

# COMPARATIVE STUDY OF IMPACT OF TRAINING ON EMPLOYEES PERFORMANCE (SPECIAL REFERENCE TO SELECTED GOVERNMENT & PRIVATE BANKS)

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## **Abstract**

Human resource management is vital to an association. Individuals and their dynamic interest help an association get by and develop. Association different capabilities are brought out through the organized endeavors of its employees and laborers. Subsequently, it is important to design, get, create, oversee and hold a fulfilled labor force for the fruitful advancement of any business. Human resource management systems incorporate training and development. Training and development are an endeavor to work on an employee's performance in an association by expanding their insight and capacities through learning or modifying perspectives.

**Keywords:** Human resource management, training and development, employee performance

## **Introduction**

In a business, training and development programs are basic since they empower employees to work on their performance. Many organizations offer training projects to their employees to work on their efficiency and abilities, but a few laborers are encountering hardships. The powerlessness to understand specialized subtleties and the absence of ability to do the main job, which is moreover

the situation, they must choose the option to stop their work because of multiple factors. Staff, then again, is supposed to get new abilities and take part in new exercises. Their obligation in a helpful manner to the development of the association, though cultivated staff can in an efficient way, manage the key circumstances.

Training and development are a significant piece of any company's prosperity, and it benefits both the association and its work force. Assuming that we take a gander at it according to the viewpoint of an association, staff training is basic to its prosperity and advancement, in which an employee's viewpoint on training exercises is basic to their headway. Laborers' training and development as they go through their professions.

Today business world changes quickly because of the globalization, change in innovation and economy. As per that each firm ought to need to confront expanded contest. Subsequently, as of late every firm perceived training programs as a pivotal component to confront expanded contest and accomplish company's points and targets. Training is important to further develop ability of employees to confront the specialized and social skillful and employees profession development. And additionally training impact to employees results that implies inspiration, responsibility, their way of behaving and performance.

Skilled employees give critical commitment to their firm. As per that they need better abilities, information and mentalities. Abilities, information, perspectives are upgraded via training programs which are directed by firm. Extreme target of training assist the firm with accomplishing firms point and goals. In this manner, each firm gives training projects to improve employees performance. Firm ought to need to bear a few expenses for that training programs. That expenses incorporate time, exertion and cash. Since firm necessities to accomplish large picture in business world and become a forerunner in the business. That implies association's endurance and development relies upon their employees performance. In the wake of giving training projects to their employee's firm ought to assess the viability of those training projects to quantify performance of their employees.

An employee is an essential piece of any business. The accomplishment or fiasco of the firm depends upon its employee performance. Consequently, top organization understands the meaning of placing resources into getting ready and headway to work on the performance of employees. This study focuses towards understanding the effect of training on the general performance of an employee by information assortment through essential and optional sources,

### **Objectives of the Study**

The objective of the study are as follow:

1. To investigate various types of training methods.
2. To identify and understand various models of training
3. To evaluate the association between the training of employees and performance of employees in government banks.
4. To evaluate the association between the training of employees and performance of employees in private banks.
5. To identify the significant difference between government banks employee's and private banks employee's after completing training.
6. To provide important analysis and conclusion based on the study.

In the financial area training is most significant piece of banks since it's a help industry and their employees address to quality and worth of the bank's administration, so it is essential for employees to have extraordinary information and useful performance. In this manner, employee's quality and abilities are Foster through the training and developments program.

### **Findings**

Keeping in mind the objectives of the present research problem, permission was sought from the Management of the branches of the banks for allowing to conduct the survey. Managers and other officials were contacted for supplying the relevant information about the human resource and also

for advising the work force to participate in the exercise, time slots were fixed for the survey and the identified persons were interviewed for answering the questionnaire; which was prepared with theoretical assumptions also including the close ended questions, which was a limitation in the survey as the test studies exhibited that the pattern of answers were diversified and could not serve the purpose of the study, hence the questionnaire was redesigned.

**Questionnaire:** The questionnaire included the following heads and its sample is annexes as Annexure-1 to this report: (a) Gender, (b) Marital status, (c) Age group (d) Education, (e) Divisions, (f) The family size and Income level, (g) Opinion on the personal department, (h) Satisfaction level, (i) Training & Its effect, (j) Employees' view on training, (k) Frequency & duration of training programmes, (l) Training impact & Employees' feedback on skill development

The data collected has been analyzed by various statistical tools viz Percentage, Mean, Standard deviation, Chi Square, One-way ANOVA, Factor analysis and other Descriptive Statistics.

## Results

The results of the studies on the respondents have been analyzed as age gradation, gender, marital status, literacy, income, industry, sectoral distribution, loyalty indicator, satisfaction status, employee reaction to HR function, training received, training imparted, workers training slots, motivation level for training programs sector wise.

