

A Study on Training and its Impact of Employees Performance in Selected Private Bank - Chennai.

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Abstract:

In today's competitive environment high performing organizations have learned how to deploy human Resources (HR) practices to enhance competitive advantage. Human Resource management faces challenges of bringing fitted workers in the organization and meeting the worker's needs and expectations. In this context training plays a major role in increasing employees overall performance. This study is focuses on training and its impact of employee's performance. Sample includes 60 employees drawn from 5 private sector banks in Chennai city using simple random method. Primary data were collected using a structured questionnaire and were analyzed by mean, ANOVA, and chi-square. The findings of the study shows that good training program increases employee's performance, positively motivate employees and create job satisfaction. The banking community is entirely which deals with all sort of people and provides almost satisfaction by solving their problems.

Key words: Training, Performance, Motivation, Job Satisfactions.

Introduction:

In a competitive world, Human Resources Management plays a significant role in the economic development in most of the country. Because the success or failure of the organization is generally depends upon its quality of human resources. Employee is the asset of the every organization. The organization provides training to the entire employees in the organization for developing their skills and ability. Hence, the training plays a major and important role in increasing overall performance.

Training is teaching or developing human in any skills and knowledge that relate to specific competencies. Training has specific goals of improving one's capability, capacity, productivity and performance. Training is one which is provided by the organization and it is job oriented rather than career oriented. The training programs effectively contributed to improve ability, knowledge and interpersonal skills. The training program is helpful to the employee to reducing their difficulties in their job, to improving decision making skills etc. The good training program is positively affected the job performance as well as employee motivation and job satisfaction.

This paper is to study about the training program and how its impact on employee performance in selected private sector banks in Chennai. Every bank has to fulfill their service by conducting the training and development program to the newly joined staff and as well as to the working staffs if necessary. It's a learning process of the employees. The training program helps the employees as well as organization by developing their knowledge, interpersonal skills, motivation, job performance and job satisfaction as well remuneration, promotion, incentives etc. At the same time intellectual employees to develop the organizational growth and they achieve the individual as well as organizational goals.

Review of literature:

³**Momofokeng Eliza Motlokoa et al** conducted the study on “**The Impact of Training on Employees Performance: the Case of banking sector in Lesotho**” (2018) defines training is the blood stream of any organization. In this study to examine the impact of training on employee performance as well as positively affect the employee motivation and job satisfaction in the banking sector in Lesotho. He analyzed the data using by frequency analysis and pie-charts. The results of the study revealed that the majority of the respondents linked training to improved employee motivation, and job satisfaction level. The banking sector develops training policies and ongoing training programs with a view to enhance employee performance, motivation and job satisfaction.

⁵**Shauvik Sanyal and Mohammed WasmiqHisam** develop the study on “**Impact of Training and development on the performance of employee - A Comparative study on select Banks in Sultanate of Oman**”(2018) point that how the training and development practice impact the employee performance on selected banks on sultanate of Oman. They used correlation and regression and ANOVA were applied for analyzed the data. He concluded that the training positively influenced the employee performance .Organization which invests in their employee skills by way so training and development activities will certainly reap the profiles through employee's productivity. Organization which promotes training and development practices tend to possess a shining corporate image.

⁴**Rida Athar and Faizamaqbool shah studied that “Impact of training on employee performance (2015)** to determine what are the factors that impact training in banks of Karachi and how they affect employee performance. The study the analysis is done by regression and correlation technique. The findings of the study are the factors of training have positive impact on employee performance of banks of Karachi. She concluded that the banks which provide training to their in a people way can gain substantial improvement in performance and productivity and can deal more number of customer with satisfaction.

¹**Khaled adnanabodalraheemBatanineh et all., to his paper “Impact of employees training on the performance of commercial Banks in Jorden”(2014)** the aim of the research is to analysis the relations between employee and performance and to evaluate the precise definition of the training in this context as well as its relevance. He used correlation and multi regression for analyzing the data. The findings of the paper are the effectiveness of the training program centers on improving employee and organizational performance. The author recommended to all commercial banks to increase the training program with diverse interests of employee will be increase the motivation level, productivity and their performance level. Training and development program that are effective add the relevant technology skills to employees.

⁶**Wehnam peter Dabale et at all carry on the study of “The Relationship between Training and Employee Performance: The Case of Mutare city council zimbave” (2014)** highlighted study on the relationship between training and employee performance in Mutare city council. The Author used correlation to analyzing the data. The author established there was a strong positive relationship between training and performance of the employees. The author strongly recommended to the stakeholders is involved in one way or the other training to enhance employee knowledge, skills, ability, competency and behavior.

