found that training and development program increase the skill, ability and intellectuality of the bank employees

Keywords: T&D, employee performance, training, development, bank.

I. INTRODUCTION

Modern banking system is highly dynamic and challenging. The advent of technology has made banking more customer oriented it is no exaggeration to say that modern banking is technology-driven. In this context there is a need for continuous-up- gradation of skill and knowledge in the banking staff. Manpower training and development very important is a very important aspect of human resource management which must be embarked upon either proactively or reactively to meet any change bought about in the course of time. Training is a continuous and perennial activity. It provides employees with the knowledge and skills to perform more effectively. This allows them to meet current job requirements or prepares them to meet the inevitable changes that occur in their job.

Training and development programmes have positive impact on knowledge enhancement, skill development and job enrichment of bank employees, which in turn reduces the attrition rate, increase the job retention and prove to be beneficial for the value addition of employees.

II. LITERATURE REVIEW

According to research study of Ramakrishna (2012) In order to meet the challenges from other competitive banks the executives of the bank are now in the position to modify their traditional human resources practice into innovative human resources practices. This study has been conducted to identify the areas of professional weaknesses to rectify well in advance so that no loss takes place in the organization.

According to research study of Ekta Srivastava & Dr Nisha Agarwal (2014) highlighted that training is very necessary in this changing environment. The findings suggest that training in private sector bank is far better than public sector banks. The designing of training programs should be prepared in such a way that it is easily understand by the employees so that it will beneficial for the banks as well as to the employees. For data analysis and computation they used primary method and secondary method both used. Structured questionnaire used which was filled from various

branches of axis bank and secondary data was collected from annual reports of syndicate banks and axis banks for the year 2008 to 2013 that data was published by RBI.

Kavita rani, Diksha Garg (2014) explored a study on training and development in public sector banks. The objective of study is to examine the effectiveness of training and development programs bank for their employees and how it helps the fulfillment of their duties. Data is collected through questionnaire filled by the bank employees. The findings of the study suggest that training and development is inevitable and unavoidable in any sector.

2.1 Objectives

- To examine and analysed the effectiveness of training and development programs for employees in banking sector.
- To determine the significance of program on employee performance.
- To identify the current training and development techniques of bank employees.
- To explore the relationship between training and development on employees performance

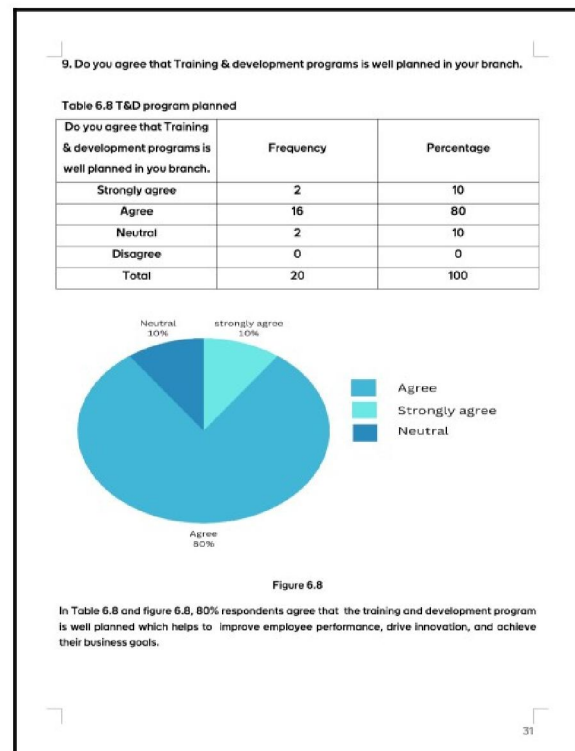
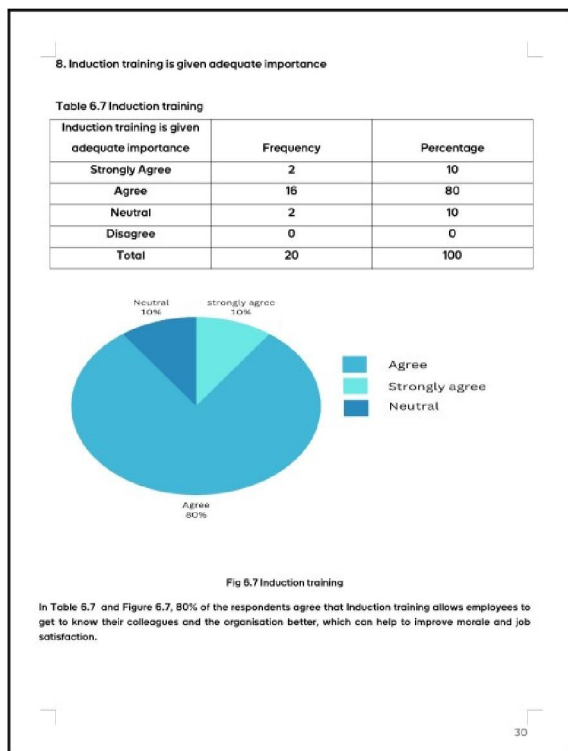
2.2 Hypothesis