The results of the study exhibit to a large extent the policy of professionalism in recruiting the workforce irrespective of its gender as the responsibilities of working in technical aspects are irrespective of their gender. A total of 42.8% of females as against 57.2% of males are there The Education level in academic qualifications has been divided into two groups, graduates (48.1%), and the postgraduates (35.8%); in addition, one more category of professional qualification has been added to it with 16.1% which is the lowest proportion of the result of study.

This result clearly indicates that the 83.9% of the work force is professionally formally unqualified and to expect a high level of proficiency from them is undesirable. From the informal discussion

with most of the respondents, it was inferred that most of them have picked up the partial technical/professional expertise by practicing the specific task under the guidance and supervision of professionally trained personnel in their organizations. A maximum of 47.7% employees were in the Rs.30, 000–50,000 per month income slot that is a comfortable income zone for a moderate size family to meet its psychological and social needs. This is followed by 36.6% workmen getting wages below Rs.30, 000 per month. This group of employees were from the lower hierarchy of the establishment and was associated with lower responsibility jobs and mostly deficient in skills and techniques. A 15.7% personal receiving salary above Rs.50, 000 represents the personnel in middle and higher managerial positions where a lot of scope for taking initiatives, managing and monitoring the real workforces is part of their duties, they carry with them responsibilities for planning, execution, monitoring and evaluating the policies of the organization. Analysis indicates that 29.7% employees were of the opinion that they are able to differentiate self from others to a great extent after getting training from the organization.

Another 28.9% employees were of the opinion that they are able to differentiate self from others to some extent after getting training from the organization. In comparison to this only 3.6% employees indicated that they are able to differentiate self from others to a little extent after getting training from the organization.

This signifies that almost all the employees are of the opinion that training has improved them a lot and they are able to differentiate themselves from others to some extent. A maximum of 39.8% employees are able to explore their potential to a great extent after getting training from the organization. Another 25.3% employees indicate to a considerable extent in exploring potential. 34.9% employees agree to some extent in exploring potential after training. This signifies that almost all the employees were of the opinion that training has helped them in exploring their potential but with varying extent.

A maximum of 60.7% employees in the sample are of the opinion that topic covered in the training program are up to the mark. In comparison to this 28.4% did not agreed and 10.9% employees were not able to comment, this signifies that majority of the employees in the sample are satisfied with the topic covered during the training program by the organization. A maximum of (62.5%)

were found to be satisfied from the Training and Development of Program of organization. 23.9% employees were highly satisfied whereas only (13.6%) employees indicated that they were not satisfied from the training and development program of the organization. This signifies that majority of the employees found to be satisfied from the T&D program of the organization.

A maximum of 78.7% were of the opinion that HR department is relevant as compared to this 16.5% and 4.8% respondents indicated their negative approach or were not sure about the statement. This signifies that the feedback obtained on training is positive as most of the employees consider training to be useful for them. Analysis indicates that almost three fourth respondents (73.4%) indicated that trainings has good and positive impact and are important to them. In comparison to this 26.6% employees indicated that training did not improve their efficiency and was not important to them. This significantly highlights that 5 majority of the respondents are of the opinion that trainings are important to them and have positive and beneficial impact. Analysis indicates that more than two third respondents (69.2%) indicated that training duration is adequate and sufficient to cover-up the syllabus.

In comparison to this 30.8% respondent indicated that it is not adequate and more time is needed. This significantly highlights that majority of the respondents are of the opinion that training duration is adequate to them. The analysis indicates that 44.3% respondents are of the opinion that training they received was very well planned. In comparison to this 46.9 % respondents indicated that it was well planned. Very few (8.8%) respondents indicated it was somehow planned. The Feedback indicates that the training programs were well planned and it is appreciated by employees.

Analysis indicates that a little less than two third respondents (61.5%) indicated that training is organized one in a year. In comparison to this 22.4 and 16% respondent indicated that it is twice in a year or as and when it is required. This significantly indicates that majority of the organization organize training program once in a year. The information indicated that (66.1%) respondents were of the opinion and revealed that yes, the training is really a boost for my career 20.9 indicated well, it just revised the things I already know. Remaining 13% respondent 6 indicated that the trainers were not competent and did not impart any substantial knowledge. The information indicated that

more than half employees (51.9%) employees were of the opinion and revealed that training should be a part-time program only. Remaining 48.1% respondent indicated that it should be of fulltime program.

The managers of various branches were interviewed on the perceived results of training of their employees and also on the indicators of improvement due to various training programs held. The following indicators were indicated by the managers & officials for assessing the training results: Reduction in work delay.

1. Increase in effective operational time & efficiency.
2. Optimum utilization of the resources.
3. Improvement in inter and intra personal relation within office.
4. Development of self-esteem, cooperation and coordination.

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