According to Mr. ²**Megharaja assess the study on "The effectiveness of Training and Development in banking sector. A Case study on state bank of India” (2014)** examines the effectiveness of the training on employees improving skills and satisfaction levels of employee on improving the present system. The author utilizes the Pilot test and percentage method for analyzing the data. The finding of the study in the SBI offered effective training programs to their employee.

Objective of the Study:

- To identify the impact of Training on Employee Performance in selected private banks in Chennai.
- To find the satisfaction level of employees are improved after training program in selected private banks in Chennai.
- To analyze the relationship between Employee Training and Performance.

Research Methodology

This study deals with Training impact of Employee Performance in selected private banks at Chennai city (Bank details via Axis Bank, Karur vysya Bank, HSBC Bank, City Union Bank, Syndicate Bank). Above five Banks were selected for the present research. In that five banks 12 members are selected in each of the Bank as sample. The relevant primary data are collected from the respondents with help of structured interview schedule. The collected data are classified and tabulated. The data analysis is done with the help of percentage analysis and chi-square method.

Analysis and Results:

Table 1: Demographic details of the Respondent

Demographic Variables	No. of respondents	Percentage
Gender:		
Male	36	60
Female	24	40
Age:		
21-35 years	32	53
35-50 years	20	33
Above 50 years	8	14
Experience:		
0-5 years	18	30
5-10 years	37	62
Above 10 years	5	8
Marital Status:		
Single	19	32
Married	41	68

Inference:

From the above table reveals that 60% of the employee are under the Male category. And the 53% of the employee are under the age group of 21 to 35 years. 5-10 years experience had the 62 percentage of employee. 68% of employees are married.

Statistical Analysis: Chi-square, ANOVA:

Hypothesis:

- H_{01} – There is no association between Experience and the impact of training program.

- H_{02} - There is no association between Age in group and the training satisfaction level.
- H_{03} - There is no relationship between Training and the Employee performance.

H_{01} - There is no association between Experience and the impact of training program.

Table 2

Chi-square test of experience of the employee and the impact of training program

Components	Pearson Value	P.Value
Pearson Chi- Square	48.532	.021*

Notes: Denotes ** the Signification level at 5%

Inference:

Since p value is less than 0.05. Null hypothesis is rejected at 5 % level with regard to Impact of training program of the employee. Hence there is an association between employee experience and impact of training program

H_{02} - There is no association between Age in group and the training satisfaction level.

Table 3

ANOVA test for Age group of bank employees with regard of training satisfaction level.

Age in group	Mean	Std.deviation	F.value	P.value
21-35 years	2.56	1.711	.587	.673
35-50 years	2.33	1.659		
Above 50 years	2.89	1.805		

Notes: Denotes 5% of significance level

Inference:

There is no association between age groups and the training satisfaction level of the employee. Since P value is greater than 0.05. Hence the Null hypothesis is accepted in 5% level with regard to training satisfaction level. All the age group of employee should participate the training program. They satisfaction level is different from person to person. Age group is not related to the employee training satisfaction level.

H₀₃ - There is no relationship between Training and the Employee performance.

Table 4

Chi-square test of training program with regard of employee performance

Components	Pearson Value	P.Value
Pearson Chi- Square	56.250	.001**

Notes: Denotes ** the Signification level at 1%

Inference:

Since p value is less than 0.01. Null hypothesis is rejected at 1 % level with regard to employee performance. Hence there is an association between employee training and development program and their performance. Due to training program influenced the employee skills, knowledge etc... to be increasing the employee performance. The training program strongly influenced by the employee performance.

Limitation of the study:

- This study covered selected private bank in Chennai city only. The investigator cannot cover all the branch bank employees.
- As the study was done within limited period. So, the investigator could not select sufficient large sample for the study.
- Lack of interaction in interview session with the bank employees due to their busy schedule.

Conclusion:

In Today's corporate world, the training plays a major role. The healthy training is directly link the employee performance, motivation and job satisfaction with resultant positively spillover on organizational performance. Training program not only influenced the employee performance as well as employee skills, commitment, capacity, adaptation etc. The success or failure of the organization to achieve its objectives depends highly on training of its workforces.

Training can differ depending on the training requirements, the work environment and the performance of the employee. Top management of the organization should motivate the employees to attend the training in full fledge to get the very best result. Every bank should provide essential training program continuously to fulfill their need of employer and employees. The training program which is provided by the organization should be a job oriented as well as organization goals oriented.

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