H1 : There is significant relationship between training and development program and employee performance in the bank.

III. RESEARCH METHODOLOGY

Data was collected from the website of the Bank, and the bank personnel, certain reports from the HR department. The research also took the help of the books and journal.

IV. ANALYSIS AND INTERPRETATION



14. Competency level of employees increases due to training and development

Table 6.13 Competency level

Competency level of employees increases due to training and development	Frequency	Percentage
Strongly agree	1	5
Agree	18	90
Neutral	1	5
Disagree	0	0
Total	20	100

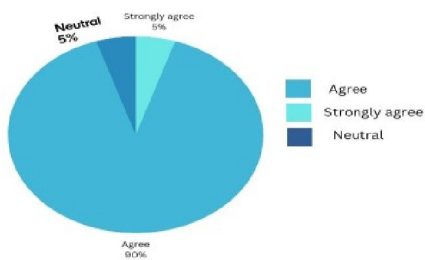


Figure 6.13

In Table 6.13 and figure 6.13, 90% respondents agree that T&D opportunities help them to grow and strive for excellence. also employees are interested in taking higher post.

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15. Training and development enhance the performance and productivity of the employees as well as of the organization

Table 6.14 performance and productivity of the employees

Training and development enhance the performance and productivity of the employees as well as of the organization	Frequency	Percentage
Strongly agree	2	10
Agree	17	85
Neutral	1	5
Disagree	0	0
Total	20	100

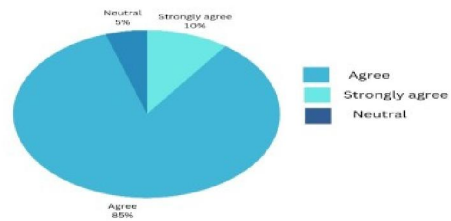


Figure 6.14 performance and productivity of the employees

In Table 6.14 and Figure 6.14, 85% of the respondents agree that Training and development enhance the performance and productivity of the employees as well as of the organization. they gained personality and positive attitude, business communication and team building skills.

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16. Does your organisation provide training for new employees

Table 6.15 training for new employees

Does your organisation provide training for new employees	Frequency	Percentage
Yes	20	100
No	0	0
Total	20	100

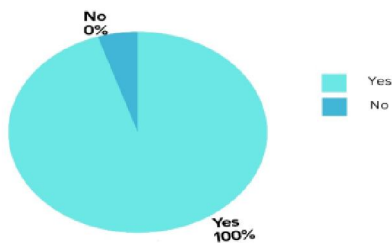


Figure 6.15 training for new employees

In Table 6.15 and Figure 6.15, 100% of the respondents agree that organisation provide training for new employees, T&D improve their performance and make them work more efficiently and effectively.

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17. Mention your opinion about training facilities during the training program

Table 6.16 training facilities

Mention your opinion about training facilities during the training program	Frequency	Percentage
Very satisfied	2	10
Satisfied	15	75
Neutral	3	15
Dissatisfied	0	0
Total	20	100

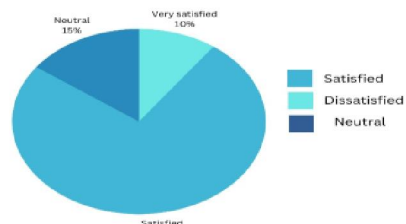
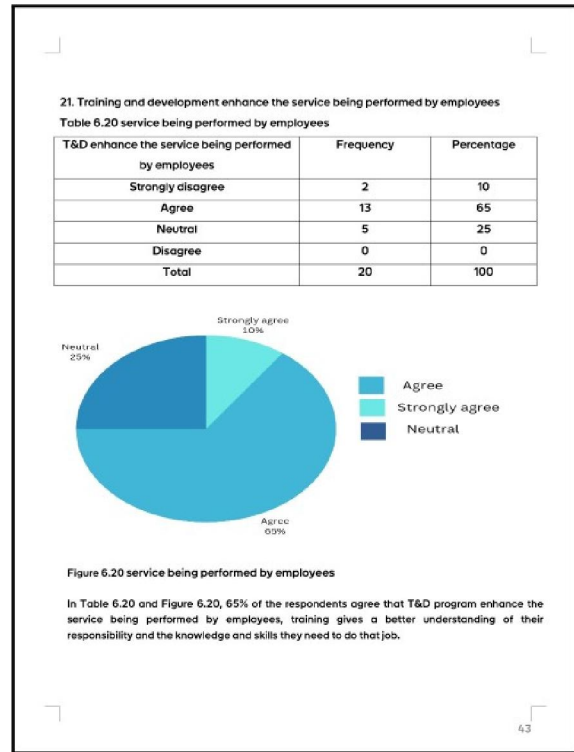
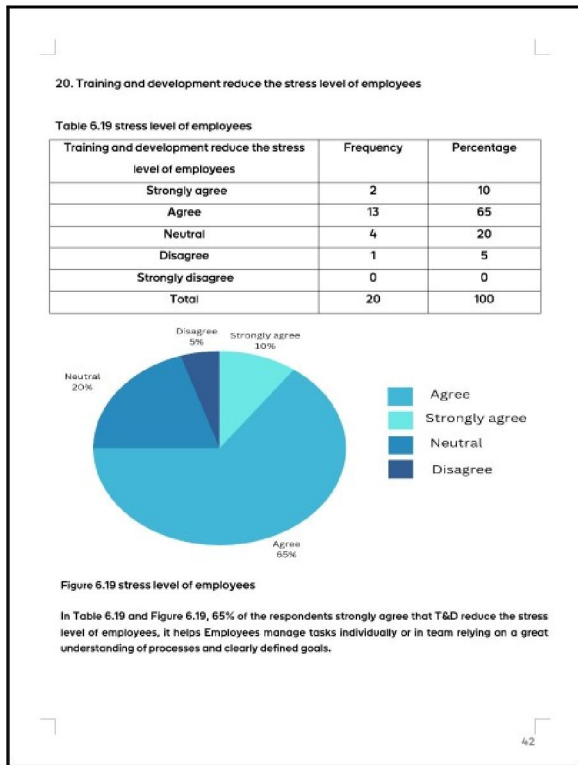


Figure 6.16

Table 6.16 and figure 6.16, 75% of respondents agree about training facilities given i.e.induction training, in-service training, special training, is given to employees

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Interpretation

Banks provide training to their personnel in order to familiarize them with the system. as well as to acquaint them with new work habits and also to encourage creativity and the introduction of new ideas products.

Employees also believe that in order to achieve higher results, they must work more. The job adjustment and further information are provided through the Training for bank employees is required.

According to the research, employee training boosts productivity. increase motivation, cultivate a happy mindset, and Employee inter-personal relationships should be improved. Employees' personal relationships and sense of self-satisfaction has been realized. The understanding of Employees has been upgraded on a regular basis.

Orientation methods are generally used in banks. Utilized for employee training, followed by on-the-job training.

Training and development enhance the performance and productivity of the employees as well as of the organization employees strongly agreed that.

V. CONCLUSION

Effective training will produce effective result in the employee growth as well as the organisation growth. When proper training and development is provided from the organisation to the employees, T&D program helps to increase the employee's interest towards the work and also the organisation, when training and development is done by the organisation, it helps to recognize the present level of the employees and what changes are needed to improve their skills, attitude knowledge, experience and also it is able to recognize the negativity of the present problems in the programs which are improving the profits, goodwill.

Finally, the findings of the research study will enable firms to investigate the influence of T&D and its efficacy in improving organizational performance and improving customer service.